INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
August 15, 2022 – Virtual Meeting
5:30 p.m.

You may join this Microsoft Teams remote meeting on your computer or mobile app: <u>Click here to join the meeting</u> Meeting ID: 230 724 936 285 Passcode: wU378w. Call in (audio only) using <u>+1 929-229-5501,,390015057#</u> United States, New York City Phone Conference ID: 390 015 057#

CALL TO ORDER

I.	**APPROVE AGENDA**	**1 min.**

II.	**INTRODUCTIONS**	**1 min.**
	A. **Intercity Transit Authority Representative Thurston County Commissioner Carolina Mejia**	

III.	**ITA MEETING ATTENDANCE**	**3 min.**
	A. **August 17, 2022 –** *Eliane Wilson*	
	B. **September 7, 2022 -** *Rachel Weber*	
	C. **September 21, 2022 - JOINT MEETING WITH ITA**	
	D. **October 5, 2022 –** *Eliane Wilson*	
	E. **October 19, 2022 –** *Naythan Ramos*	

IV.	**APPROVAL OF MINUTES – July 18, 2022**	**1 min.**

V.	**NEW BUSINESS**	
	A. **Update on Marketing Efforts** *(Nicky Upson & Ally McPherson)*	**30 min.**
	B. **Update on Bus Stop Enhancements & Standards** *(Rob LaFontaine)*	**30min.**

VI.	**CONSUMER ISSUES – All**	**15 min.**

VII.	**REPORTS**	
	A. **July 20, 2022 – ITA Meeting** *(Lloyd Peterson)*	
	B. **General Manager's Report** *(Ann Freeman-Manzanares)*	

VIII.	**NEXT MEETING – JOINT MEETING WITH THE ITA WEDNESDAY, SEPTEMBER 21, 2022, 5:00 PM CHECK IN AND MEETING BEGINS AT 5:30 PM.**	

IX.	**ADJOURNMENT**	

Attendance report is attached.

CALL TO ORDER

Chair Smit called the virtual July 18, 2022, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Chair Walter Smit; Vice-Chair Jihan Grettenberger; David Bonauto; John Gear; Betty Hauser; Lloyd Peterson; Marilyn Scott; Allison Spector; Rachel Weber, and Eliane Wilson.

Absent: Gene Angel; Nikki Crist; Jonah Cummings; Ursula Euler; Ty Flint; Marie Lewis; Joan O'Connell; Naythan Raymos; Natalie Smith, and Edwina Waehling.

Staff Present: Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Steve Krueger; Steve Swan; Brian Nagel; Nicky Upson; Jeff Peterson; Jason Aguero; Cameron Crass; Kevin Karkoski; Joy Gerchak; Jessica Gould; Daniel VanHorn; Alex Auty, and Ramon Beltran.

Other Present: Vic Kumar; Kevin McKay; Zafer Batmas, and Robert Manaseri of Avail Technologies.

APPROVAL OF AGENDA

It was M/S/A by JIHAN GRETTENBERGER and DAVE BONAUTO to approve the agenda.

INTRODUCTIONS

Smit introduced Authority member, MAYOR DEBBIE SULLIVAN, as the representative attending the meeting.

MEETING ATTENDANCE

A. **July 20, 2022, ITA Meeting – Lloyd Peterson**
B. **August 3, 2022, ITA Meeting – Dave Bonauto**
C. **August 17, 2022, ITA Meeting – Edwina Waehling**

APPROVAL OF MINUTES

It was M/S/A by JIHAN GRETTENBERGER and ELIANE WILSON to approve the minutes of the June 20, 2022, CAC meeting.

NEW BUSINESS

A. **CAD/AVL Project Update –** *(Jeff Peterson)* shared that the CAD/AVL project represents a significant investment in time and resources for the Agency. It is also a significant technology upgrade that will greatly benefit riders as well as internal operations. The project started back in 2018 with a solicitation for consulting services that resulted in hiring IBI Group in June

2019. They assisted Procurement in the preparation of a solicitation for a CAD/AVL solution, which the ITA approved in February 2021. As they entered into the contract with Avail Technologies the project team quickly got to work on various configuration reviews, training plans, equipment ordering and all the implementation timelines. Installation began in pilot coaches in October, 2021 and in early December the first coach hit the road with the new Avail system. By March 31 of this year the entire fleet of coaches were operating under the new system and the team began DAL installation. This project impacts several departments and every department had to learn something new. Today the CAC will learn aspects about how this project impacted each department and what they are gaining with this technology. Representatives from Avail are here as well as the IT project team to share the hardware and functionality this solution has to offer. He introduced Vic Kumar from Avail to start the presentation.

Vic Kumar introduced himself as a program manager with Avail Technologies. He reiterated that the implementation has concluded and that all vehicles have the CAD/AVL technology and the operations and maintenance departments have been using the system for several months. Tonight they will provide a glimpse of some of the technology and IT staff will provide some information on the benefits of the technology. Kevin McKay, Avail Chief Operating Officer will provide some background and support for the presentation along with the Director of Operations, Rob Manaseri and Project Engineer Zafer Batmaz. They have all been really involved with the project since day one.

