

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA  
July 18, 2022 - Virtual Meeting  
5:30 p.m.**

You may join this Microsoft Teams remote meeting on your computer or mobile app: [Click here to join the meeting](#), or join by entering a meeting ID Meeting ID: 220 807 612 451 Passcode: RmNVTu. Call in (audio only) [+1 929-229-5501,,93545430#](tel:+19292295501) United States, New York City Phone Conference ID: 935 454 30#

**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 Mayor Debbie Sullivan</b>   | <b>1 min.</b>  |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b><br><b>A. July 20, 2022, ITA Meeting - (Lloyd Peterson)</b><br><b>B. August 3, 2022, ITA Meeting - (Need volunteer)</b><br><b>C. August 17, 2022, ITA Meeting - (Edwina Waehling)</b> | <b>3 min.</b>  |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - June 20, 2022</b>   | <b>1 min.</b>  |
| <b>V.</b>    | <b>NEW BUSINESS</b><br><b>A. CAD/AVL Project Update (Jeff Peterson)</b>  | <b>60 min.</b> |
| <b>VI.</b>   | <b>CONSUMER ISSUES - All</b>   | <b>15 min.</b> |
| <b>VII.</b>  | <b>REPORTS</b><br><b>A. July 6, 2022 - ITA Meeting (Betty Hauser)</b><br><b>B. General Manager's Report (Ann Freeman-Manzanares)</b>   |                |
| <b>VIII.</b> | <b>NEXT MEETING - August 15, 2022</b>  |                |
| <b>IX.</b>   | <b>ADJOURNMENT</b>   |                |

**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](mailto:TitleVI@intercitytransit.com).*

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

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

**Minutes**  
**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**June 20, 2022 - Virtual Meeting**

**CALL TO ORDER**

Chair Smit called the virtual June 20, 2022, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

**Members Present:** Chair Walter Smit; Vice-Chair Jihan Grettenberger; Nikki Crist; Edwina Waehling; Ursula Euler; Betty Hauser; Lloyd Peterson; Marilyn Scott; Ty Flint; Rachel Weber; Naythan Raymos; Natalie Smith; and Eliane Wilson.

**Absent:** Jonah Cummings; Gene Angel; David Bonauto; John Gear; Allison Spector; Marie Lewis; and Joan O'Connell.

**Staff Present:** Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Emily Bergkamp; Duncan Green; Daniel VanHorn; Alex Auty, and Ramon Beltran.

**Other Present:** Karen Parkhurst with Thurston Regional Planning Council.

**APPROVAL OF AGENDA**

It was M/S/A by JIHAN GRETTEBERGER and TY FLINT to approve the agenda.

**INTRODUCTIONS**

Smit introduced Authority member, SUE PIERCE, as the representative attending the meeting.

**MEETING ATTENDANCE**

- A. July 6, 2022, ITA Meeting - Betty Hauser
- B. July 20, 2022, ITA Meeting - Lloyd Peterson
- C. August 3, 2022, ITA Meeting - Natalie Smith

**APPROVAL OF MINUTES**

It was M/S/A by LLOYD PETERSON and RACHEL WEBER to approve the minutes of the May 16, 2022, CAC meeting.

**NEW BUSINESS**

- A. **COORDINATED HUMAN SERVICES TRANSPORTATION PLAN - (Karen Parkhurst)**  
Parkhurst introduced herself and indicated she works with the Thurston Regional Planning Council (TRPC) and used to work for IT. The Human Services Transportation Plan is done every four years. TRPC is the Metropolitan Planning Organization (MPO) for Thurston County. This plan is looking at transportation options for people who because of age, income or ability have challenges getting around. She shared that they are looking at one trip/one person at a time. The plan looks at all the available services and current providers, as well as

the transportation needs in the community, what would help to fix those needs, and the priorities. There is a regional priorities list that is part of the plan. In putting this together they don't decide for someone else what they need. "Nothing about us without us" has been a saying within the ADA for many years. They are reaching out to people in the community who have challenges to find out what their needs are. The plan has been in place for 12 years and they have found that Covid has changed the way things happen in the community and in some ways that has lessened some transportation challenges and perhaps presented other challenges. They are reaching out to people with disabilities, seniors, low income, and other people with special transportation needs. They are also speaking with providers like IT, Rural Transit (RT), which is a program that TRPC has received grant funding for the last 25 years. They are also reaching out to members of the public within the Thurston region and adjoining counties. This effort is much like IT's Road Trip community outreach. There is communication in between the plan updates, and they don't ignore work others are doing. There are pieces in this plan that talk about the Road Trip and what IT learned. It also talks about interaction with Twin Transit through RT regarding what is working well and what could be working better. She shared that they are looking to talk with employers; WorkFirst, chambers of commerce; faith-based organizations, education providers; healthcare providers; transportation providers; government; tribal, and jurisdictions. There is also part of the plan for emergency management because they have learned that when there are emergencies it is important for those with limited transportation options to have a plan. The plan has a prioritized project list and over the last few updates there are some familiar faces and names like Catholic Community Services, IT, and TRPC who all have priority projects. In order to receive funding from WSDOT Consolidated Grant program projects have to be in the plan. Being on the prioritized project list means they are prioritized for those funds. As the MPO they are grading the projects. DOT tells them how many A's, B's, C's and D's they get and they grade the projects. Part of the funding has included DAL vehicles, the Bus Buddy program, and Village Vans. These partnerships are how they help people get places. She is asking for the CAC's help to share what they are hearing and what challenges people are facing getting around to help identify people in the community who need this. If someone lives at Panorama who should they be talking to. As part of the update they will also be talking to IT and RT to share what happened during covid. Thinking about IT, RT, and schools they need people to drive the buses to meet that need. Those who have provided transportation for years are having trouble getting people to drive the vehicles and having supply chain issues for repair parts. In addition, they'll be talking to IT about the results of the fare free process. This is really revolutionary around the nation and is an important piece for making transportation accessible for all. The new state transportation package, passed last year, included a provision that in order to receive grant funds, public transportation for those 18 and under must be free. The goals they have had in the plan for years include, increase equity in transportation services and IT has been working on that all along. Also, to increase mobility options; improve individual service; increase coordination with other systems and programs; improve efficiency; identify and obtain sustainable funding to close gaps, and broadly distribute information about available transportation options. There is so much information coming at people, and they will work to make sure people have information on programs like "Here to There," and "OneBusAway" to help people know how to use services and what is available. The piece added this year is options that don't involve travel; telework; telemedicine; online public services; tele-education, and broadband because people don't always have access. She shared the timeline indicating they will send the plan out by September 1 for review by the public and WSDOT; and will submit the final plan to WSDOT on December 1, and it will be adopted at the council level on December 2.

