

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA  
October 17, 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](#), Meeting ID: 238 039 363 786, Passcode: M4dUxC. Call in (audio only) [+1 929-229-5501,,462624270#](#) United States, New York City Phone Conference ID: 462 624 270#

**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, Yelm Councilmember<br/>Brian Hess</b>  | <b>1 min.</b>                                      |
| <b>III.</b>  | <b>ITA MEETING ATTENDANCE</b><br><b>A. October 19, 2022 - Naythan Ramos</b><br><b>B. November 2, 2022 - John Gear</b><br><b>C. November 16, 2022 - David Bonauto</b><br><b>D. December 7, 2022 - Walter Smit</b> | <b>3 min.</b>                                      |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - August 15, 2022</b>   | <b>1 min.</b>                                      |
| <b>V.</b>    | <b>NEW BUSINESS</b><br><b>A. Draft 2023 Budget (Jana Brown)</b><br><b>B. Village Vans Program Update (Emily Bergkamp &amp; Izi Lemay)</b><br><b>C. Nomination of Officers (Nancy Trail)</b>                      | <b>15 min.</b><br><b>30 min.</b><br><b>10 min.</b> |
| <b>VI.</b>   | <b>CONSUMER ISSUES - All</b>   | <b>15 min.</b>                                     |
| <b>VII.</b>  | <b>REPORTS</b><br><b>A. August 17, 2022 - ITA Meeting (Eliane Wilson)</b><br><b>B. October 5, 2022 - ITA Meeting (Ty Flint)</b><br><b>C. General Manager's Report (Ann Freeman-Manzanares)</b>                   |  |
| <b>VIII.</b> | <b>NEXT MEETING NOVEMBER 21, 2022, 5:00 PM CHECK IN AND MEETING<br/>BEGINS AT 5:30 PM.</b>   |  |
| <b>IX.</b>   | <b>ADJOURNMENT</b>   |  |

**Attendance report is attached.**

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*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**  
**August 15, 2022 - Virtual Meeting**

**CALL TO ORDER**

Chair Smit called the virtual August 15, 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; Betty Hauser; Lloyd Peterson; Marilyn Scott; Allison Spector; Edwina Waehling; Nikki Crist; Ursula Euler; Ty Flint; Naythan Ramos; Rachel Weber, and Eliane Wilson.

**Absent:** Gene Angel; Jonah Cummings; Marie Lewis; John Gear; Joan O'Connell, and Natalie Smith.

**Staff Present:** Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Rob LaFontaine; Steve Swan; Brian Nagel; Michael Maverick; Nicky Upson; Ally McPherson; Alex Auty, and Ramon Beltran.

**APPROVAL OF AGENDA**

It was M/S/A by JIHAN GRETTEBERGER and LLOYD PETERSON to approve the agenda.

**INTRODUCTIONS**

Smit introduced Authority member, THURSTON COUNTY COMMISSIONER CAROLINA MEJIA, as the representative attending the meeting.

**MEETING ATTENDANCE**

- A. August 17, 2022, ITA Meeting - Eliane Wilson
- B. September 7, 2022, ITA Meeting - Rachel Weber
- C. September 21, 2022, Joint Meeting with ITA
- D. October 5, 2022, ITA Meeting - Ty Flint
- E. October 19, 2022, ITA Meeting - Need volunteer

**APPROVAL OF MINUTES**

It was M/S/A by BETTY HAUSER and DAVE BONAUTO to approve the minutes of the July 18, 2022, CAC meeting.

**NEW BUSINESS**

- A. **Update on Marketing Efforts** - *(Nicky Upson & Ally McPherson)* Upson introduced herself and her colleague Ally McPherson indicating they were two thirds of the marketing department. Upson shared a look back to provide some context for their work. During Covid their focus completely shifted. They couldn't conduct in person outreach or marketing campaigns. What they learned about Covid changed daily and the state and federal mandates required that they update the material noting what was allowable on-board and this required

a tremendous amount of communication directly to customers, on the website, social media, and on-board. Upson shared that in 2020 and 2021 they had 5 service changes each year. Each required updating the website, printed schedules, and schedules at the transit centers and bus stops. It is difficult to get an exact number of rider alerts that were sent out but there was a steady flow of communications along with the usual service disruptions. Along with those there was social media, web updates, and news releases. She provided a multi-page montage highlighting the many communications provided during Covid. Last July, Hannah Newton joined the marketing team. She is currently out on leave. The pandemic was a very busy time for marketing. Now that things have normalized, they are getting back to their more regular work including rider alerts, social media, rider news, web updates, news releases, brochures, and other promotional materials, graphic design, and now marketing campaigns. As you know service disruptions can happen at any time during service hours seven days a week. This can make for long unpredictable days especially when it snows. Rider alerts are sent out via GovDelivery and are posted on the website and social media. They are now learning how to post them in the new Avail CAD/AVL system. They also use social media for job postings, program information, and related jurisdiction information. Ally coordinates, edits, and designs the monthly rider news posted on the website and social media. They also have regular updates to the website that include job postings, schedule updates, meeting updates, and programmatic updates. Soon they will have a new web hosting and development firm. Typically, they don't send out many media releases based on the type of media market, however they are required to send them out for public comment periods and public meetings. Now that regular outreach is happening again they have regular requests to update, print and design brochures and other promotional material. In addition, they create other on-board signage and materials. On January 6, 2022, they issued an RFP for firms interested in providing marketing and communications services and six firms responded. On March 2, 2022, the ITA authorized a contract with four - one - year renewals with Maul Foster and Alongi. They are excited to be doing campaign work once again and Ally will share details.

McPherson shared information about the "Going Digital" marketing campaign. It is a two phase campaign and in phase 1 the purpose is to increase awareness about the shift to digital transit guides. In the first phase the goal is to educate riders on how to access digital schedules and obtain printed schedules. They are available for download on each of the route pages and via an online order form or by contacting customer service. There are several ways to get the information. The audience identified in this phase of the campaign are current bus riders, soon to be returning bus riders, new bus riders, staff, and community partners. The overarching key message is to provide digital resources for customer to access the schedules and route information when needed and on demand. By eliminating the traditional transit guide format they're providing more access to information and making it easier to find information for routes, assuring customers that they don't have to be tech savvy to use it, and reminding riders that the customer service staff is there to help. They don't need to worry they won't leave anybody behind. Staff will work with everyone to ensure that the schedule information is accessible. They are still providing printed schedules online and upon request. In phase 1 they will use several methods to reach their target audiences including digital display ads, which are a cost effective and strategic way to reach people on both desktop and mobile devices. These ads will be seen on a variety of local, regional and industry publications. This method also includes geofencing at transit centers, park and rides and other high commute areas. Geofencing is a method that uses GPS to define geographical boundaries so when people travel within the defined geofenced areas they will later be served the ad. They will also be using Instagram and Facebook and it will include paid and organic content. It will be used to supplement the other digital tactics. They will also use digital audio which