Kevin McKay provided an introduction about Avail indicating that they have been deploying products and services for the intelligent transportation industry in transit specifically for 23 years. They have over 100 transit properties across the US that have systems very similar to this. They have specifically focused on transit, meaning that is where all their products and services are and where staff is dedicated to serving similar size agencies and clientele. They are employee owned and it has provided a great deal of stability in the industry. After the first 10 years they became employee owned and it has helped to stabilize the workforce and provide opportunity. It helps provide greater customer service as well. Because of their focus on transit they offer some cutting edge technology and are continuously innovating technologies. They are systems integrators and are open and willing to integrate other products and services into their system. They openly share data with other people and other vendors and believe that the data is owned by IT and will do what is best for the benefit of their riders and the Agency. They don't just try to sell their own products and services but look to integrate others when it makes sense. Finally, they strive for return on investment (ROI). This is a great deal of money to implement a CAD/AVL system and really it is about providing better service to customers and allows the agency to run their operations more effectively and efficiently. They are always going to be there to ensure that the technology is up to date. They will use the term Enterprise Transit Management Software (ETMS) which means an integrated solution and includes CAD/AVL, passenger information, reporting, finance and payroll, customer service, planning and scheduling, maintenance, and asset management. Over the years IT has acquired a number of products which are now owned by Avail. Avail acquired FleetNet and has integrated these products together to allow seamless operation that allows sharing data and making it easier for the Agency to be able to enter something in one place and it will propagate throughout the system. Avail has also kept the FleetNet people employed, and the product has been integrated into the ETMS to help streamline operations. There will be a lot of ability to leverage these past investments because they have been integrated. Some of the goals IT had were to partner with an experienced provider and hopefully this effort shows that they have done that successfully. Other things

that show that is the ability to complete the project under a lot of challenging situations including Covid and supply chain issues all under a really tight schedule. The other piece that was important was to improve operational efficiencies, safety, performance management, and the customer experience. Some of the accomplishments include replacing the analog radio communications system with a new digital VoIP solution. The Agency felt this was an important piece of the project and needed it to be expedited because the system was not going to be supported any longer. The advantage was not just that it updated it, but it provides more reliable, clearer and is easier to understand with improved coverage. The system looks and operates in a similar fashion. IT had a solution for their fixed route vehicles and tablets in paratransit vehicles. This has now been replaced and all the vehicle equipment is updated and standardized on all vehicles. There is interchangeability in how they can be operated, and they used non-proprietary equipment. It is equipment that was designed for transit but more standard like mobile routers that are common, standard PC's, and has an advantage of not being tied into a solution moving forward. IT is in the process of looking at a new paratransit scheduling system and they have interfaces to many of those vendors and are willing to work with other vendors to develop an interface so it will be supported. They worked with IT and IBI to have standard operating procedures to ensure the Agency gets consistent and accurate data. One of the advantages of the system is it will be collecting a tremendous amount of data on ridership, vehicle performance and it is key that the Agency can rely and trust the data. Ultimately the Agency will use the system and business intelligence provided to try and improve and more effectively utilize the resources to deliver services. Finally, to better serve customers, they have provided new mobile applications on a website that's going to provide more information. Passengers are going to get real-time information and updates as they occur. Those things are going to be rolled out shortly. Together they have built a strong partnership with IT, worked through many challenges, and maintained the schedule. They have prioritized technology like VoIP to have it in place and have done well. Avail is committed to the partnership and looks forward to a long productive relationship for many years to come.

John Gear – remarked that he really likes the richness of the data source and technology but the nice thing about radios is they work in emergencies. He thinks a lot about DOS attacks and how hundreds of local governments experienced ransomware attacks and it seems like this is putting the entire system in one basket. If all communication with coaches is VoIP and it will work 99% of the time but what happens if somebody in St. Petersburg attacks and takes down the servers.

Jason Aguero – indicated that to address that as part of the project they installed the entire fleet including DAL with a back-up digital radio system so in the event of a catastrophic failure all will have communications back to dispatch. As the Lead Emergency Transportation Provider in Thurston County's Emergency Management Plan, ensuring we could respond in the case of an emergency was, and is, of critical importance to us.

Vic Kumar indicated they are also looking at a back-up cellular system in the event Verizon goes down so there is a fall back to AT&T that has been factored in. From an infrastructure standpoint all servers are in Microsoft Azure with full disaster recovery set up. The primary service is set up on the west coast but in the event something happens they have a switch over set up on the east coast to support any kind of disaster.

Kevin McKay added that it is a valid point. There is a long history of doing radio and this is where things are moving towards. Putting back-end systems in and leveraging things to ensure safety and security.