*Parkhurst answered questions.*

*Waehling* – shared that her father lives at Panorama and will soon stop driving. She talked with him about starting to use the bus and the Panorama bus and his concern is he does not feel safe. He doesn't understand how to feel safe on a bus. His view of the bus is seeing who is standing at the bus stop. He would also like a bus from one hospital to the other. Parents in her neighborhood don't want their kids riding the bus until they are older because they don't feel it will be safe. Those on routes 62 A/B can be rowdy and those buses are frequently full. Entering the bus by the driver can make someone feel safer.

*Parkhurst* – asked if Waehling had ridden with him. She shared that her father, who passed away several years ago, took a while to feel comfortable taking the bus. When one didn't grow up riding, or hasn't ridden for a long time, it can take some getting used to. There is a learning curve. When he moved to DAL he felt more comfortable because it is a more one-on-one experience and perhaps easier for individuals with mobility issues. Bus Buddies might be able to help. The lack of independence is so frightening and losing the ability to drive can be equal to losing a spouse in terms of stress.

*Scott* – indicated she is a Bus Buddy and they go to Panorama once a month and are happy to ride with him. They are there the third Tuesday of the month. They can also go on other trips if he is interested. All they need to do is call.

*Parkhurst* – it is nice to have a friend on the bus and that is what the program brings.

*Wilson* – mentioned that the plan included adjacent counties and she wondered if that was to cover the need for intercounty trips. She also inquired if rural areas are part of your criteria

*Parkhurst* – indicated that is what they are trying to work on recognizing how difficult it is based on how funding is received. So many people travel across counties for work or appointments and how they can better let people know what services are available beyond their local area. Making sure they have current schedules, and work with IT to make sure they have a general idea about what services are next to this area. It's been hard because of construction or staffing. Rural communities are less dense and it makes them harder to serve. There can be an expectation of individuals in rural areas expecting "city levels" of service and that is just not realistic financially and again because the areas are not densely populated. When they created RT they worked with IT about how to best serve rural areas and there is an understanding that it is really hard to get productive trips. The more rural, south county communities, voted not to support transit service so the boundaries were re-established to Lacey-Olympia-Tumwater-Yelm and the Urban Growth Boundary of the county. When that happened, RT stepped in and tried to fill that gap with grant funded services because local taxpayers were unwilling to support the service. People would really like to have urban services in those rural communities and that is just not possible. These are expensive services. Lifeline service is important. When they report on productivity in measures of transportation, they will never have the numbers that IT has in those rural areas but we do want to provide some options. IT has been great at working with individuals in those communities to utilize vanpools and working with organizations inside of the PTBA to utilize surplus vanpools that may serve those in the county. Individuals can also use [www.rideshareonline.com](http://www.rideshareonline.com).

*Crist* – added that she works for Pacific Mountain Workforce Development Council and they oversee the workforce in a five county region. They have several different programs, and she is a case manager for the low-income community jobs program. Many of her clients are in need of transportation especially with the gas hike. There is a need to push education because many people don't know what's available. Village Vans, Zero-Fare and Vanpool might all be good options.

*Smit* – remarked that one thing learned from the pandemic and the increase in “tele” everything is that that ridership can't be the sole measure of success. Many individuals still need to get somewhere in person. It is important to understand that there are a lot of opportunities to take cars off the road. It would be good to figure out how to evaluate what progress we are making.

*Parkhurst* – indicated they were doing a grant funded project on the capital campus to encourage telework. Initially (pre-pandemic) they found approximately 4-6% were teleworking. It went to over 90% during the pandemic. Now it has come back to around the 60% range. There is a little bit of data because they are still reducing greenhouse gases and improving congestion.

*Weber* – indicated that she rides Mason Transit and she saw their advertisement for teen pass over 18 for five counties and thought it would be neat if that could be year-round.

*Parkhurst* – the new transportation funding at the state level is wanting all transportation available at no cost to everyone 18 and under. Reduced fare can be very helpful getting people access.

*Freeman-Manzanares* – added that transit systems have to comply by October 1 to be eligible to receive grant funding. Mason Transit will probably be taking action on that very soon. They will look at connecting into other counties. Each system will decide how to address that specifically on verifying age. That is a difficult thing to determine and some have decided to go zero fare and some are choosing to operate on the honor system.

*Wilson* – inquired about free fare for all for all counties.

*Parkhurst* – added that is what was passed by the state legislature for everyone 18 and under to be free.

Parkhurst thanked everyone and encouraged them to reach out if they have anything else to share. She can be reached at [parkhuk@trpc.org](mailto:parkhuk@trpc.org).

- B. BICYCLE COMMUNITY CHALLENGE UPDATE - (Duncan Green)** Green coordinates the Bicycle Community Challenge (BCC) and it is celebrating the 35<sup>th</sup> year and he is sharing the results of the 2022 BCC. The BCC encourages Thurston County communities to ride their bikes for transportation, public health and well-being. They build community with a shared vision for a transportation system that supports an accessible, sustainable, livable, healthy, prosperous community and planet. He shared a graphic of many of the stickers given out over the years. The BCC has had to continue to adapt to changing circumstances in the third year of the evolving pandemic. The BCC has kept the wheels rolling including restarted

some in person events; re-grew community sponsor programs; made “all rides count” philosophy permanent; changed the name to reflect that; collaborated with walk N Roll staff to present the Youth Bike Challenge and Winter BCC Scavenger Hunt. They focused outreach on social media advertising and the BCC email list; and encouraged all ages to bicycle for transportation well-being and health.

BCC events included Winter BCC; supported the Walk N Roll Scavenger Hunt (February); Earth Day Market Ride (April); BCC; Bike to Work Day; Youth Bike Challenge; Lunch Outside for the CrankIT team; plus supported WSDOT’s Interagency Bike Ride (May). The Winter BCC had fantastic results and broke all records with 362 Riders; 48 Teams; 2,800 total days and rode 28,800 Miles. They handed out 30 prizes. Over 100 people turned out for the Earth Day Market Ride after a 2-year hiatus. The May BCC included 758 Riders; riding 72,111 Miles; on 7,233 days; 70 teams reported miles; 215 first time riders (29% of all riders); 9.5 average days per rider, and 95 average miles per rider. Concurrently with the BCC was the Youth Bike Challenge in collaboration with Walk N Roll and they had 60 riders; rode 2,188 miles and rode 780 days. He shared the many sponsors of the program supported the BCC with prizes, event support, or coupons. Sponsors provided over 200 prizes this year. The grand prize is a bike adventure with Adventure Cycling and a new bike. There is also a one-of-a-kind new quilt with all the BCC stickers over the years. There will be many happy people with an assortment of prizes. He shared photos of the many volunteers including Clark Gilman who has supported the BCC for many years. He shared some testimonials from participants this year.