includes Pandora, iHeartRadio and Spotify as well as content on the website, printed materials, and community outreach. They have identified a robust list of partners in the community that they plan to reach out to including social service providers, Timberland Regional Libraries, school districts, specifically middle and high schools, as well as senior groups. They hope the CAC will help spread the word. They will keep the committee informed as they move forward and hope the CAC can be their best advocates. These methods will help achieve the overarching goal of increasing brand awareness in the community of the switch to digital or online transit guides. McPherson shared the going digital video. The video is online at [www.intercitytransit.com/going-digital](http://www.intercitytransit.com/going-digital). The campaign started on August 1 and McPherson shared the results from the first week of the campaign including the display ads received 75,000 impressions and 195 clicks across tactics. They have also seen 520 visits to the going digital web page and includes a 31% increase in web traffic, a 39% increase in new users, 25% more sessions and 12% more page views. Phase 2 of the campaign's purpose is to introduce customers to the myStop app. The goals include creating awareness about the new more reliable app, educating riders on how to use the app, and generating app downloads. The key messages of this phase are that the myStop app is accurate, reliable, user friendly, and customizable. By being customizable they want users to know they have the option to sign up for alerts by stop, route, and time so they will get only the information they're really interested in receiving. The app is specific to IT and available for both Android and Apple devices. McPherson shared some materials they have created to promote the myStop app and they are working on another video. Marketing also has a few upcoming campaigns including an operator recruitment. The goals are to increase operator recruitment and establish IT as an employer of choice. The target audiences include younger/newer to workforce seeking a career, not just a job; second-act career seekers, especially exiting military; and others looking to make a switch. As a bit of background there are general characteristics IT is looking for including those that enjoy serving their community above all else, that want to be part of an organization that serves and helps those in need, that feel connected to the bus service or IT particularly through a family or friend, they have a good driving record and want full time employment with excellent benefits and growth opportunities. She shared some images to be used in the campaign. For this campaign they also have a recruitment video which features current operators. They will share that video once it is finalized. Also, starting this fall they will be doing a vanpool campaign. This will highlight the new flat fares for vanpool users. They will use geofencing to target specific areas in the community and it will include a digital ad campaign, social media, educational materials including rack card and web content, and a direct mail campaign. The direct mail is a high priority for this campaign, and they plan to send it out countywide. All of the materials will focus on educating about the new simplified flat rate fare structure.

*Upton and McPherson answered questions.*

Bonauto shared that he thinks its great that IT is going digital and asked what portion of the service audience has online access and smartphones. When he read it through he felt there might be an equity issue.

McPherson - indicated she didn't have any specific numbers but can share that they had conversations leading up to all of this with social service providers and people who are working with the community that might not have access. They felt that people were losing anything tangible, including paper, and that they weren't holding onto it, but the majority have cell phones, or they could assist people in getting the information or getting them cell phones. There are lot of resources in the community and it was encouraging because yes they

need internet access to print or view online but they can contact customer service and they can print them right away.

*Upson* - added that they can go to any Timberland Regional Library and print any route map or schedule and get the information that way.

*Flint* - remarked that he had no idea that there were only 2 people in the marketing department. He shared that they do a great job and deserve a big hand. He thought they had a full department behind them.

*Grettenberger* - shared that marketing does amazing graphic design work and put out high quality communications. It is her background, so she notices it when she sees it. IT definitely puts out high quality material. Her employer just got a new ETC and she sent them a lot of IT material today.

*Smit* - asked about the informational thing on board the bus above the seats and that he would be interested in seeing one of those about making transfer requests to educate passengers.

*Upson* - indicated she recalled him mentioning that and it is on their list and she will make sure to share it with him once it is completed.

*Wilson* - inquired about the rider news on the buses and that it is old.

*McPherson* - indicated that is interesting feedback because they haven't printed those for buses since prior to the pandemic. They had to use that space to put schedule booklets so they are probably very old. There is discussion since they are moving to digital formats for the potential to bring back rider news onboard, but they haven't made a decision yet.

- B. Update on Bus Stop Enhancements & Standards - (Rob LaFontaine)** LaFontaine shared that he is the planning manager. He indicated there are 987 bus stops. Bus stops are his yellow car, in that you don't notice them until you're in one. Having worked in transit for 12 years he sees things that normal people don't see. He will share the work the Agency is doing to enhance bus stops and the effort it takes to make them a reality is extensive. He will update the committee on the work they have been doing in the bus stop program enhancing and memorializing these efforts in the bus stop standards that carry forward the mission and principles behind the bus stop program. He has been busy taking a lot of photos of bus stops on his phone. He shared examples from existing stops from year's past. The agency has been working bust stop enhancements for a long time. Improving the experience that passengers have while they are waiting for the bus and before they get on it. The first sample shows bus stops with no sidewalks. They end up with floating segments of sidewalks that include a bus stop. Some have an elevated landing that is important from an accessibility standpoint. When the bus kneels, and the ramp deploys it reduces the slope between the sidewalk and entering or exiting the bus. This helps during slippery or wet conditions. Moving forward it is fair to say in years past they focused on the front of the bus and the accessibility that comes with it. More recently they have had an emphasis on the rear door boarding for alighting and boarding. For the most part the rear door is used as a secondary alighting. In most cases riders would enter through the front and would exit through the rear. The Zero Fare pilot project brought into focus the emphasis and value that comes from using both doors because it halves the dwell time of the bus at a bus stop. This helps contribute to the Zero Fare program. It brought with it a much-needed emphasis on the rear door access and they are now enhancing

stops to be more rear door friendly. To dovetail on marketing's presentation the Covid pandemic has left its mark and one thing it did from a bus stop perspective was the recommendation that ambulatory passengers use predominately the back door leaving the accessibility passengers using the front door for the kneeling and the ramp. He shared a table that identifies a matrix of the different types of settings encountered with bus stops including adjacent sidewalk, separated sidewalk, and no sidewalk. There is a variety of settings and they are trying to make transit effective in all of these situations whether there's on-street parking, no parking, exiting the travel lane with a pull out, or staying in the lane of travel with a bulb out there are challenges. Implementing standards in different settings including trees and vegetation. Trees are part of the beauty and characteristics of this area of the country. Transit planners get the pleasure of trying to find harmony between transit and trees. Trying to operate transit safely, effectively, and efficiently with these is difficult. He shared samples of existing stops that are impacted by trees but provide access for front door boarding but not rear door. The experience of the passenger using the back of the bus might be grass or dirt, and the trees. Not only are trees problematic at the stop but imagine the bus needs significant space exiting the lane of travel, and preparing to curb at the stop. Anything that might interfere such as a low hanging branches there is a decent chance the right-side mirror of the bus has probably found it. There are also issues with vegetation and landscaping. There are many challenges when they are in the transit zone. Some of the landscaping issues could make passengers vulnerable to being missed. There is also the challenge of geometry and the availability of public right-of-way. They find that there is limited public right-of-way to install effective and desired transit amenities. He shared the Agency is discontinuing the back facing shelters to the extent they can. However, there are some instances where they don't have adequate public right-of-way to spin some shelters to forward facing orientation. They do get variances in trying to place stops. Sometimes they have to settle and place the stop where it can work best instead of the best place. Some stops are precariously placed and there is a reason why it is where it is. They are striving for a situation where they have a benefit of placing stops where they don't have to settle or compromise. There are also challenges of slope and drainage to be dealt with. He shared there are some that are below the curb and any slope or water would be draining toward the sidewalk. As they are looking to enhance stops and make them more rear door friendly how do they equalize the slope conditions. There are some stops with stormwater swales between the curb and sidewalk and a culvert beneath the shelter. Stops like these can get complicated quickly and complicated is a code word for expensive. He shared the challenge of driveways and utilities. These present obstacles for them to work around and placing a stop where it needs to be instead of where it is workable based on the conditions. Then there are some bus tops that are difficult because they have all of the above, limited right-of-way, trees, drainage and slope and are just really difficult. Of course, enhancing those stops is difficult and they end up trading some obstacles for others. The last challenge is self-imposed in that there are four different bus size configurations in the fixed-route fleet. There are 40' buses with two different door configurations and 35' buses with two door configurations. As they are preparing designs and templates, they must be mindful of the different types and styles of buses in the fleet. They are making really good progress in overcoming the challenges and working with jurisdictional partners who recognize that IT is trying to improve the transit experience with the bus stop program.