Vic Kumar indicated he would provide an overview of some of the modules that will help IT achieve their goals. CAD/AVL is the computer aided dispatch and automatic vehicle locator system. Avail has provided several modules to get IT where they want to be, including pull out management which can be used to improve on-time performance and it provides information in real-time. The system reports back to dispatch every 10 seconds. The system they replaced reported back every minute. Another is the communications queue that is used to communicate with all the drivers. Dispatch and drivers can exchange text messages in real-time. Drivers can used canned messages and dispatch has the ability to send free-form messages as well. Another way they can communicate is VoIP in real-time and unlike the old system where the calls were open with the Avail system every call is private. They have also provided hand-helds to the operations supervisors who can chime in when necessary. Another thing is the emergency alarm button discreetly located that can be used if there is an emergency they can press the button and it will notify dispatch. They also have the ability to flip the exterior sign boards to say "call 911." They can also activate a covert one-way call into dispatch and they can listen in to the communications on bus. All of this happens in real-time, so if something did happen, the system is on top of it. Next he shared information on how they maintain on-time performance with the events queue. There are many types of events, but the important thing is that each one is done automatically. If something is running late the Agency might need to send another bus or if a bus is early, or overcrowded, dispatch will know. If they know the bus is overcrowded, they can make a recommendation to send a second vehicle out. Dispatch is using the data in real-time now to improve on-time performance. Maintenance is also a key element of the system. Vehicles break down, there is preventative maintenance and there are unknown issues. They tie into the vehicle's engine and if it throws an error they send it to maintenance and they can review the engine codes and determine if it is a show stopper and pull the bus out of service. Being proactive provides improved customer satisfaction. Maintenance will know what happened and where in real-time. They are set up to send email and text message alerts so they can take appropriate actions. The dispatch map is one of the key features of the system. It shows the vehicle locations in real-time. Click on any bubble and it will tell you if the vehicle is on time or late, on a deviation, what block and run the driver is running and if the driver is speeding it will notify dispatch. It also provides the number of passengers on board. Passengers need to know where buses are and all of this gets fed back to the public website for customers. They will know if it is overcrowded or running late. They will have an app that they can use to track the vehicle they are interested in. The dispatch status display is color coded and red indicates there is a problem, and orange means something is late. There are no surprises. Dispatch has been using this and they can stay on top of every vehicle that's running in the system. He then shared information on pull out management which monitors driver check-ins and will notify dispatch if they miss check in so that an extra-board driver can be ready. This is another tool to help IT meet some of those metrics. He then shared information on detour management with Avail. This module allows dispatch to push the information out on roadblocks, road closures or construction in real-time. Dispatch has full authority to publish the detour and the driver will get notified in real-time and the passengers will also know about stops that will be impacted. Again, the idea is to be proactive and on top of the situation informing dispatch, operations, and customers. Another module implemented is decision support to streamline and add efficiencies. This tool allows dispatch to send a second vehicle or replace a broken-down vehicle and log it into the system. This information is important for accurate National

Transit Database (NTD) reporting. If there is an occasion where the Agency needs to cancel service there are tools in the system to do that. It notifies operations, and the public in real-time. Transit Planning is another tool for IT to use for route planning to ensure efficiencies and help them make better decisions. The tool ties into the database in real-time for data analysis. It allows them to add or remove a trip, or bus, and shows the cost impacts. It also assists with reporting and allows the Agency to make better informed planning decisions. He then shared information on the mobile personnel module that shows dispatchers which supervisor is closest to what bus. Supervisors also have the same technology on their laptops with the same system as dispatch. They also have a tablet to take photos if something happens and to manage some of the incidents in the field. They have cell phones to reach dispatch and drivers. This will improve response time and customer satisfaction.

Walter Smit - inquired about feedback from dispatch or supervisors about the changes.

Kumar – indicated they have Cameron and Kevin who will be speaking to Operational aspects.

Vic Kumar shared information on the vehicle overview. He shared the hardware installed on the vehicles that makes all the technology work in real-time. The Mobile Data Terminal (MDT) is what the drivers use to interact with dispatch. The IVU is the on-board computer, and it is the brain that reports everything back to the central system. When the vehicle is on the road it communicates via a modem, and it is also tied into the camera systems. Dispatch and supervisors can look live into the vehicle to see what is going on. It also reports ridership APC back to the central system in real-time. There is a very high-end GPS antenna that shows where the vehicle is at in the system. In terms of the drivers, they use the MDT to initiate voice calls, texts, and safety announcements. It tells the drivers what route they are logged into, whether they are on time, late, or if they are off route and what their upcoming stops is. When they log into the vehicle the first thing they do is a pre-trip to ensure the equipment is functioning. They go through all the major components and inspect the bus. It all gets reported back to dispatch and maintenance. They check the APC to make sure it is working, verify that all the announcements are working and lastly test the wheelchair lift. They also do a physical inspection of the bus and that is reported back to dispatch and maintenance. They can then decide if the bus is fit to go into service or not. There are many safety announcements built in as well as stop and route announcements. Drivers have the ability to send canned text messages. They are limited to yes or no replies for safety. Many features are disabled when the vehicle is in motion and are enabled when the bus comes to a stop. Drivers are able to engage in one- and two-way voice calls and the handsets have built in speakers. Dispatch can initiate a two-way call and drivers are notified they need to pick up handset. Again, it is all VoIP and there is a radio back up. If there is a detour, they send a series of messages to the driver and also send turn by turn directions. Headway hasn't been implemented fully as of yet. This module shows when two vehicles are running close to each other and can tell them to speed up or slow down, so they don't bunch up and maintain operational efficiency. There is also a transfer connection module that allows drivers and dispatch to initiate transfers. There are parameters in place, and they will know if it is possible or not. DAL also has some of the same functionality. The system is ready to work with any vendor selected for DAL and when it has been replaced they will be able to interface. When they log in, they will see a manifest, and a list of trips and all the details in real-time. The populated manifest will have a map feature that will give drivers turn by turn directions.

Eliane Wilson – asked if it will be on all vehicles.

Vic Kumar – shared that it is already on all vehicles.