*Green answered questions.*

*Freeman-Manzanares* – gave a shout out to Green for an outstanding job on the many events and added that the quilt is awesome. She thanked him for sharing his artistic talents and photography skills in addition to his organizational and community outreach skills.

*Grettenberger* – added that she loves the bike challenges. Whenever there are more people out on the road it makes people more aware and there is an uptick during the challenge months, and it is good to see more bikers on the road. It makes riders feel safer. She thanked Green for all his work.

- C. CAC RECRUITMENT AD HOC COMMITTEE** – (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated that it is that time of year to talk about recruitment. Staff used to conduct the recruitment in the spring and found more success in the fall. She shared how much the CAC members are appreciated by the Authority and staff. The ITA selects 3 members to sit on an interview panel as does the CAC. The timeline for recruitment includes CAC applications available 9/1/2022 and due by 10/7/2022. This allows the ITA to select interviewees at their 10/19/2022 meeting. Interviews are proposed for 11/2/2022 and candidate selection will be at the 11/26 or 12/7/2022 ITA meeting. This is going out now so folks can get it on their calendars. She called for volunteers.

Walter Smit, Ty Flint, and Eliane Wilson volunteered for the Ad Hoc Committee. Ursula Euler and Lloyd Peterson volunteered to serve as back-up.

**D. STRATEGIC PLAN MISSION & VISION STATEMENTS – (Ann Freeman-Manzanares)**

Freeman-Manzanares indicated the CAC and ITA have done significant work on the strategic plan in the past several years, through the development of Proposition 1 that went to the ballot in November 2018 as well as the [short and long range](#) plan, which was approved in November 2018. The strategic policy direction, and the funding for that work—which includes the need for additional grant funds, has been established for the coming years by those two monumental events and documents. While these documents look hefty, much of the heavy lifting has been done. We had planned to be further along with the planning and implementation process but COVID has complicated and delayed that progress. Considering how quickly staff pulled together to hire over 100 people and increase services in 2019, this need to pause, or actually be forced to pause, is beyond frustrating. The focus is getting back to pre-COVID levels of service—which means getting back to the amount of service we were providing as of March 2020. Right now, staff is holding us back from being able to provide that level of service. There are not enough individuals applying for jobs to fulfill all of our empty roles. Once we get back to pre-COVID levels of service, we look forward to pursuing the additional services promised to the community through Prop 1. The lack of labor is a huge challenge for IT and unfortunately it seems everyone else at this point. The Strategic Plan is not meant to be an exhaustive list of every activity or every project but establish broad policy direction within which staff will work to develop the 2023 budget and the work plan to fulfill those promises. It is a challenge not to wordsmith too much but think in terms of broad, inclusive statements. Does a statement, as it exists, purposely exclude something we might want/need to accomplish? If it does not, consider why we might need to add words. What do we really gain by adding words or attempting to call out every element?

**Mission Statement**

*Our mission is to provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community.*

**Vision Statement**

*Our vision is to be a leading transit system in the country, recognized for our well trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all citizens of Thurston County.*

Last year these were reviewed by the ITA and CAC and they did not have anything to add. This will go to the ITA with any comments you would like to share.

*Smit – shared that he likes the word diverse and could it be added to the Mission Statement. He doesn't think it is a requirement, but he likes the word. He also inquired about the use of sustainable in the Mission Statement and if that is meant to be more of an economic or environmental sustainability. In addition, he noticed that the Vision Statement focuses on Thurston County and he is wondering why we limit ourselves to Thurston County because what we do serves more than individuals in Thurston County. Plus, we share the benefits of our innovation beyond Thurston County by sponsoring the Village Van program, going zero-fare or simplifying the vanpool fare structure.*

*Freeman-Manzanares – responded that diversity could mean many different things in the mission and vision statements. Is there something in the statements that do not allow us to focus on the type of diversity you are thinking about? Sustainability is meant to be very broad term*



*that would apply to both economic and environmental. The CAC and the Authority has been very intentional in terms of looking at our programs and actions in a very holistic rather than an individual way. We do not operate in a vacuum but strive to consider a wide variety of things when making decisions. The concept of balance has been very important. In addition to economic and environmental sustainability, these statements can also include social sustainability-which addresses things such as livability and well-being. One term with lots of meanings that allows us to address a broad spectrum of things.*

*Peterson – stated that he enthusiastically supports the bold mission and vision statement as written and it is one of the reasons, he chose to seek a place on the CAC. It is broad and it is aspirational.*

*Grettenberger – shared that she would recommend using a different word than citizen. She understands the broad concept that we are all citizens of something but everyone we serve may not be a “legal citizen” of the US or Thurston County. It could be considered a loaded word and it may not actually be our vision to only serve those that are considered legal citizens.*

*Freeman-Manzanares – indicated that the CAC and the ITA changed Citizen Advisory Committee to Community Advisory Committee several years ago just for the reason stated.*

- E. STRATEGIC PLAN GOALS & END POLICIES** – (Ann Freeman-Manzanares) indicated they have made a number of changes over the years. In the last couple of years they have stayed with the same goals and end policies. These are goals that we connect every action to for the budget and/or work plan.