LaFontaine shared some of the things they are looking at as primary considerations for current enhancements is overall serviceability, both from an operational and maintenance standpoint. If there are going to be challenges getting the bus to and from the stop or if the facilities team has difficulty that might be a reason to look at an alternative location. Both of their needs can be a bit of a paradox. Ideally, they would design a bus stop to get in and out

rapidly with minimal dwell time. Contrary to that the facilities team has work to do at the stops and could be dwelling at a stop for a long time. Those are really conflicting objectives and doing so without exposing them to risk as well as the motoring public. Staff also considers accessibility, consistency, and familiarity of the stops so when someone is at a stop they know where to find route and schedule information and have a sense of reliability in the experience. He shared the latest and greatest is a 24' landing pad and it accommodates all coaches and provides a little wiggle room and allows room for a shelter. He shared a stop without sidewalks but includes a shelter, light, and hard surface for front and rear door boarding with a place for those using a mobility devices. They also try to build stops in pairs so that it reduces the potential for out of direction travel. More considerations include obvious and clear connections to the pedestrian network such as sidewalks or crosswalks. Ideally stops are located with the crosswalk behind but that isn't always possible. The last amenity is lighting recognizing the role illuminating bus stops in poor weather and at night contributes to that feeling of safety and security. It also helps operators see waiting passengers. To the extent practicable they will place them within the light shed of street lighting if it is available. As a flash forward looking at bus stops of the future, none of the stops are currently electrified but should the Agency desire to electrify them with wayside signage with schedule information possibly out of the new Avail CAD/AVL system; stops that have a supply of electricity on a pole in the right-of-way helps in making all of that happen. As can be seen quite a lot goes into making bus stops work in the best circumstances. The Agency adopted a [long range plan](#) that includes continual enhancements and investment in bus stops. In the fall of 2022, they continue with 100+ stops slated for rear-pad additions. A few locations will shift slightly. With nearly 1,000 bus stops they have a lot of record keeping, data, and an opportunity to incorporate them in the new Avail system bus stop record keeping module. Staff will be memorializing all of this effort into the updated bus stop standards to include what IT would prefer and seek in the bus stop program and provide to the jurisdictions for land use and public works projects on how to best incorporate transit with more desired locations. LaFontaine invited Eric Phillips to share more on the vision.

Eric Phillips shared that the whole process of creating better access to transit is foundational in the update [long range plan](#). In the Proposition 1 outreach 'IT Road Trip' the community shared several elements of what was important to them going forward. Those are being implemented through Zero Fare and the ongoing access through bus stop improvements. The presentations tonight show the rider facing features to enhance access to transit from the informational side and the ease and comfort of using transit and what it takes to shift the type of vehicles the Agency uses. The wider rear doors were intentional because the fare box is no longer a barrier. The public voiced that moving service along faster so people could enjoy the benefits of transit and get where they need to go quicker and more conveniently. The other part Rob shared from the rider perspective when approaching a bus stop that rider's know they are there ensuring stops look the same and trying to standardize them in a very un-standard environment. It is a big effort working in so many different environments to contribute to the rider's experience. They know as they approach the stop they are there for service and the trip experience begins as riders are on their phone confirming the bus is two minutes away and they don't have to look through a schedule book. No matter where they are standing, they can align with the bus and get on safely. The experience starts when the rider leaves their house. The process of updating, fixing bus stops is continuing. There are nearly 1,000 bus stops and there will be 3,000 or 4,000 during Rob's career here or more than that because they're evolving. The bus stop program is really like that enhanced maintenance program like owning a vehicle. Riders are used to seeing the stops clean and in good order. As jurisdictions receive funding to add sidewalks IT will need to redo some stops as part of



the contribution towards adding sidewalks to the whole section of roadway which is a community wide improvement. He shared that the program has moved from the first generation where it was focused on ADA and now includes an entry point accommodating mobility devices and those who want to move faster supported through Zero Fare. It is a robust program for investment and part of the capital program is a quarter million dollar investment over the life of the plan and leveraging for other competitive applications. There is a \$1.8M federal request that's more or less an earmark and a regional mobility grant for other enhancements. Looking forward the next steps are the physical structure for electronic signage that ties into the going digital campaign. The next generation is having electronic signs instead of one that's taped up inside the shelter. Staff remains mindful of the costs in the permitting process and looks to streamline the work with jurisdictions to ensure the funds are used efficiently. That has been an ongoing challenge and is part of reason for the bus stop standards they continue to work on using some of these more recent bus stop programs as examples. It is important for the CAC to be aware that it continues to be a challenge thinking that everyone should be excited that they are spending half a million on infrastructure. Sometimes it is hard to spend the money to get the improvements out there without a little pushback. Expect to see the budget updates on the ongoing projects including getting ready to award another 150 stops and upwards of 200 more in the planning stages pending funding approvals. This evolves in more robust areas where there is a lot of transit activity occurring including downtown and high frequency service like BRT Light that doesn't enter the transit center. This provides the pedestrian networks connecting the transit center to those major stops. With the bus stop experience beginning a block or two from those stops so that people are clear that what they are entering is familiar. This is building bridges between islands with the program on a system wide basis going beyond the door. The bus ride begins with a pleasurable pedestrian experience that is safe, convenient, and very comfortable.

*LaFontaine answered questions.*

*Crist* - indicated she works at the WorkSource building on Irving and Crosby and her desk overlooks the stop on Crosby and there has always been a wiener dog on the sidewalk at the bus stop. She's also noticed some suns and appreciate all of them.

*LaFontaine* - responded that he isn't aware of them.

*Freeman-Manzanares* - shared that the facilities staff created a lot of power-washer art at several stops.

*Spector* - remarked about challenges using the back door in the snow at her stop. It has a separated sidewalk and when the snowplows come in and it gets icy sometimes the bus is away from the curb and there is an increased risk of slipping especially carrying groceries.

*LaFontaine* - indicated that plays into why they are taking on the work that they are to enhance the stops and zones. He mentioned bulb-outs and they are the opposite of the pull-out lane keeping the bus in the lane of travel. A well designed bulb out will close the gap you spoke of. Weather is its own kind of animal and locally they aren't pros at dealing with it.

*Scott* - inquired about individuals with mobility needs exiting at the front to use the ramp if they need it.

*LaFontaine* – added that he was glad she was there to help with that situation. The front is still considered the accessible piece and is there for people who need to use.

*Waehling* – shared that there is a very difficult bus stop on the corner of Fir and Bigelow and very close to a fence and staff somehow managed to put two pads there. She thanked them adding it is the most bizarre stop because it is so close to a fence and the improvements help people with walkers and those pulling grocery carts.