Cameron Crass provided information on the back up radio system and that it was used during the implementation before the new system was fully functional in the dispatch area. It was a good test and intermediate use to make sure it was working. The things seen so far on fixed route include really good data, pull out management and on-time performance to ensure the buses are starting the day on time. This type of on-time performance data wasn't readily available on the old system. He shared that he is the fixed route manager that oversees the fixed route bus operations. The other huge piece is the new mapping system that updates every 7-10 seconds. It used to be really difficult to see where a bus was having issues and then the system would update, and the bus would be miles down the road. It has worked really well so far. It helps improve operator safety and customer service. Again, hopefully they never have to use an emergency button, but this would help more accurately get assistance to their location and the help they need quicker. In terms of improved customer service there are so many lost and found requests this system will help resolve them much quicker. The decision support tool is extremely helpful with detours and bus break downs, late buses, and last-minute issues and was really evident this weekend at Lakefair. It is another example of good data in and good data out versus bad data in and getting bad data out. This system has allowed staff to account for a lot of things that they have never been able to account for in the past and is incredibly helpful as they are trying to improve and this starts with dispatch. The updated MDT interface allows operators to move through the system a lot easier. Having an updated tablet has been fantastic and certainly more intuitive to operators. There has been hiccups and it is still a learning process, but Vic and his team have been available 7 days a week. They continue to learn along the way.

Debbie Sullivan – asked if this interfaces with one-bus-away that the riders use.

Vic Kumar – indicated one-bus-away can use the GTFS feed to populate information on their website. It is available for any Google approved third party to use the information.

Jeff Peterson – added that one-bus-away is currently getting the date from Avail now.

Kevin Karkoski shared that he is the DAL manager. They have been using the digital radio system as their temporary, primary radio system for a year and a half and it has been a big improvement. The VoIP system will be even better. When the Agency expanded the DAL fleet a number of years ago the CAD/AVL system was no longer manufactured. There are 54 DAL vehicles and for quite a while only 23 had MDT's and the only way to communicate with them was the new radio system. They are very excited to have the new system installed. They are halfway through training operators and dispatch staff and will be using it live very shortly. The big advantage will be monitoring in real-time. Having the ability to send text messages to operators when they are out in the system is good. There are many changes to manifests during the day and sending a message they can read when they are able, versus a radio call that they can't write down as they are driving, will be helpful. They can send canned messages back and it will make dispatching more efficient. This also gives all DAL vans an operable emergency alarm and improves the safety of operators and passengers. They are looking forward to the VoIP system with DAL since the service extends out ¾ of a mile from fixed route service and after Amtrak goes out to 1 - ½ miles outside the boundary. It will have greater coverage than the line of site radio system currently utilized which has a lot of dead

space. The VoIP will provide coverage everywhere and will be a vast improvement. They look forward to finishing up training and going live with the new system.

Eliane Wilson – asked if drivers on fixed route and DAL are interchangeable.

Karkoski – responded that the system they use will be the same. There are separate groups of drivers for DAL, fixed route, and extra-board.

Jeff Peterson shared that facilities will be using the incident management tools that allow the team to coordinate responses to bus stops and facilities with dispatch. Drivers can relay that there is damage to a shelter in real time to facilities. The platform also provides connectivity between mobile workstations and office staff. They will see better coordination with operations to address situations as they arise. From a fleet perspective the incident management tools allow them to coordinate responses to vehicle concerns with the real-time alerts as well as the electronic pre-trip inspections up front.

Vic Kumar indicated Zafer Batmas would share how Avail makes the data available to IT in the business intelligence (BI) module. Zafer has been with the project since day one. Like Cameron mentioned what good is having data if you can't analyze it. This is where business intelligence comes into play. It is not just beneficial to one group or one area, but all of the departments can utilize the data they are gathering and get answers. They can see the big picture. The benefits of having an ETMS solution eliminates running multiple data sets and gives you all of it in one system. It also has capabilities of self-service reporting to generate their own reports. One of the functionalities is the fully customizable dashboard on a user profile level. Each user can display and bookmark their favorite reports that will appear when they log in and they can schedule them to be delivered into their inbox automatically. Those could also be generated on different tabs. BI provides historical and real-time data and quality assurance (QA). The green bars show the real-time data that updates every 30 seconds to see what is going on with the system. It gives visual cues on what is running late, how many vehicles are early, and the data is analyzed and applied for the user without having to wait for the day to be over. Planning will know how they're schedule data is performing and they can utilize this data to maximize route efficiency in conjunction with the planning tool and see results in real-time. It will identify trends in drive times, route performance, vehicle utilization, etc. The data will show how the schedule data is doing health wise so they can make adjustments to it. Maintenance will be able to use pre-trip results and pull metrics showing which vehicles report issues most of the time and see if there is a trend. They will be able to see things like most issues reported by operators. It will provide good historical data on the health of the system. The latest version includes the NTD reporting which is very important for funding. The Agency will be able to report revenue miles/hours, and passenger counts. The system collects the data including any service adjustment through decision support, edit vehicles, missed trips, missed miles and missed hours and stores it in the database and once reports are run for NTD reporting it will show scheduled versus actual system performance. This was one of the latest additions and part of the powerful BI tool. Staff will see how it compares to last year and to targets and can be adjusted.

Steve Swan shared that with Avail's help they are in the process of getting the Automatic Passenger Counters (APC's) certified within the threshold required. Planning is grateful for the additional tools to attain certification. With some of the planning items one of the fun things about the reports is they can do a lot of things to get the data they are looking for. Sometimes it has to be broken down to route, trip or stop level to see what is happening on a

trip. Does the trip need additional time to get downtown. Where are we finding higher ridership, and at what time of day. They can do a lot of filtering and break down the data. They can export the reports into an Excel spreadsheet. It has been very useful. There is so much new information there has been a big learning curve for the planning department but it is also very exciting to have new tools available and having data available at their fingertips to make better decisions.