**The following are the 2022-2027 goals and end policies for your consideration:**

**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.

*Wilson – inquired if this reference allows any changes in terms of operating within the PTBA.*

*Freeman-Manzanares – responded that the PTBA boundary includes Lacey, Olympia, Tumwater Yelm and basically the urban growth boundary of Thurston County. If any area is officially annexed by a jurisdiction, the PTBA changes to incorporate those areas. One of the most basic realities associated with this goal is that IT does not currently provide service to all areas of the existing PTBA. Prior to Proposition 1, IT was scheduled to eliminate approximately 40% service due to funding challenges. Proposition 1 allowed us to retain the existing service and look at significant service improvements. Those were outlined in IT Proposition 1 and in the Long Range Plan. This plan allows us to provide service to NE Lacey, which is part of the PTBA but up until March 2020 did not have service. The plan also provided the ability to look at two or three areas within the PTBA, which currently do not have service, and look at innovative ways to connect them with fixed route. Even with Proposition 1, the funding does not allow the opportunity to provide services to every area within the existing PTBA. This is why the Authority has been very intentional, very clear about stating that Intercity Transit will remain servicing inside its existing boundaries. The financials are focused on increasing services, as the public requested, within the existing PTBA.*

*Smit – indicated the most loaded part is clear and comprehensive information and does not state specifically what data they are looking at. It is vague at this high level. He doesn't have a good way to say it better. He is not sure how to define it.*

*Freeman-Manzanares – stated that that is exactly the crux of all of these policy statements. They need to be high level, rather than very specific, because they apply to many different areas. Having the goal high level allows us to pursue all of our work individually identifying the appropriate elements needed.*

**Goal 2:** Provide outstanding customer service.

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

*Wilson – shared that it says it all. This item is good.*

**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.

*There were no comments offered for this item.*

**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.

*Grettenberger – shared that she likes “within financial limitations.”*

**Goal 5:** Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support the Thurston County Regional Climate Mitigation Plan.

**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.

*Euler – shared that she was too slow on the previous one and inquired if they were relating to the last mile solutions to get people to and from the bus stop.*

*Freeman-Manzanares – it certainly could apply to first mile-last mile solutions. Innovative service zone includes such solutions. There are other options provided under Proposition 1, like night owl service, for people wanting to take part in downtown evening activities like attending the theatre and wanting to take public transportation. There is a broad range of things that could apply.*

*Smit – remarked that it states both social/environmental impact. Should we split those into two different goals?.*

*Freeman-Manzanares – inquired if separating the two items would accomplish something more or different than addressing them within the same goal statement? The Authority has purposely focused on a holistic and balanced approach in the review of all issues.*

**Goal 6:** Encourage use of our services, reduce barriers to access and increase ridership.

**End Policy:** Educate and encourage community members to explore, appreciate and utilize the benefits of our services and programs while making the system easier to use.

*There were no additional comments related to this item.*

**Goal 7:** Build partnerships to identify and implement innovative solutions that address mobility needs and other critical challenges in our community, such as access and equity as a service provider and as an employer.

**End Policy:** Work with governmental entities, educational institutions, businesses, and not-for-profit community partners to understand our joint responsibility to facilitate great mobility options as well as educational and socio-economic opportunities in our community.

*Grettenberger – shared that she likes the use of the word partnerships. If you don't have the answers or solutions you can rely on support from others who may work more directly with the people with the mobility needs.*

*Wilson – inquired if that entails the private sector or is that implied by the employers.*

*Freeman-Manzanares – indicated that our partners certainly include the private sector. Broadly, this policy indicates that we cannot and should not “go it alone”. We can provide great benefit by working together to achieve community goals. The goal refers to the agency as a service provider and an employer.*

*Smit – added that maybe we should add that we will share our innovated activities with other agencies and we will ask other agencies to share their innovative work with us. Looking at Goal 6 it doesn't specific allow for programs like the BCC. Should we be more specific?*

*Freeman-Manzanares – shared that the statement does refer to programs. The BCC would be one of many programs that IT offers. The goal is meant to be broad and inclusive as opposed to specific.*

**F. STRATEGIC PLAN POLICY POSITIONS – (Ann Freeman-Manzanares)** Freeman-Manzanares indicated each year in preparation for the annual update to the Strategic Plan they review the policy positions. It is important to understand it doesn't address every single thing the Agency does but looks broadly at goals and intentions. It might be helpful to consider if the statements, as written, exclude the work we need to do as opposed to trying to add specificity to narrow it down.

**1. Should Intercity Transit maintain service levels in 2023 or consider new or expanded local transit services needed to serve the growing population?**

**2022:**

- Continue to evaluate restoration of service to pre-COVID-19 levels.
- Dependent upon the status of COVID-19, public health, and economic outcomes, proceed with the implementation of the Long-Range Plan.

**2023:**

- Continue to focus on the restoration of service to pre-COVID-19 levels.
- Proceed with the implementation of the Long-Range Plan recognizing COVID-19, and in particular impacts to the labor market, have delayed our forward momentum.

*There were no comments on this item.*

**2. What is Intercity Transit's role in providing regional mobility?**

**2022:**

- Continue to evaluate restoration of service to pre-COVID-19 levels in consultation with our public health officials.
- Continue to seek a return of Pierce Transit as a funding partner for inter-county services.
- Continue to seek and utilize grant funds to deliver service between Thurston and Pierce Counties. It should be noted that State Regional Mobility Grant funds for this service expire June 30, 2021. Staff is seeking funding through the State Consolidated Grant program to continue this service. If funds are not available to support this service, the Authority should consider whether to pay for continued service between Thurston and Pierce County.
- Focus on priority movement for transit which promotes "passenger" or "people" through-put as opposed to "car" through-put.
- Consider streamlining service to but not within Pierce County. This would eliminate duplicative regionally provided trips and eliminate Intercity Transit operating zero fare service within Pierce County.

**2023:**

- Continue to seek grant funds to deliver service between Thurston and Pierce Counties.
- If grant funds, or a partnership with Pierce Transit, are not available to support this service, the Authority should consider whether or not to pay for continued service between Thurston and Pierce County.
- Consider streamlining service to, but not within, Pierce County. This would eliminate duplicative regionally provided trips and eliminate Intercity Transit operating zero-fare service within Pierce County.
- Focus on priority movement for transit which promotes "passenger" or "people" through-put as opposed to "car" through-put.

*Grettenberger – inquired about the equity piece knowing that transportation to the north can be very important to some because there are not as many medical services locally. They're essential for those using it. That could also be true about employment opportunities.*

*Freeman-Manzanares- In the past the ITA has looked at balancing local and regional services and the costs associated with both. There has been an emphasis on attempting to gain grant funds to help support I-5 function better, serve those needing to get to the Capitol and other activities, as well as Thurston County residents travel to Pierce and Pierce residents to travel to Thurston. Until 2011 Pierce Transit paid for half of the intercounty service. They pulled out when they experienced financial difficulties and have not returned.*

*Wilson – inquired if the Agency can get support from Sound Transit.*

*Freeman-Manzanares – responded that she is not sure that Sound Transit would have an interest as an agency in helping to fund that service. We do receive some federal dollars for bus and vanpool trips providing services into the Seattle UZA.*

**3. What role should Intercity Transit play in serving the core areas of Olympia, Lacey, and Tumwater areas?**

**2022:**

- Continue to evaluate restoration of service to pre-COVID-19 levels.
- Dependent upon the status of COVID-19, public health and economic outcomes, proceed with the implementation of the Long-Range Plan.
- Dependent upon public health directives, continue to promote strategies to remove barriers and increase ridership.