*LaFontaine* – indicated the stop is at grade with limited right-of-way and checks all the challenge boxes. It is on route 21 which is a long-established route and hasn't changed significantly. They tried their best to make it better.

*Wilson* – remarked about the different kinds of shelters and that the good ones have enough of an awning to provide protection from the weather but some of them have no awning and stop at the junction with the walls.

*LaFontaine* – responded that they have primarily two styles including a larger one that is more encapsulating and then a smaller cantilever style design that is used in situations with less space to work with. They don't provide as much protection from the weather but give something in a tightly confined space. It depends on the stop. There are some with separated sidewalks and they work wonderful in those applications.

*Bonauto* – shared this was a great presentation and was one of his favorites since he has been on the committee. And he appreciates staff showing his stop but he is wondering if there are national standards or guidance on what they should look like in terms of accessibility or what can be learned from other jurisdictions or is the Agency leading the way.

*LaFontaine* – indicated that is a great question and the short answer is there is a lot of latitude. That being said the ADA certainly is a governing principle and a lot of it is IT culture and direction from bodies such as this. He has worked at other transit agencies where there wasn't the political support or will to invest in public transit. In terms of actual black and white governance there's not a lot. There's a lot of best practices from Easter Seals to FTA for general guidance on best practices and not on how they are required to be.

*Phillips* – added the one thing that is different is IT is more leading edge. The national best practices are focused around the minimum ADA access points and as this presentation showed the Agency is really focused on full access to all the components of the vehicle for all users. They have found that having both the front and rear access points is an area where there is not a lot of direction. This is typically seen on fixed guideway or light rail where the platform is exclusive and at grade. As a transition for agencies looking at Zero Fare they are starting to realize some of the components brought on by the pandemic are frustrations with rear-door boarding and everyone having choice of use for what is safe to get on and off. What they will see is standardization of what those stops will look like for those systems not doing fare collection. They are also the ones with difficulty funding these small improvements. The capital comes along more piece-meal. They take from the best and go towards the ones that are supportive like the City of Olympia, for example, has their transportation master plan program for their transportation standards is looking at multimodal concurrency. They support high transit utilization in the city. They are a great partner looking at local requirements in terms of making those standards work better here. He thinks the Agency will be a best practices in a couple years.

## CONSUMER ISSUES

- Waehling – shared that the rodeo was a lot of fun and was one of the most enjoyable days they had hanging out. She hopes to be there next year.
- Spector – inquired about service animals and IT policies. She saw a situation where an individual had a dog on the bus and then another dog got on and for a moment it looked like they were going to go at each other. Spector was skeptical if they were actually service animals.
- Weber – shared a comment regarding a street closure near senior apartments close to IT for a block party for National Night Out. The street was closed through the city but there was a break-down in communication and some drivers tried to turn down after it was closed.

LaFontaine – indicated they receive notices from the city and that incident was a genuine oversight and mistakenly overlooked. They had buses on detour where they shouldn't have been.

## REPORTS

- **July 20, 2022 ITA Meeting** – *Lloyd Peterson* provided the report from the meeting including the CAC received the same report the ITA heard so there was no need for further explanation. They allowed him five minutes and for better or worse he utilized the time to make some personal observations of his short time on the committee. He believes the efficiency in operations make it the best public agency he has ever seen. He gave IT a 99% only because nobody's perfect. Everything brought to the committee is done by experts and they are very prepared and capable. There has never been a bad example. He is always being surprised by the scope and magnitude of the transit operation. Secondly, the DAL program is very significant and helpful. He and his wife use it frequently and have never had a bad experience. The drivers are always friendly and efficient, and the price is right. That is certainly deserving of high marks. The third item he felt it is very significant that new employees were introduced to the transit authority board and provided their own comments. There were seven new people who were so happy with their new workplace they had found in their new job. Some contrasted it with their prior experience and indicated how much better the workplace situation was at IT. This is significant because every one of them described it as a very happy, productive place to work. The happy workplace description is a tribute along with all the other things the CAC sees that indicate the policymakers should be commended for the wise choices over the years that put the Agency in a position to resolve other problems as they come a long. The effective management team is translating the policies in an effective and efficient organization. He is proud to be part of this marvelous organization. If he finds something to complain about or something that needs improvement, he will raise the issue. He hasn't found anything to complain about yet and he is proud to be part of this organization.
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including:
  - Thanked Lloyd for his comments and added that it is impossible not to feel good about that kind of praise. Thank you for the commitment to help the Agency improve.

## Intercity Transit Community Advisory Committee

August 15, 2022

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- Staff wants to make sure that they inform, educate, and continue to listen and to improve. She thanked the presenters and noted how important it is to understand the challenges of placing bus stops throughout the community ensuring full access to transportation. It really speaks to how the jurisdictions develop and the coordination allows or doesn't allow equal access that have been overlooked. It is important that elected officials know to keep this aspect of the work top of mind.
- Introduced Michael Maverick indicating this was his first day as procurement and capital projects manager and he will be introduced to the ITA on Wednesday.
- A new class of eight operator candidates started August 1 and it will be another few weeks before they are out on the road. The Agency is not yet net-neutral with those retiring. Please ask anyone who might be interested to reach out and [apply](#).
- Staff is working on developing the 2023 budget related to the strategic plan and will be sharing with ITA on October 5.
- The CAD/AVL system implementation is going well but is very time consuming.
- Pattison headquarters construction continues to move forward and staff is still on track to submit the application to the City of Olympia for review of the next phase of construction which is the maintenance facility and the remainder of the campus on Pattison street.
- Staff is also pursuing consultants for alternative fuels zero emissions analysis and anticipate making recommendation to the ITA at their October 5 meeting. Staff will present to the ITA/CAC on that process and it will help the ITA make direction on future purchases.
- At the joint CAC/ITA meeting on September 21 there will be a special presentation with Thomas Whitman and Jason Robertson. Thomas and Jason worked with IT on a complex public outreach process resulting in the [short and long range plan](#) approved by the ITA in November, 2018. These are foundational events and foundational documents for the Agency and define the future. Staff, CAC, and ITA may have not been with IT during that period of time so she is hopeful that the education will be helpful for everyone. The [short and long range](#) plan is on the website.
- The weekend after the last meeting the Agency hosted the regional roдео. She thanked Walter and Marilyn for helping judge and Edwina who came to observe. The roдео went very well and multiple individuals will be representing the Agency at the state roдео in Spokane on August 28<sup>th</sup>. The top three in the 40' category include Rob, (state and international champion) Clinton, and David. Dan who is a paratransit operator who took second at nationals this year will be competing in the body on chassis. In the maintenance competition Bryce, Sean and Jonathon will also compete in the in Spokane. This local roдео was the first time they competed together. It is a very complicated competition for maintenance and requires a lot of communication. Many of these folks don't even work on the same shift so that makes preparation and practice much more complicated.