Zafer Batmas shared information on the real-time passenger information system to enhance the rider's experience giving them more updated and accurate information. This is another fully cloud hosted solution that connects to the backend system and transfers the information in real-time to passengers. It will tell them where the bus is located, the predicted arrival time versus the scheduled arrival time. The system takes all the travel time, the passenger load, and the traffic into consideration to predict the arrival time. They can use a web browser or smart phone to plan their trips. There are also the service alerts to get messages to passengers with the subscription service and it eliminates some of the customer service workload. They can subscribe to routes, stops, and get immediately notified for those that impact them. They can download the apps, use the website, subscription service, and receive emails and text alerts. If users don't like smart phones, they can message a preset number along with a stop ID and it will send them a text message with the estimated departure time. There is an optional IVR service to call in and get real time information on a voice system. All of the systems are ADA compliant. Avail also provides google certified real-time API feeds that can be given to other vendors who can utilize the information like one-bus-away.

Nicky Upson shared that she is with the marketing team and working with others to implement the customer resources Zafer explained. Because it is such a complex system they are taking a phased approach. As others have shared they are in the learning stages too and that is part of the reason they are taking a phased approach. In late summer they will be introducing the My Stop App. In phase 2 this fall they will introduce the Info Point website. In phase 3 they will launch the text their stop ID to get the next departure time. They are currently working on the phase 1 marketing material including a rack card, digital ads, and the last component they have is the web slider image and it will go with instructions along with it with content customers can use to guide them through the process.

Freeman-Manzanares hopes everyone enjoyed diving into the new CAD/AVL system. This project began in 2018 and is an incredible advancement for IT and a significant investment of staff time and commitment of funds. She wanted to make sure that the CAC and ITA are educated about the progress and understand the value of the investment. They anticipate having the customer elements rolled out this fall that will be of particular interest to the CAC and ITA. She thanked all the Avail staff for the excellent overview and also for being amazing partners. She also thanked all the IT staff who were part of the presentation and on the project team.

Kevin McKay shared that it has been a real team effort and they appreciated working with IT and celebrate the many accomplishments already made and look forward to those yet to come.

> *Debbie Sullivan* – remarked that this is astounding. The ITA has talked about this and knew it would be a positive thing, but it is more than anticipated and she is pleasantly surprised and very impressed.

Peterson indicated that this project touches everyone in the agency including operations, operators, maintenance, and everyone touches the system in one way or another.

CONSUMER ISSUES

- Grettenberger – asked if the Agency has seen an increase in riders since gas prices have gone up.

  Swan responded that they have seen an increase in ridership, and he thinks it is a combination of coming out of Covid and gas prices. They have been systematically restoring some of the original service and gas prices always play a part in ridership. Even though the level of service has plateaued for the moment because we don't have the operations staff to run additional service, they have seen incremental increases in ridership over the past few months.

- Hauser – inquired if the cost of gas is affecting IT's bottom line.

  Freeman-Manzanares indicated it is and the interesting relationship between those two things is they get more riders, but it costs more to provide service.

- Smit – asked about the goal for long term alternative fuel methods if the Agency was still getting prepared for hydrogen fuel cell if that is the best option.

  Freeman-Manzanares shared that staff just released the RFP for a firm to evaluate and set a pathway to zero emissions. Last October Jonathon Yee made a presentation about the work that they have done to date. We will continue to present information on interim and longer-term approaches to reduce our emissions and greenhouse gas impacts while supporting service and our responsibility to provide transportation services during emergencies. This would include looking at hydrogen fuel cell and battery electric.

- Smit – suggested that the placards at the top of the bus describe the system for requesting a transfer and that three-minute window that might help riders get to where they need to go. Having one of those signs to describe that would help riders understand how to use it.

- Smit – inquired if IT was looking for Roadeo volunteers.

  Freeman-Manzanares shared that we are indeed looking for individuals wishing to volunteer and asked Walter if he is volunteering to support the Roadeo this year. For those of you not familiar IT hosts a Roadeo to select our state and potentially our International Roadeo operators and mechanics to compete and show off their skills, and in particular the safety aspects of what they do. IT has the best driver in the stNorth America. Next weekend on Saturday July 23 is practice and July 24 is the Roadeo and everyone is welcome to come. When people volunteer they have training at the beginning of the day to teach judges what they need to know. If people don't have time to stay for the day they can come out and observe. It starts at 7:30 and ends about 2:00 pm and is a fun event. It is being hosted on the Lott property (thank you LOTT) located by The Valley Athletic Club and the newer SPSCC facility on Capital this year. Construction at Pattison doesn't allow us the space necessary to host such an event on-site. Mechanics will compete at Pattison. Last time they had an

international competition it was in 2019. Our maintenance team came in 13th overall. Our driver was first overall. Combined the team came in second overall between Houston and Oakland, which are both much larger systems.

- John Gear – shared that he had a positive experience but it was kind of dumb luck in that he rode his electric bike and was depending on the battery to get home. He had a problem with bike and thought he could put it on the front of a bus, but the bus had an old-style rack, and his bike wouldn't fit. He said the new ones are better and it turned out the next bus had a new-style rack, and he was able to get home without a crisis. The bike doesn't fit in his car. He asked if that was a needle in a haystack and what the profile is for the system.

  Freeman-Manzanares – shared that she is unaware of the specific numbers but they have had the conversation that they are not designed for e-bikes. She believes he got lucky to get it on a vehicle. They aren't intended for e-bikes. Staff will get some information on the old versus new bike racks.

- Eliane Wilson – shared that the way driver's welcome people on the bus is very positive and they wait to move the bus until they are certain people are sitting down.

- Marilyn Scott – inquired about some of the driver's not walking DAL clients to their doors.