**2023:**

- Proceed with the implementation of the Long-Range Plan recognizing COVID-19, and in particular impacts to the labor market, may continue to delay forward momentum.
- Promote strategies to remove barriers to utilize of our services.

*No comments related to this item.*

**4. Is there a role for local express service in the current service area?**

**2022:**

- Continue to evaluate restoration of service to pre-COVID-19 levels.
- Dependent upon the status of COVID-19, public health and economic outcomes, proceed with the implementation of the Long-Range Plan.
- Continue to seek and utilize grant funds to support the implementation of the Martin Way-Harrison high-density demonstration project.
- Pursue project planning and funding for bus rapid transit. • Dependent upon public health directives, continue to promote strategies to remove barriers and increase ridership.

**2023:**

- Pursue project planning and funding for bus rapid transit light and all associated projects.

*Hauser – asked what BRT light is.*

*Freeman-Manzanares – indicated that for us we are calling this service “The One” demonstration project. It is an “skip-stop” service meaning it doesn’t stop at every bus stop so it can travel more quickly through town. It is focused on major corridors- Martin Way to Capitol Mall. Eventually the plan is to go to NE Lacey along Martin Way. This is not traditional BRT, which has dedicated lanes. This is a Thurston Right starter version of BRT.*

**5. Should transit priority measures – signal priority, queue bypasses, bus lanes – be considered?**

**2022:**

- Take an active role in land use planning efforts to advocate development which supports transit and other active transportation choices.
- Partner with local jurisdictions to implement signal priority to enhance the safety, speed and reliability of bus movement.
- Partner with Thurston Regional Planning Council and our local jurisdictions to develop our high-density corridors into “smart corridors.”
- Explore improvements to corridor travel to improve access to transit stops.
- Focus on coordinated emergency management response.

**2023:**

- Take an active role in land use planning efforts to advocate development which supports transit and other active transportation choices.
- Partner with local jurisdictions to implement signal priority to enhance the safety, speed and reliability of bus movement.
- Partner with Thurston Regional Planning Council and our local jurisdictions to develop our high-density corridors into “smart corridors.”
- Explore improvements to corridor travel to improve access to transit stops.
- Focus on coordinated emergency management response.

*Hauser – shared that she is glad to see these issues brought forward in 2023 in the same form.*

**6. Should Intercity Transit pursue efforts to coordinate service with local school districts?**

**2022:**

- Continue the Youth Education Program within the guidelines of public health and school district directives.
- Expand our creativity and coordination with school districts, youth and our community as a whole to teach skills for safe walking, biking and transit use.
- Partner with districts to identify any and all potential coordination opportunities.
- Continue to focus our programmed activities to areas within our PTBA.

**2023:**

- Continue the Youth Education Program within the guidelines of public health and school district directives.
- Expand our creativity and coordination with school districts, youth and our community as a whole to teach skills for safe walking, biking and transit use.
- Partner with districts to identify any and all potential coordination opportunities.
- Continue to focus our programmed activities to areas within our PTBA.

*Freeman-Manzanares – shared that the youth education program recently created a traffic garden at a school for them to use in their PE classes. They also brought a pop-up version of the traffic garden to the Lacey Spring Fun Fair and have more in the que. Most of the youth education program is focused on Olympia, Lacey, and Tumwater. There has been outreach to the Yelm community schools and we hope they return the interest and we are able to work there more. They have concerns about safe routes and want to create a safe space. The councilmember on the board from Yelm is very interested in the traffic garden concept for the Yelm school district.*

**7. What level of passenger infrastructure (bus shelters, benches, lighted stops, passenger information) is appropriate?**

**2022:**

- Recognize the experience of riding the bus begins before one boards the bus.
- Prioritize bus stop improvements by the level of passenger activity.
- Emphasize stops located on major corridors as well as stops located near facilities serving elderly persons and those with special transportation needs.

**2023:**

- Recognize the experience of riding the bus begins before one boards the bus.
- Prioritize bus stop improvements by the level of passenger activity.
- Emphasize stops located on major corridors as well as stops located near facilities serving elderly persons and those with special transportation needs.

*Smit – shared that prioritizing stops with most passenger activity may not be good because those high activity areas would likely be safer due to having a lot of people around. He would be curious to add a bullet point to say passenger activity and by level of incidents at a stop or issues related to infrastructure needs should also be prioritized even if there's not a lot of passengers boarding or departing at that stop. If passengers are having issues with lighting, benches, safety, or a high rate of safety issues they should be prioritized for improvements such as a lighted stop. If there is a high rate of safety issues that get reported a lot then that should be reflected and be prioritized for bus stop improvements.*

*Freeman-Manzanares – responded that we have a high proportion of bus stop amenities because there is a recognition that the experience starts before one steps onto the vehicle. While activity is a good indicator of where we might invest to serve the largest number of individuals, there are a number of instances that are reviewed by our stops committee. This committee utilizes customer comments and well as staff input, both of which would include known incidents, to insure we can enhance the experience and the mobility of our community. There is allowance to address incidents or if there are elderly, disabled or other attributes to those utilizing each stop.*

*Grettenberger – indicated she had a similar thought that it does exclude some because there may be less busy stops that could be more dangerous or have more issues because there's less people there and those aren't as easy to identify. Often people who are more vulnerable could be less inclined to submit the information. Getting back to people who use transit as a lifeline and making sure they still have safe spots.*

*Freeman-Manzanares – stated that she appreciated the sensitivity and the desire to ensure our stops are safe. And we need to continue to do outreach work and build partnerships with trusted community groups to ensure people are getting the assistance they need and able to share their*

*experience. The placement of stops, and issues around safety, is something our Operators, Operations Supervisors and our Facilities staff deal with daily.*

*Waehling – added that bus drivers might know where people are struggling or where riders don't feel safe. If there are stops where traffic is an issue and people don't feel safe. Also, maybe add schools.*