**NEXT MEETING: Joint Meeting with the ITA on Wednesday, September 21, 2022.**

### ADJOURNMENT

**It was M/S/A by JIHAN GRETTEBERGER and URSULA EULER to adjourn the meeting at 7:19 pm.**

Prepared by Nancy Trail

[https://intercitytransitwa-my.sharepoint.com/personal/ntrail\\_intercitytransit\\_com/Documents/CAC/Packets 2022/July 18/July CAC Minutes.docx](https://intercitytransitwa-my.sharepoint.com/personal/ntrail_intercitytransit_com/Documents/CAC/Packets%202022/July%2018/July%20CAC%20Minutes.docx)

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: October 17, 2022**

**FOR:** Community Advisory Committee

**FROM:** Jana Brown, 705-5816

**SUBJECT:** 2023 Draft Budget Review

- 
- 1) **The Issue:** Introduce the Draft 2023 Budget.
- 
- 2) **Recommended Action:** For information and comment.
- 
- 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and accept comments from the public prior to adopting the annual budget. The draft budget document relies on the proposed Strategic Plan. The Strategic Plan identifies the Authority's plan regarding service levels, which is the prime driver of proposed expenses for 2023. It is important to offer an opportunity for the Community Advisory Committee to be educated and provide comment.
- 
- 4) **Background:** Staff will present elements of the draft 2023 budget to include capital projects, new projects, new staff, on-going projects from the previous budget, and operational expenses. Staff will also discuss potential grant opportunities, which align with the Strategic Plan, and their impact on the budget.

The proposed Operating budget for 2023 is \$94.5 million, which includes \$15.9 million of rollover projects and \$2.5 million of new projects.

The proposed Capital budget for 2023 is \$85.8 million, which includes \$1.4 million in new projects and \$84.4 million of rollover projects.

The total proposed 2023 expenditure budget including staff recommended new projects/positions is \$180.3 million.

The major elements of Intercity Transit's 2023 budget are:

- Sales tax revenue for 2023 has been budgeted to increase 2% over what was collected in 2021 and on track to be collected in 2022.
- Assumes pre-COVID level service for Dial-A-Lift

- Assumes pre-COVID level service for Fixed Route
- Continue construction to renovate and expand the Pattison Street facility.
- Continue pursue of grant funded BRT and Corridor Program
- Bus Stop Facility Capital Improvements
- Dial-A-Lift Scheduling Software Replacement
- Continue pursue of grant funded Martin Way P&R ramp access project
- Add 9 new positions:  
Information Services Help Desk Technician, Senior Network Systems Analyst, Network Systems Analyst, Finance Manager, Marketing & Communication Coordinator, two Associate Planners, Facilities Specialist, and Maintenance Analyst.

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

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6) **Budget Notes:** The Authority will review the draft budget at their October 5, 2022, meeting. A public hearing has been scheduled for Wednesday, November 2, 2022. The Budget document will be available for public comment by October 7, 2022. The budget is scheduled for adoption at the December 7, 2022, Authority meeting.

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7) **Goal Reference:** The annual budget impacts all agency goals.

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8) **References:** Draft 2023 Budget.

<b><i>Budget Summary - Cash Basis</i></b>	<b>2023 Budget</b>
<b><i>Beginning Cash Balance</i></b>	<b><u>\$190,000,000</u></b>
<b><i>Add:</i></b>	
Operating Revenues: Sales tax	82,632,898
Operating Revenues: VP fares	510,000
Operating Revenues: interest income, misc.	1,764,500
Grant Revenue - Operating	6,142,434
Grant Revenue - Capital	48,001,008
<b>Total Revenues</b>	<b><u>139,050,840</u></b>
<b><i>Less:</i></b>	
<b>Operating Expenditures</b>	
Operating	76,024,723
Operating - New projects	2,515,000
Operating - Rollover projects	15,941,000
<b>Total Operating Expenditures</b>	<b>94,480,723</b>
<b>Capital Expenditures</b>	
Capital - New	1,410,000
Capital - Rollover	84,396,280
<b>Total Capital Expenditures</b>	<b><u>85,806,280</u></b>
<b>Total Expenditures</b>	<b><u>180,287,003</u></b>
<b><i>Ending Cash Balance</i></b>	<b><u>148,763,837</u></b>
<b><i>Less Operating Reserve (25% of operating expenditures)</i></b>	<b><u>(23,620,181)</u></b>
<b><i>Ending Unreserved Cash Balance</i></b>	<b><u><u>\$125,143,656</u></u></b>

# Draft 2023 Budget Expenditures as of 9/29/2022

<b>Project Type</b>	<b>Name</b>	<b>Description</b>	<b>Budget</b>
<b>Proposed New Projects</b>	DAL Scheduling Software Replacement	The purpose of this project is to replace our Routematch/Uber application that is used for paratransit scheduling and operations.	\$2,000,000
	Door System Assessment	Allocation for Engineering services for assessment and design of corrective actions to address recurring door system issues - OTC2.	\$20,000
	ERP Software Research and Review	This project is to bring on a consultant to assist with the effort to gather information, research options and provide recommendations on next steps to acquire a new Enterprise Resource Planning (ERP) software system or migrate existing ERP system.	\$500,000
	Facilities Trucks	Additional three (3) trucks for expanded Facilities Specialists needed due expanded workplan.	\$210,000
	NE Lacey Operation Terminal Facility	Preliminary engineering, design, environmental and ROW planning for a bus terminal facility anticipated to be located at Meridian/Martin Way (vicinity). Project includes operational analysis, preliminary design, and ROW assessment for a Roundabout (RAB) type transit supportive project to plan for frequent transit "end of line" operational staging. This project is anticipated to be partially grant funded but local funding may be used to position the project for a larger FTA competitive request. (Pending Grant Approval)	\$950,000
	OTC Pedestrian Crossing Improvement	Costs to complete final Phase of OTC site refresh project focused on replacement of the older pavers on the transit island and at transit center crossings that are trip/fall hazard at the OTC and at the pedestrian crossings on Olympia Ave and Washington corners. Amount is local funds necessary to finish the project in 2023.	\$230,000
	Translation Services	Currently, Customer service and vanpool use telephonic translation services and some agency materials are translated to other languages. This project provides dedicated resources to allow for broader translation of printed materials.	\$15,000
	<b>Total</b>		<b>\$3,925,000</b>



<b>Rollover Projects</b>	Alternative Technology Master Planning & Detail Design	\$650,000
	Alternative Technology Study Project Management/Oversight	\$400,000
	Amtrak Building Security System	\$50,000
	Amtrak parking lot drainage engineering and repair	\$55,000
	BRT and Corridor Program Capital	\$15,000,000
	BRT Modeling/Corridor Assess (federalizing project)	\$280,000
	BRT Station PE/Construction	\$860,000
	Building Condition Assessment	\$100,000
	Building Condition Assessment - Amtrak	\$10,000
	Bus Stop ADA Enhancements/Facilities	\$15,000
	Bus Stop Facility Capital Improvements/Planning	\$4,390,000
	CAD/AVL & Communication project	\$1,000,000
	Community engagement	\$145,000
	DAL vans (replacement, partly grant funded) (28)	\$5,016,704
	Driver Barriers	\$650,000
	Emergency Response - Coronavirus	\$220,000
	Facilities management software	\$40,000
	Fixed Route Promotions	\$30,000
	Fixed Route Transfer Study	\$120,000
	Fleetnet Migration to My Avail	\$40,000
	High Performance Cord (BRT The One)	\$1,600,000
	Hybrid Bus Mid-Life Rebuild	\$1,500,000
	Innovative service zones study	\$250,000
	Large Urban Area Federal updates/Title VI	\$200,000
	LTC rain gutter replacement	\$133,000
	Maintenance Truck (replacement)	\$90,000
	Maintenance tools	\$30,000
	Martin Way P&R Express Bus direct access	\$3,400,000
	Mobile Steam Cleaner	\$35,000