  Karkoski indicated the service picks them up from the door of their house to the vehicle and from the vehicle to their destination. He would need to know specifics, but the policy is to walk them to make sure they get safely to their door. Please ask them contact Kevin.

REPORTS

- **July 6, 2022 ITA Meeting –** *Betty Hauser* provided the report from the meeting including the people who volunteer to be on the CAC interview panel are Don Melnick, Debbie Sullivan, and Justin Belk. They went through the same presentation on policies that the CAC received prior. The on-line schedules should be ready to go in July or August.
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- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including:
  - Pattison Street project is moving right along and still looking at completion this fall. The elevator is working and certified and they are moving furniture into the Admin/Operations building. The fuel/wash/youth education facility won't likely be available until late fall/early winter. Staff is moving closer to submitting all the documentation for permitting the south parcel project in September for the maintenance building and the rest of the campus.
  - The maintenance department is hosting Bates Technical College in the hopes they might consider a career in transit. This is great outreach for potential maintenance employees. We are also taking the opportunity to introduce individuals to driving as a potential career choice.
  - The House Appropriations Committee has moved our zero-fare bus stop access request for funding ahead another step for federal funding. There are many steps to go and this will add accessible bus pads for rear door boarding.
  - The Agency is making job offers for the next operator's class for August 1, 2022.

- Staff was notified that there will likely be significant pricing issues nationwide for paratransit vehicles. The ITA had approved an order for 28 new DAL vehicles some time ago. We have been waiting in the queue. Staff combined two years orders because they believed there were going to be some supply chain issues. They are in the process of engaging in conversation and negotiations and might very well need to return to the board for additional authority or consideration of purchasing a smaller number of vehicles. Since DAL is a zero-denial service, this could get tricky.
- In the month of June there were 41 confirmed cases of Covid. This does continue to impact service on the street. The focus is to get back to pre-covid service levels. We are a ways out from that possibility based on our active Operator count. In mid-June our number of COVID cases were running higher than we were seeing in January 2022 when Omicron was so high. In July they have had about 7 cases thus far.

NEXT MEETING: August 15, 2022.

ADJOURNMENT

It was M/S/A by JIHAN GRETTENBERGER and JOHN GEAR to adjourn the meeting at 7:15 pm.

Prepared by Nancy Trail
Https://intercitytransitwa-my.sharepoint.com/personal/ntrail_intercitytransit_com/Documents/CAC/Packets 2022/July 18/July CAC Minutes.docx

FOR: **Community Advisory Committee**

FROM: **Ally McPherson, 360-705-5836,**
                 Marketing, Communications & Outreach Coordinator
                 Nicky Upson, 360-705-5891
                 Senior Marketing, Communications & Outreach Coordinator

SUBJECT: **Update on Intercity Transit Marketing Efforts**

1)   **The Issue:** Present on current and upcoming Intercity Transit marketing campaigns.

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

3)   **Policy Analysis:** Enhancing the customer experience fulfills multiple elements in the agency's strategic plan.

4)   **Background:** During the Covid-19 pandemic, Intercity Transit's marketing and communications efforts focused on customer communication necessary to respond to changing circumstances, along with routine communication activities. As a result, traditional marketing campaigns were paused. On March 2, 2022, the Intercity Transit Authority authorized the General Manager to execute a one-year contract, with four one-year renewal options, with Maul Foster and Alongi to provide Marketing and Communication Services. Two marketing campaigns are underway, with another starting this Fall.

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

6)   **Budget Notes:** The current contract amount is $300,000.

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

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

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: August 15, 2022

FOR: **Community Advisory Committee**

FROM: **Rob LaFontaine, Planning Manager**

SUBJECT: **Update & Presentation: Bus Stop Enhancements & Standards**

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1) **The Issue:** Provide a presentation and dialog about the ongoing work to improve and enhance Intercity Transit bus stops; preview Intercity Transit's anticipated update to the adopted Bus Stop Standards.

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

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3) **Policy Analysis:** An educational presentation intended to assist CAC members in better understanding the goals and objectives related to improving bus stop access and accompanying design standards.

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4) **Background:** Recent contracts have been authorized for bus stop enhancement work and more construction contracts are expected in the years ahead; staff intends to present information about the considerations given to bus stop placement, access, amenities and service operability.

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5) **Alternatives:** N/A

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

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7) **Goal Reference:** Goal #1: *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area"* Goal #2: *"Provide outstanding customer service"* Goal #6: *"Encourage use of our services"*

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

Wednesday night, the Authority:

- Conducted a public hearing on the Vanpool Fare Resolution Amendment, to align with the recently enacted Washington State Transit Support Grant to be eligible to receive new state grant funds. *(Ann Freeman-Manzanares)*

- Authorized the General Manager to execute a contract with Fruition for website hosting and related website enhancements services in an amount not-to-exceed $200,000. *(Jeff Peterson)*

- Authorized the General Manager to enter into a five-year lease agreement with Canon for 14 multifunctional printer devices in the amount of $167,600 not including taxes or service fees based on a cost per copy pricing model. *(Jeff Peterson)*

- Authorized the General Manager to execute a contract Amendment with SCJ Alliance for the Martin Way Park-and-Ride Direct Access project providing an additional $170,087 for a revised total not to exceed value of $412,087. *(Eric Phillips)*

Other Items of Interest:

Welcomed *Operator Class 22-03; Ramon Beltran, IS Technician; Shem Sargent, Cyber Security Program Manager; Seth Steenerson, Facilities Specialist; Harwinder Chokar, Service Worker; Jackson Madison, Support Specialist; Eric Wells, Village Vans Coordinator; and Amy Zurfluh, HR Analyst.*

The staff from Avail Technologies, Inc. provided an overview of the new Computer Assisted Dispatch and Automatic Vehicle Location Systems (CAD/AVL). *(Jeff Peterson)*

Karen Parkhurst, TRPC Planning & Policy Director, provided a presentation seeking input to update the Coordinated Human Services Transportation Plan.