*Smit – asked if OCPC is reviewing the Strategic Plan.*

*Freeman-Manzanares – responded that the OCPC does not review the Strategic Plan. The Operator Communications and Policy Committee consists of a group of drivers, the GM, Director of Operations, Fixed-Route Manager, Direction of Fleet and Facilities, Facilities Manager, Planning Manager, Chief Safety Officer, Marketing and Communications staff, Training Staff and frequent guest stars to talk about areas of interest. It is meant as a weekly listening and sharing session so we can address things that need to be fixed ASAP and ensure we have good and frequent conversations directly with one another. It allows us the opportunity to hear first-hand and be nimble in our response to any concerns.*

**8. What additional investments in technology should be made beyond the current Advanced Communications System project?**

**2022:**

- Complete the installation and testing of our new radio communications system.
- Pursue installation and testing of our new CAD/AVL system.
- Monitor and focus on improvements to the website, gov.delivery, and other customer communication tools.
- Continue to evaluate our Information Systems function.
- Pursue enhancements to our fleet and systems management software to enhance efficiency and operations.
- Actively explore new and emerging technologies proven to increase efficiency, safety, cost-savings and enhance the customer experience.
- Focus on emergency management response and continuity of operations.

**2023:**

- Monitor and focus on improvements to the website, gov.delivery, and other customer communication tools.
- Continue to evaluate our Information Systems functions.
- Pursue enhancements to our fleet and systems management software to enhance efficiency and operations.
- Actively explore new and emerging technologies proven to increase efficiency, effectiveness, safety, cost-savings, enhance the customer experience and follow a pathway to better environmental outcome.
- Focus on emergency management response and continuity of operations.

*No comments related to this item.*

**9. Should the vanpool program continue to expand to keep pace with demand?**

**2022:**

- Focus on outreach and education.
- Build partnerships to support business and enhanced employment opportunities.



- Pursue grants as appropriate.
- Dependent upon public health directives, continue to promote strategies to remove barriers and increase ridership.

**2023:**

- Focus on outreach and education.
- Build partnerships to support business and enhanced employment opportunities.
- Pursue grants as appropriate.
- Dependent upon public health directives, continue to promote strategies to remove barriers and increase ridership.
- Monitor the results of the new fare structure.

*No comments related to this item.*

**10. Are there capital purchases or other projects that are needed to allow future growth? What is the appropriate timeline for these projects?**

**2022:**

- Continue to finalize design, pursue permitting and construct the Pattison Street Facility Rehabilitation and Expansion project.
- Continue to pursue grant funding for the Pattison Street project, replacement and expansion vehicles, operational expenses and other projects.
- Explore and define capital facilities necessary to facilitate the delivery of service in accordance with the Long-Range Plan.
- Develop a long-term capital funding plan.

**2023:**

- Continue to finalize design, pursue permitting and construct the Pattison Street Facility Rehabilitation and Expansion project.
- Continue to pursue grant funding to support our capital and operational needs.
- Explore, define and pursue funding for capital facilities necessary to facilitate the delivery of service in accordance with the Long-Range Plan.
- Develop a long-term capital funding plan.

*No comments related to this item.*

**11. Should Intercity Transit pursue additional park-and-ride facilities?**

**2022:**

- Continue to partner with local jurisdictions and the Washington State Department of Transportation regarding potential locations for a park-and-ride facility.
- Pursue joint use agreements as necessary to secure park-and-ride space to support ridesharing, express bus and local transit services.
- While additional park-and-ride locations are likely needed, this plan urges caution in dedicating capital funds for additional park-and-ride facilities at this time.
- Encouraging the creation of HOV lanes, seek funding to support direct highway access from Park-and-Rides and other alternatives to support ridesharing, express bus and local transit services.

**2023:**

- Continue to partner with local jurisdictions and the Washington State Department of Transportation regarding potential locations for park-and-ride facilities.
- Pursue joint use agreements as necessary to secure park-and-ride space to support ridesharing, express bus and local transit services.
- While additional park-and-ride locations are likely needed, this plan urges caution in dedicating capital funds for additional park-and-ride facilities at this time.
- Encouraging the creation of HOV lanes, seek funding to support direct highway access from Park-and-Rides and other alternatives to support ridesharing, express bus and local transit services.

*No comments related to this item.*

**12. How do Village Vans, Community Vans, the Surplus Van Grant and Discounted Bus Pass programs fit into Intercity Transit's future plans? Are there other programs of this type that should be considered?**

**2022:**

- Continue support for the Village Vans, Surplus Van Grant and the Community Van programs.
- In conjunction with the zero-fare demonstration project, discontinue the Discounted Bus Pass Program.
- Seek replacement funding for the continuation of the Village Vans Program.

**2023:**

- Continue support for the Village Vans, Surplus Van Grant and the Community Van programs.
- In conjunction with the zero-fare demonstration project, discontinue the Discounted Bus Pass Program.
- Seek replacement funding for the continuation of the Village Vans Program.

*Freeman-Manzanares – added that the Village Vans program was started as a demonstration project with federal dollars. Those federal dollars have since been eliminated. The Authority supports the program and has also asked staff to continue to pursue grant funds.*

**13. Are our services – Dial-A-Lift, Travel Training, and Accessible Fixed-Route Buses adequate to serve persons with disabilities?**

**2022:**

- Continue to focus on the Travel Training and the Bus Buddies program.
- Explore alternative service delivery methods to enhance productivity and reduce program costs.
- Pursue improvements in scheduling software and use of technology to improve productivity and service.
- Attempt to control growth so it doesn't impact our ability to deliver all services.
- Focus on obtaining grant funds to ensure adequate resources to serve this growing population.
- Continue the effort to make all bus stops accessible and to provide shelters and other amenities at stops serving persons with disabilities.

- Apply the principles of Universal Design to all capital purchases and projects, and explicitly consider accessibility and usability for the widest range of individuals when evaluating equipment and technology.

**2023:**

- Continue to focus on the Travel Training and the Bus Buddies program.
- Explore alternative service delivery methods to enhance productivity and reduce program costs.
- Pursue improvements in software and use of technology to improve productivity and service.
- Attempt to control growth so it doesn't impact our ability to deliver all services.
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- Continue the effort to make all bus stops accessible and to provide shelters and other amenities at stops serving persons with disabilities.
- Apply the principles of Universal Design to all capital purchases and projects, and explicitly consider accessibility and usability for the widest range of individuals when evaluating equipment and technology.