Monitor System Services-Planning	\$120,000
Offsite parking	\$230,500
Outreach Education Services	\$100,000
Park and Pool Project	\$500
Pattison furniture, fixtures, equip & technology	\$10,000,000
Pattison Rehab & Expansion	\$50,000,000
Pattison Safety Work Platforms	\$12,000
Satisfaction & Market Segmentation Survey	\$260,000
Service Performance & Reporting	\$85,000
Shop Floor Scrubbers (2)	\$40,000
Smart Corridor phase 2 & 3	\$600,000
Staff Car (replacement) (2004 Ford Taurus wagon)	\$30,000
Staff Car (replacement) (2004 Toyota Prius)	\$45,000
Strategic Comm/Community Engagement	\$100,000
Traffic Engineering Services	\$100,000
Transit Center and core customer info navigation	\$300,000
Transit Signal Priority	\$940,000
Vanpool Management Software	\$157,000
Vanpool Promotion	\$130,000
Vanpool vans (replacement) (12)	\$417,576
Website enhancements	\$250,000
West Olympia Service Analysis	\$110,000
<b>Total</b>	<b>\$100,337,280</b>
<b>Operational Expenses</b>	
Active Threat Management	\$20,000
Admin Serv/Finance - Operating Expenses	\$15,000
Admin Serv/Finance - Training	\$18,000
Admin Serv/HR - Operating Expenses	\$182,000
Admin Serv/HR - Training	\$41,765
Admin Serv/IS - Training	\$65,000
Admin Serv/Safety - Operating expenses	\$250

Admin Serv/Safety - Training	\$14,000
Agency Wellness Activities	\$10,500
Amtrak Background Checks	\$150
Amtrak Operational Expenses	\$100,150
Amtrak parking lot Maintenance service	\$5,000
Amtrak property taxes/insurance	\$3,500
Annual Authority Planning Session	\$13,500
Annual Recognition Banquet	\$20,600
Annual State Audit	\$70,000
Buildings/Grounds Maintenance	\$553,901
CAC/Authority Support	\$20,075
Catch Basin Cleaning Contract	\$50,000
Information Services Cloud Subscriptions	\$475,785
Credit Card Processing Fees	\$34,000
Custodial Services	\$350,000
Cut Commute Committee	\$40,000
Cybersecurity	\$100,000
Development/Dev - Operating Expenses	\$2,000
Development/Dev- Training	\$14,880
Development/Planning - Training	\$22,935
Development/Procurement - Operating Expenses	\$6,000
Development/Procurement - Training	\$36,200
Drug & Alcohol Program	\$58,860
Elevator Maintenance Contract	\$14,500
Emergency Response - Coronavirus	\$2,000
Employee Medical Programs	\$29,000
Employee/Volunteer Recognition	\$44,100
Equipment Rental (agency)	\$50,000
Executive - Operating Expenses	\$10,675
Executive - Training	\$40,718
Executive/Marketing - Training	\$20,500
Facility/Maintenance Service Contracts	\$50,000
General Agency Insurance	\$2,000,500

General Wage Increase	\$550,000
Grants Consultant	\$40,000
IAM Contract Benefits	\$28,000
Implement Bicycle Programs	\$24,500
Internal Staff Development	\$10,100
IS Communication Infrastructure	\$373,000
IS Enterprise Application Support	\$615,100
IS Infrastructure and Operations	\$485,000
IT Local Rodeo	\$6,000
ITA/CAC Training & Development	\$22,141
Landscaping Services	\$195,000
Legal Notices	\$4,000
Legal Services	\$69,140
Maintenance seasonal temp help	\$15,000
Maintain Coaches operating expenses	\$7,810,309
Maintain DAL vans operating expenses	\$1,196,984
Maintain Staff Vehicles operating expenses	\$340,976
Maintain VP operating expenses	\$1,042,085
Maintain VV operating exp	\$19,200
Maintenance/Facilities - Training	\$22,000
Maintenance/Maintenance Admin - Operating Expenses	\$6,500
Maintenance/Maint Admin - Training	\$25,000
Maintenance/Vehicle Maint - Training	\$70,000
Marketing Support for Agency Services	\$295,500
Membership Dues	\$158,000
Operations/Customer Serv - Operating Expenses	\$21,600
Operations/Customer Serv - Training	\$3,884
Operations/DAL - Operating Expenses	\$9,900
Operations/DAL - Training	\$18,125
Operations/Operations - Operating Expenses	\$6,600
Operations/Operations - Training	\$10,700
Operations/Transportation - Operating Expenses	\$29,400

Operations/Transportation - Training	\$57,200
Operations/VP - Operating Expenses	\$14,420
Operations/VP - Training	\$16,900
Operations/VV - Operating Expenses	\$5,000
Operations/VV - Tablets in Fleet	\$6,080
Operations/VV - Training	\$2,200
Operator/Supervisor uniforms	\$155,000
Organizational Development	\$25,550
Parking Lot Maintenance Services	\$5,000
Pension Committee	\$10,000
Print/distribute Planning Projects	\$4,000
Produce Agency Information	\$115,000
Recruitment & Selection	\$91,000
Safety/Accident Mitigation	\$4,500
Salaries/Wages & Benefits	\$55,210,303
Security Contract	\$1,033,260
Service and Community	\$4,500
State & Fed Advocacy Services	\$146,672
State excise/use tax Dept of Rev	\$45,000
Subscriptions	\$2,100
Technology for New FTE's	\$35,000
Transit Appreciation Day/Recognition	\$33,800
Travel Training Support	\$2,400
Tuition - ATU	\$5,000
Tuition - IAM	\$2,000
Tuition - Non-Represented	\$2,700
Utilities	\$404,400
Vanpool Incentive Program	\$26,000
Vehicle Fleet Support	\$365,750
WSTA Board meetings	\$4,200
Youth Education Programs	\$60,000
<b>Total</b>	<b>\$76,024,723</b>
<b>Grand Total</b>	<b><u>\$180,287,003</u></b>

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: October 17, 2022**

**FOR:** Community Advisory Committee

**FROM:** Emily Bergkamp, 360-705-5889 & Izi Lemay, 360-705-5831

**SUBJECT:** Village Vans 2021 Program Update

- 
- 1) **The Issue:** Provide a 2021 Status Report.

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

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  - 3) **Policy Analysis:** At least annually, staff provides the Authority and Community Advisory Committee status reports on various programs the agency provides.

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  - 4) **Background:** The concept of the Village Vans Program developed during collaboration of over 40 community human service organizations in the late 1990's. These groups participated in research activities to identify gaps in services to families with low or no income for reaching economic independence. In Intercity Transit's continuing quest to provide better, more reliable and innovative services, this organization took leadership in developing an effective and efficient program to help close the transportation gap.

The service, which began in February 2002, continues today facilitating access to work support activities and other necessary locations. In 2004, staff designed a Customized Job Skills Training program that doubles Village Vans' important impact by using eligible volunteer Drivers and Administrative Assistants who receive current work experience, job search coaching and skill building instruction. Passengers are able to travel to employment related resources and volunteers receive significant support in advancing their professional development in reaching their employment goals.