General Manager's Report:

Freeman-Manzanares thanked the representatives from Avail Technologies, Inc. for providing an excellent overview of the new CAD/AVL system. She noted Intercity Transit began this project in 2018 and it's an incredible advancement for Intercity Transit. It's been a significant investment in terms of staff time to implement and commitment of dollars and we want to ensure the Authority members are educated about the progress and see the value of the investment. Staff anticipates rolling out the customer elements this Fall.

Freeman-Manzanares thanked Intercity Transit project staff who made this project possible: Jeff Peterson from Procurement; Cameron Crass and Kevin Karkoski from Operations; Jonathon Yee from Maintenance; Steve Swan from Planning; and Nicky Upson from Marketing and Communications who assisted with the presentation this evening. Also wanted to recognize Rob LaFontaine, Brian Nagel, and Eric Phillips from Development/Planning; Joy Gerchak from Customer Service; Ally McPherson from Marketing and Communications; Jason Aguero and Rob

Rinehart from Information Systems; Steve Krueger from Procurement and Capitol Projects; and Emily Bergkamp from Operations. This is a project that affects, and needs the support of, just about everyone in the organization. Freeman-Manzanares recognized the support received organization-wide thus far, and the continued support this project would need to implement this new technology.

A marketing and communications consulting firm will be on site July 21 at the Pattison Street Facility and at the Olympia Transit Center filming and taking photos to create digital ads for continued Operator recruitment.

Staff is fully engaged in a lot of activities; however, we are unable to provide more service on the street because we are only at 80% of our pre-COVID levels of service until we have additional Operators. A new class of Operators begin training on August 1. Staff is working hard to ensure our outreach is thorough and we continue to hire great candidates interested in serving our community.

Staff is excited to welcome FlixBus to the Olympia Transit Center (OTC), and the target date is August 1, however, there are no guarantees at this point. Greyhound, who provides 28 trips a week, will continue to serve the OTC. FlixBus bought Greyhound, and they intend to provide about 50 trips a week. The OTC 2 was built to provide additional customer amenities, a lobby and customer service and space for staff. One of the primary drivers for our grant fund application was to support a multi-modal service center welcoming a regional carrier to connect with local service. Having Greyhound and FlixBus allows individuals better access to transportation options.

The Pattison Street Project is moving right along. The elevator system was approved, which is more challenging than it sounds, and furniture is being delivered. The hope is to gain full occupancy this Fall. The team is moving closer to submitting all of the documentation for permitting to the City of Olympia for the south parcel project, which includes the renovation of the maintenance facility, in September.

The Maintenance Department is hosting Bates Technical College students to tour our facility and consider a career in transit. They will also have an opportunity to meet Operations' staff including Operators, to help them choose a career in transit.

Congresswoman Strickland's office announced the U. S. House passed an appropriations package (a.k.a. minibus for FY23) that contained funding for Intercity Transit's Zero Fare Bus Stop Access Improvements at $1,825,950. This is a welcome and big step forward in this multi-step process. The package heads to the Senate and we await their appropriations actions. The Congresswoman will continue to advocate for our project, and we are hopeful this will pass the Senate by the end of the Federal Fiscal Year.

Staff COVID counts are down in July. There are nine positives and about the same waiting to be tested. Comparatively, there were 41 confirmed cases of COVID in June and many others in quarantine.

The Marketing and Communications team is looking forward to providing information on the "Going Digital" campaign in August.

The first ever **Great Olympia Bike Roadeo**, is taking place on Saturday, July 30 from 11 a.m. to 2 p.m. at the Isthmus Park in downtown Olympia. It is a free event that includes bicycle safety checks, games, a skills course, a traffic garden, and free bike helmets while supplies last.

Practice bike safety at Mountain View Elementary's Traffic Garden. Intercity Transit's Walk N Roll is collaborating with Child Care Action Council's Safe Kids Thurston County Program, the Olympia Police Department, Target Zero and the City of Olympia Parks, Arts and Recreation. Bring a child with their bike and celebrate the joy of bicycling. The traffic garden is located on Mountain View Elementary School's playground at 1900 College Street SE, Lacey WA 98503.

Intercity Transit is hosting its local Bus Roadeo Saturday, July 23 and Sunday, July 24. The ITA, CAC and staff are encouraged to attend. The competition on Sunday begins at 8:15 a.m. and ends at 1:30 p.m. followed by a BBQ lunch and awards ceremony.

Location: Take E Street SE in Tumwater and look for the buses. **See map on last page of this document.**

Judges are needed for the competition. Judges are asked to arrive at 7 a.m. and Starbucks coffee and Costco muffins will be provided to judges and volunteers. If you're interested email David Dudek at ddudek@intercitytransit.com or Bill Miller at bmiller@intercitytransit.com

Other transit properties are not hosting their own local roadeo this year, and this is the event by which systems select their competitors to go to the State Roadeo. Intercity Transit offered an opportunity for other transit agencies to compete. Pierce, Kitsap, Island, Community (in Snohomish County), and Ben Franklin (in the Tri-Cities) are participating. An awards ceremony for all participating transit properties follows the competition.