*No comments related to this item.*

**14. Is the current fare policy appropriate?**

**2022:**

- Continue to implement our zero-fare demonstration program.
- Defer capital investment for new fare collection systems to replace old, obsolete systems pending assessment of zero-fare demonstration.
- Use zero-fare demonstration to promote our mission to support an accessible, sustainable, livable, healthy and prosperous community.
- Track internal and external results associated with the zero-fare demonstration.
- While our focus has, from necessity, been altered by the COVID-19 public health crisis, we will continue to focus on removing barriers to accessing Intercity Transit services to increase ridership (when appropriate), improve speed and reliability of service, attenuate increasing congestion, improve the environment, enhance community health, improve equity and access, retain and recruit business, and enhance educational opportunities.
- Enhance community resiliency by reducing personal transportation expenses to address other needs.
- Monitor regional fare collection system replacement (ORCA) during the zero-fare demonstration project.
- Evaluate and promote system viability and user safety.

**2023:**

- Continue to implement our zero-fare demonstration program.
- Defer capital investment for new fare collection systems to replace old, obsolete systems pending assessment of zero-fare demonstration.
- Use zero-fare demonstration to promote our mission to support an accessible, sustainable, livable, healthy and prosperous community.
- Track internal and external results associated with the zero-fare demonstration.

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- Enhance community resiliency by reducing personal transportation expenses to address other needs.
- Monitor regional fare collection system replacement (ORCA) during the zero-fare demonstration project.
- Evaluate and promote system viability and user safety.

*Smit – asked if there is an end date on the zero-fare demonstration program.*

*Freeman-Manzanares – indicated it was originally a 5- year pilot but due to Covid the ITA extended it 3 years from the return of pre-Covid levels of service, whichever is later.*

**15. Should Intercity Transit’s planning for the next six years be financially constrained?**

**2022:**

- Yes. Monitor and evaluate economic outcomes and how that might impact our finances.
- Implement service consistent with the long-range plan, continuing to closely monitor revenue collections, operational costs and capital programs.
- Consider financing mechanisms.

**2023:**

- Yes. Monitor and evaluate economic outcomes and how that might impact our finances.
- Implement service consistent with the long-range plan, continuing to closely monitor revenue collections, operational costs and capital programs.

*No comments related to this item.*

**16. What role should Intercity Transit play in local transportation projects - Commute Trip Reduction, Youth Education Programs and the Bicycle Community Challenge?**

**2022:**

- Work with the Thurston Regional Planning Council, the State of Washington and the affected local jurisdictions to improve the Commute Trip Reduction Program.
- Pursue relationships with private employers to educate about the benefit of transit and other active transportation options to better serve their needs and the needs of their employees.
- Pursue grants to assist in implementing youth and senior programming.
- Continue to support cycling safety, bike maintenance, the Bicycle Commuter Challenge and find additional sources for bike donations.

- With the new location and additional space for Walk N Roll in downtown Olympia, find ways to be of more benefit to the community through our outreach programs.
- Market active transportation to youth and our senior population.

**2023:**

- Work with the Thurston Regional Planning Council, the State of Washington and the affected local jurisdictions to improve the Commute Trip Reduction Program.
- Pursue relationships with private employers to educate about the benefit of transit and other active transportation options to better serve their needs and the needs of their employees.
- Pursue grants to assist in implementing youth and senior programming.
- Continue to support cycling safety, bike maintenance, the Bicycle Commuter Challenge and find additional sources for bike donations.
- Continue to find ways to be of more benefit to the community through our outreach programs.
- Market active transportation to youth and our senior population.

*Smit – shared that the fourth bullet should be changed to Bicycle Community Challenge.*

*Grettenberger – indicated it is great to have a goals dedicated to education. If people don't know how to use the services and programs they don't get used.*

**17. Should Intercity Transit's current marketing approach and level of effort be continued?**

**2022:**

- Focus on strategic community outreach, engagement, messaging and use of available channels to educate and develop our markets.
- Improve the website to better serve our various constituents and be a relevant business and communications tool for the agency.
- Intercity Transit should continue to pursue customer information technology to enhance the customer experience and support service.

**2023:**

- Focus on strategic community outreach, engagement, messaging and use of available channels to educate and develop our markets.
- Improve the website to better serve our various constituents and be a relevant business and communications tool for the agency.
- Intercity Transit should continue to pursue customer information technology to enhance the customer experience and support service.

*No comments related to this item.*

**18. What steps should Intercity Transit take to reduce emissions and the negative environmental impacts of our operations?**

**2022:**

- Dependent upon public health directives, promote strategies to increase ridership.

- Take an active role in land use planning efforts to advocate development which supports transit and other active transportation choices.
- Deliver robust and connected service in support of the long-range service plan.
- Replace older, less efficient equipment and facilities when practicable.
- Continue to research and pursue equipment, facilities, and process improvements in light of their social, economic and environmental impacts as practicable.
- Utilize environmentally friendly materials and chemicals, and require vendors and contractors to do the same, to the maximum extent possible.
- Seek to reduce waste production as well as energy and water usage.
- Continue to partner with Thurston Green Business and Puget Sound Energy's Green Power program.
- Pursue alternative fuels studies addressing vehicles and infrastructure.
- Participate in planning activities, as appropriate, and embrace regional efforts to develop and implement climate mitigation actions.

**2023:**

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- Seek to reduce waste production as well as energy and water usage.
- Continue to partner with Thurston Green Business and Puget Sound Energy's Green Power program.
- Pursue alternative fuels studies addressing vehicles and infrastructure.
- Participate in planning activities, as appropriate, and embrace regional efforts to develop and implement climate mitigation actions.

*Grettenberger – inquired if IT will have its own climate action plan ultimately.*

*Freeman-Manzanares – indicated the Agency participates with TRPC/TPB regarding the regional climate goals. The goal is to incorporate sustainability, and balance, in all actions. When staff goes out for a procurement, for instance, the concepts are under discussion at the staff and at the Authority level.*

**19. What should be Intercity Transit's policy and actions related to expansion of the PTBA?**

**2022:**

- Maintain the current policy which is not to expand the PTBA.
- Focus on delivering enhanced service within the existing boundaries and serving areas currently not served within the existing PTBA.
- Consider annexation of new areas only if it doesn't negatively impact existing services and only if representatives of these new areas request the Authority take

steps to hold an annexation election and can demonstrate support in the area to be annexed.

**2023:**

- Maintain the current policy which is not to expand the PTBA.
- Focus on delivering enhanced service within the existing boundaries and serving areas currently not served within the existing PTBA.
- Consider annexation of new areas only if it doesn't negatively impact existing services and only if representatives of these new areas request the Authority take steps to hold an annexation election and can demonstrate support in the area to be annexed.