Through an on-going assessment of transportation needs of low-income citizens, Village Vans provides a responsive and innovative service that facilitates customer transitions to economic independence. Employed families contribute to the economic and social sustainability of our community through enhanced stability and health with less demand on limited human service resources.

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

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6) **Budget Notes:** Intercity Transit was one of 17 agencies in the nation to receive the Innovative Public Transportation Workforce Development Grant (Ladders of Opportunity Initiative) for \$200,000. This was a 50% matching grant expended in FY 2019.

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7) **Goal Reference:** **Goal 1:** *Assess the transportation needs of our community throughout the Public Transportation Benefit Area.* **Goal 2:** *Provide outstanding customer service.* **Goal 3:** *Maintain a safe and secure operating system.* **Goal 4:** *Provide responsive transportation options within financial limitations.* **Goal 5:** *Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community* **Goal 6:** *Encourage use of our services, reduce barriers to access and increase ridership.* **Goal 7:** *Build partnerships to identify and implement innovative solutions that address mobility needs and other critical challenges in our community.*

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

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-C  
MEETING DATE: October 17, 2022**

**FOR:** Community Advisory Committee

**FROM:** Nancy Trail, 360.705.5857

**SUBJECT:** Nominations of Officers

- 
- 1) **The Issue:** To nominate members to serve one-year terms as the officers of the group (Chair and Vice Chair) for the January - December, 2023 year.
- 
- 2) **Recommended Action:** Nominate interested and willing CAC members for Chair and Vice Chair.
- 
- 3) **Policy Analysis:** Per the CAC By Laws and Operating Principles, officers will be nominated in October and elected in November for one-year terms.
- 
- 4) **Background:** CAC Chair Walter Smit has completed a one-year term and Vice Chair Jihan Grettenberger has completed a one term in their respective positions. The By Laws and Operating Principles provide:

**OFFICERS/TERM OF OFFICE**

“Officers will consist of Chair and Vice Chair. The process for choosing officers shall consist of nomination in October (either self-nomination or nomination by others) and affirmation by majority vote in November.  
(Amended 07/16/01; 02/06/08; 7/6/16).

Officers will serve a term of one year and may serve up to two terms in the same office. If a CAC member completes an officer vacancy during the year, it shall not be considered against the two term limitation. A member may serve two years as Chair and two years as Vice Chair consecutively.”

Members may nominate other members who are willing to accept the nomination, and members may self-nominate. If you wish to nominate someone, it is best to contact the member ahead of the meeting to ensure they will accept the nomination.

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- 5) **Alternatives:** N/A
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6) **Budget Notes:** N/A

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7) **Goal Reference:** N/A

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8) **Reference:** CAC By Laws.

**Authority Meeting Highlights**  
***a brief recap of the August 17, 2022, Authority Meeting***

**Wednesday night, the Authority:**

- Authorized the General Manager to execute a contract amendment with CW Janitorial Service to renew the contract for janitorial services and supplies at Intercity Transit facilities for a period of one year in an amount of \$312,642, including taxes.
- Authorized the General Manager to enter into a contract for the construction of 123 bus stop pads with Asphalt Patch Systems, Inc., in the amount of \$697,000.
- Scheduled a special meeting for Wednesday, September 21, 2022, to conduct a joint meeting of the Authority and the Community Advisory Committee.
- Scheduled a public hearing on October 5, 2022, at 5:30 p.m. to receive public comment on the draft 2021 Annual Report and 2022-2027 TDP.
- Adopted Resolution 03-2022 providing clarifying language that passengers 18 years of age and younger can ride vanpool free of charge.

**Other Items of Interest:**

Welcomed ***Michael Maverick, Procurement & Capital Projects Manager, and Matt Parker, Training & Safety Coordinator.***

Received an update about Bus Stop Enhancements & Standards from Planning Manager, Rob LaFontaine.

Received a presentation on Intercity Transit's Marketing Efforts by Ally McPherson and Nicky Upton from Marketing & Communications.

**General Manager's Report:**

On Thursday, August 11, the Pattison Street facility lost power and the CAD/AVL system connection with the buses, however, it was a good opportunity to practice emergency procedures. Freeman-Manzanares gave "kudos" to everyone who got IT back up and running so quickly and ensured great internal and external communications. Rarely do we get advance notice of an emergency, however, Intercity Transit passed with flying colors.

Eight new Operators started their eight weeks of training on August 1. We are not yet net-neutral with new hires and those who are retiring or moving.

Staff continues to develop the 2023 budget in keeping with Authority and CAC direction relating to the strategic plan. Staff anticipates sharing the proposal with the Authority on October 5.

Staff continues the implementation of the CAD/AVL system, and the Pattison headquarters construction project continues to go well. We are still on track to submit the application to the

City of Olympia for review of the next phase of construction which is the maintenance facility and the remainder of the campus.

Staff is planning a special presentation and encore performance with Thomas Wittmann from Nelson Nygaard and Jason Robertson from JRO & Associates at the September 21 Joint Meeting. Wittmann and Robertson worked with IT for several years helping to conduct a very comprehensive public outreach process, developing the short-and long-range plan, which was approved by the Authority in November 2018, and the tax proposition that was approved by voters in November 2018. These are foundational documents for IT and define our future. As many staff, Authority and CAC members were not with IT during that period of time, it's important that we all have the same foundation. This session will be very informative as we continue to grow and serve the community

Staff is in the process of evaluating submissions for the Zero Emissions Analysis work and intend to bring it before the Authority at the October 5 meeting.

On July 24, Intercity Transit hosted its local Roadeo for Operators and Mechanics to display their skills, and participation was extended to other systems because they were not hosting their own local Roadeos this year. Joining IT were Ben Franklin, Pierce Transit, Island Transit, King County and Community Transit in Snohomish. The Roadeo went very well and there were multiple individuals who will represent IT at the state Roadeo in Spokane on August 28. We look forward to introducing the competitors to the Authority next month. Also, a special thank you to Board member, Sue Pierce, for volunteering to judge the event, and thank you to several CAC members who joined to judge and observe the event.

Prepared August 18, 2022  
Pat Messmer/Clerk of the Board

**Authority Meeting Highlights**  
*a brief recap of the September 21, 2022, ITA/CAC Joint Meeting*

**Wednesday night, the Authority:**

- Hosted a remote Joint Meeting of the Authority and the Community Advisory Committee.
- Authorized the General Manager to execute approvals under our existing contract for services with the Washington State Department of Enterprise Services with our GCCM contractor (Forma Construction) supporting an early bid package for the new electrical equipment and site work for the initial South Parcel Phase IV rehabilitation electrical upgrade work for a total not to exceed amount of \$649,400 including taxes. *(Eric Phillips)*
- Declared Dial-A-Lift vehicle 150 as surplus. *(Katie Cunningham)*
- Authorized the General Manager to execute a one-year contract extension with Foster Government Relations to provide State Legislative Advocacy Services in the amount of \$48,000. *(Katie Cunningham)*
- Authorized the General Manager to execute a contract amendment with Gordon Thomas Honeywell Governmental Affairs to renew the contract for Federal Advocacy Services for a period of one year in the amount of \$88,200. *(Katie Cunningham)*
- Authorized the General Manager, pursuant to Washington State Contract 05916, to purchase twelve (12) replacement Toyota Sienna minivans from Toyota of Yakima in the amount of \$455,760. *(Katie Cunningham)*
- Authorized the General Manager to purchase transit signal priority equipment utilizing an existing contract with ACT Traffic Solutions Inc. for the acquisition of transit signal priority equipment for installation on busses and to be deployed at project intersections for a total cost not-to-exceed \$550,000 for new purchases, inclusive of taxes. *(Jeff Peterson)*

**Other Items of Interest:**

Welcomed ***Operator Class 22-04; Andrew Scarborough, Network Systems Analyst; and Alihaundra Borja, Commuter Services Assistant.***

Jason Robertson and Thomas Wittman provided an overview of the foundational events and documents around the IT Road Trip, the November 2018 tax proposition and the Short-and Long-Range plan.