Freeman-Manzanares shared two customer comments, both comments are from Yelm customers, and both refer to the great service provided by Operator Terry Glave.

"Dear Intercity Transit: On 13 June, my mother, Dora Clayman, left her purse containing her phone and other items on the Dial-A-Lift. The driver, Terry Glave, promptly turned it into the lost and found. Because she is 96 years old, the loss was hard for her until Intercity called to say it had been turned in. Our family thanks Terry for promptly turning in her purse. Dora often comments to us about how nice the drivers are and how they walk with her. Sincerely, Sam Lantow"

"Wow I don't even know what to say. This morning's driver was out picking up trash around the bus stop area and fixed the trash can. Love people leaving things and places better then how they found it. Well done Mr. Bus Driver, well done. Sincerely a very thankful Yelm citizen."

Here's an excerpt from a message to all Intercity Transit staff and the ITA from Community Advisory Committee member, Lloyd Peterson, who attended the Authority meeting last night:

> "Famous baseball player and philosopher, Yogi Berra said, *"You can observe a lot by just watching."* During my time as an Advisory Committee member, I have been watching you and learning a lot about what Intercity Transit does and about you. I've come to the conclusion that Intercity Transit is the best

performing, most effective public agency I have ever encountered in my 50 years of observing. On a scale of 1 to 100, I give you a 99, because no one is perfect. That's my judgement. As a member of the community, because I am a member of the Community Advisory Committee, I commend you, the current policy Board members, and your predecessors for all of the hundreds of good policy choices that have been made over the years and includes where we are today. As an effective organization that we have dealing with today's problems and planning for future ones. I also commend your management team for the remarkable efficiency, skill, cooperative effort and pride as exhibited by their performance displayed by everyone, every day. As a member of the community, I thank you all. And I say keep moving forward which is a good wish for a transit company – keep moving forward. I'm proud to be part of this Community Advisory Committee and very proud to be a member of this most effective organization."

If you'd like to hear Lloyd's message in its entirety, click on the link below and go to 2:23:35 of the recording.

Click here to listen to the July 20, 2022, ITA meeting: 📄 ITA Meeting-20220720_173001-Meeting Recording.mp4

Prepared July 21, 2022
Pat Messmer/Clerk of the Board

MAP OF ROADEO COMPETITION LOCATION

- **Take E Street SE – Tumwater to the end of the street by the empty parking lot.**
- **Look for the Buses!**
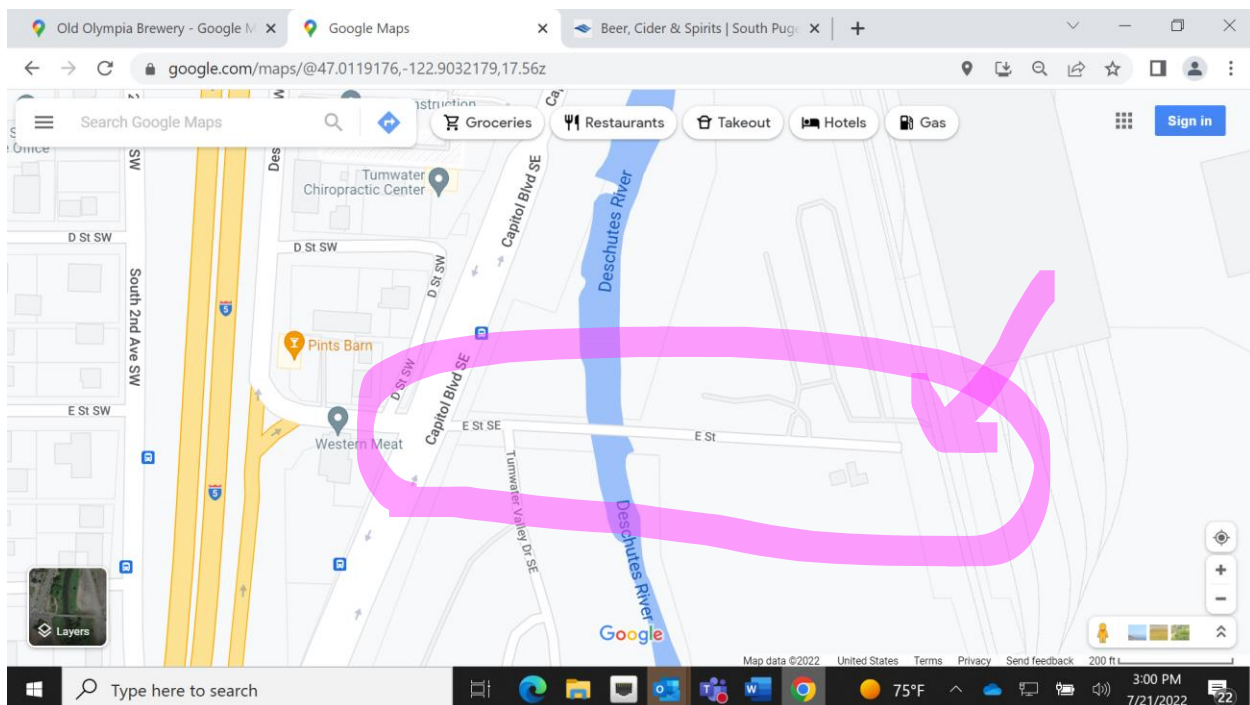
COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

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

(Column 4, Apr-22: MEETING CANCELLED)

= Joint meeting does not count against required meeting attendance