*Freeman-Manzanares – South County communities opted not to participate in the PTBA through a failed election post I-695. The boundaries were changed to the current (approximate) PTBA in early 2000. There hasn't been an interest from South County to rejoin the PTBA. The Authority has been very clear that there are limited dollars and they are going to place those dollars where they can make the largest impact. And the community within the existing PTBA has been very clear about what services they want and they voted to pay to get those services. Proposition 1 (November 2018) was formed around the existing PTBA as opposed to providing services county-wide.*

*Smit – inquired if there have been any requests from other cities to get into the PTBA.*

*Freeman-Manzanares – responded that there have not been requests to consider rejoining the PTBA. South County has grant funded transportation (RT) services administered through TRPC.*

*Smit – added that in #2 he appreciated that it highly supports people as opposed to cars.*

## **CONSUMER ISSUES**

- None.

## **REPORTS**

- **May 18, 2022 ITA Meeting** – *Ty Flint* provided the report from the meeting including they received the Martin Way Corridor Project report and the ITA would have many questions down the road. They adopted the 2023 -2026 TIP; met new hires; celebrated Dan Savage's victory and shared the date for the local Rodeo July 22, 23 in Olympia.
- **June 15, 2022, ITA Meeting** – *Jihan Grettenberger* provided the report from the meeting including the Agency had a salary class and comp study and that IT's employees are well compensated for the work and in a competitive market and have an increase in certain steps. There was discussion regarding users requesting reinstatement of the mask mandate.
- **Happy Birthday to our own Ann Freeman-Manzanares!**
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including:
  - There were several members of the community who wrote in to request the Agency reinstitute the mask mandate. The Authority requested staff discuss the issue and in talking with the public health officer she advised to stay with the April 18, TSA statement that they will no longer enforce and continue to follow CDC directives. They

are recommending that people wear a mask on board but not requiring. Staff is pushing that information out.

- The state auditor was visiting for a month and IT has no findings or a perfect audit.
- City of Olympia Familiar Faces program folks are at the OTC and have an office now that will be a great benefit to IT, the program, and the city.
- Staff is scheduling a public hearing (7/20/2022) to amend the vanpool fare resolution to facilitate grant program participation for those 18 and under access for no charge.
- Covid has not gone away and as of Jun 1 to June 13 they had 24 confirmed covid cases and those that could be contagious from that. This is more than they experienced in January, 2022 which was the Omicron phase. Before Covid they were at 255 operators and they currently have 195 active operators which is why we are not at pre-Covid level service.
- If you know anyone who might like to drive the bus, please have visit our website at <https://www.intercitytransit.com/employment>.
- There is a tour of the new Pattison facility on Wednesday, June 22, 2022.

**NEXT MEETING: July 18, 2022.**

## **ADJOURNMENT**

**It was M/S/A by JIHAN GRETTEBERGER and NAYTHAN RAMOS to adjourn the meeting at 7:56 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: July 18, 2022

**FOR:** Community Advisory Committee

**FROM:** Jeff Peterson, Procurement Coordinator, 705-5878

**SUBJECT:** CAD/AVL Project Update

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1) **The Issue:** Provide an overview of our new Computer Assisted Dispatch and Automatic Vehicle Location (CAD/AVL) system.

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

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3) **Policy Analysis:** Staff provides updates to the Authority and CAC of ongoing projects undertaken by Intercity Transit staff consistent with the Strategic Plan, Long-Range Plan and budget.

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4) **Background:** Our new CAD/AVL system represents a significant investment for Intercity Transit, both monetarily and in terms of dedicated staff time to implement this second-generation system. It also represents a significant technical upgrade that will benefit our riders and our internal operations. This project began in late 2018 with the development of a solicitation for consulting services resulting in the hiring of IBI Group in June 2019. The Authority authorized contracting with Avail Technologies, Inc in February 2021. All aspects of the project are anticipated to be fully functional Fall 2022.

This project update will provide an overview of the new systems and its functionality. Representatives from Avail, and Intercity Transit staff look forward to introducing you to the elements of this new technology including hardware installations, reporting functions, features, and the process improvements this new solution offers. This is also an opportunity to ask the project team questions.

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

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6) **Budget Notes:** The project is budgeted at \$10 million and is coming in under budget.

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7) **Goal Reference: Goal 2:** *“Provide outstanding customer service.”*  
**Goal 6:** *“Encourage use of our services, reduce barriers to access and increase ridership.”*

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

**Authority Meeting Highlights**  
*a brief recap of the July 6, 2022, Authority Meeting*

**Wednesday night, the Authority:**

- Approved the process and timeline for the 2022 Community Advisory Committee Fall recruitment and selected three members of the Authority to participate on the Ad-Hoc Committee: *Justin Belk, Don Melnick, Debbie Sullivan, and alternate Sue Pierce.*
- Reviewed the Mission and Vision statements; existing Goals and End Policies and the Plan Policy Positions in the 2022-2027 Strategic Plan to determine if they remain relevant or need updating for the 2023-2028 Strategic Plan.

**General Manager's Report:**

Human Resources is in the process of making job offers for the next Operator class which begins on August 1, 2022.

We received notice there are significant manufacturing and pricing issues nationwide associated with the delivery of paratransit vehicles. Intercity Transit has 28 vehicles on order, and we actually combined two years' worth of orders and received them in early because we assumed there were going to be difficulties associated with supply and demand.

There were 41 confirmed cases of COVID among staff members in June, with many others in quarantine. We're hoping for a better July, and we will continue to work keep everyone as safe as possible.

Prepared July 7, 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	Absent	M E E T I N G  C A N C E L L E D	Absent	Absent							
David	Bonauto						Absent							
Nikki	Crist						Absent							
Jonah	Cummings	Absent	Absent	Absent			Absent	Absent						
Ursula	Euler													
Ty	Flint		Absent											
John	Gear						Absent	Absent						
Jihan	Grettenberger						Absent							
Betty	Hauser													
Marie	Lewis	Absent	Absent				Absent	Absent						
Joan	O'Connell			Absent			Absent	Absent						
Lloyd	Peterson													
Naythan	Raymos						Absent							
Marilyn	Scott	Absent												
Walter	Smit		Absent											
Natalie	Smith			Absent			Absent							
Allison	Spector	Absent					Absent	Absent						
Edwina	Waehling	Absent					Absent							
Rachel	Weber													
Eliane	Wilson													

= Joint meeting does not count against required meeting attendance