**General Manager's Report:**

This is the Week Without Driving Challenge sponsored by Disabilities Rights Washington. Veronica Jarvis at Thurston Regional Planning Council is cheering on all of the Employee Transportation Coordinators throughout the county, as is Disabilities Right Washington.

The Pattison construction project continues to move forward. The Admin/Ops Building is almost complete. The Fuel /Wash/Facilities and Youth Education Center are about a month behind the ADOPs building.

The Pattison Street Facility Grand Opening is tentatively scheduled for the afternoon of Thursday, November 10.

The advertisement to recruit new Community Advisory Committee members is out on the street, and applications are due October 7. If you know of anyone who might be interested in serving, please direct them to our website to complete the application.

The seven Operators from the class of 22-04 graduate Friday, September 23. The next class of Operators begin training on October 10.

October is Walk to School Month and there are a whole host of activities scheduled. The Youth Education/Walk N Roll staff will be requesting a Proclamation from each of the respective jurisdictions.

COVID numbers are jumping a bit with the start of school.

Intercity Transit accepted applications from firms interested in assisting in the development of our Alternative Fuels Transition Plan. Developing and Issuing the Request for Qualifications and Proposals was a big step forward. Staff interviewed firms and are moving through the remainder of the selection process. Staff intends to bring a contract forward to the Authority for approval in October.

At the October Authority meeting, we will recognize the Wall of Fame recipients and Driver and Maintenance Rodeo Teams who were honored at the Washington State Transportation Conference.

Prepared September 22, 2022  
Pat Messmer/Clerk of the Board

**Authority Meeting Highlights**  
***a brief recap of the October 5, 2022***

**Wednesday night, the Authority:**

- Conducted a public hearing on the Draft 2021 Annual Report and 2022-2027 Transit Development Plan. (*Rob LaFontaine*)
- Scheduled a public hearing for the 2023-2028 Strategic Plan for Wednesday, November 2, 2022, at 5:30 p.m. (*Ann Freeman-Manzanares*)
- Reviewed the 2023 Draft Budget and scheduled a public hearing for Wednesday, November 2, 2022, at 5:45 p.m. (*Jana Brown*)

**Other Items of Interest:**

Welcomed ***Claire Daniels and Drew Goffeney, Associate Planners and Mandy Simons, Travel Training Coordinator.***

**Celebrated the 2022 Excellence in Transit Winners and the Washington State Public Transportation Rodeo Grand Champions.** The Authority and staff recognized Wall of Fame recipient *Christina Loomis in Travel Training*, and Excellence in Transit recipients (*Leata Roberts in Operations, Steve Krueger in Procurement, and the Information Systems Team: Jason Aguero, Rob Rinehart, Daniel Van Horn, Alex Auty, Roshan KC, Lee Peterson, Shem Sargent, Josh Jacobs, Ann Xiong, Ramon Beltran*).

For the sixth year in a row, Intercity Transit brought home the Grand Champion Award.

- Maintenance Team came in 1<sup>st</sup> Place – Bryce Reinhardt, Sean Malay, Jonathan Reynolds.
- Operator Dan Savage - 1st Place Body on Chassis.
- Operator Clinton Jimenez - 1<sup>st</sup> Place 35' Coach.
- Operator Rob Wood – 1<sup>st</sup> Place 40' Coach.

**General Manager's Report:**

The City of Olympia Site Plan Review Committee made a recommendation to approve IT's request for a Conditional Use Permit for the final phase of the Pattison MOA Project. Formal notice of approval should come out by the end of the week and the decision will be considered final on October 31 which would be the end of the appeal period for the city's recommendation. This is another major positive step forward in this multi-year project.

Nine Operator candidates begin training on October 10, 2022. IT continues to seek Operator applicants and have seen a slight bump in applications hopefully associated with our campaign for Operators. We hope to conduct one more class before year end.

There were seven positive COVID cases among staff in the first five days of October. Human Resources continues to monitor and ensure employees and passengers are safe.

IT is sponsoring a "Boo to the Flu" shot event on October 26 and kudos to Hannah Toulme in HR for coming up with that "snazzy" marketing concept.

Staff is beginning to talk about public holiday events, and whether we have the staffing to support them, and looking at the ability to both decorate some of the vehicles and support the events themselves. Announcements will be made as events roll out. We are bumping up the number of Jingle buses to two coaches and one Dial-A-Lift vehicle. They bring great joy and cheer to the community and there is a fairly low staff requirement to make it happen.

IT is celebrating Customer Service Week October 3 through 7. We encourage everyone to visit the Olympia Transit Center and thank our amazing Customer Service staff for all of their hard work and dedication.

Artswalk is taking place in downtown Olympia this week and IT is hosting an artist at the OTC2 location. It's the first time IT has had an opportunity to do this in the new building. Everyone is welcomed to stop by.

There are a group of individuals testing the new AVAIL application called "MyStop," and ITA Chair Clark Gilman is part of that group. We hope to get feedback to be able to make enhancements and release that application toward the end of the month, pending the results of the test.

The Community Advisory Committee recruitment is underway, and the information and application are on the website. October 7 is the deadline to apply. If you know of anyone who may be interested, please direct them to [www.intercitytransit.com](http://www.intercitytransit.com).

Kyle McPherson, our outstanding Vanpool Coordinator, shared a shout out at the Washington State Rideshare Organization conference from speaker Barb Chamberlain, WSDOT Director of Active Transportation. She asked if there was anyone from Intercity Transit in the audience and gave us a HUGE shout out as the leading transit agency, not only in our state, but nationally. She said Intercity Transit is the regional leader in eliminating barriers with our fare-free services and our work to build and support safer community connections for all. Chamberlain believes transit creates a social network of multi-model options, safety and independence.

Prepared October 6, 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	Absent	Absent	Absent			
David	Bonauto						Absent						
Nikki	Crist						Absent		Absent				
Jonah	Cummings	Absent	Absent	Absent			Absent	Absent	Absent	Absent			
Ursula	Euler								Absent				
Ty	Flint		Absent						Absent				
John	Gear						Absent	Absent		Absent			
Jihan	Grettenberger						Absent						
Betty	Hauser												
Marie	Lewis	Absent	Absent				Absent	Absent	Absent	Absent	Absent		
Joan	O'Connell			Absent			Absent	Absent	Absent	Absent	Absent		
Lloyd	Peterson												
Naythan	Raymos						Absent		Absent		Absent		
Marilyn	Scott	Absent									Absent		
Walter	Smit		Absent										
Natalie	Smith			Absent			Absent		Absent	Absent	Absent		
Allison	Spector	Absent					Absent	Absent			Absent		
Edwina	Waehling	Absent					Absent		Absent		Absent		
Rachel	Weber												
Eliane	Wilson										Absent		

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