

Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
July 6, 2022

CALL TO ORDER

Chair Gilman called the July 6, 2022, meeting of the Intercity Transit Authority to order at 5:30 p.m. This meeting was held remotely, with an in-person component at the Pattison Street facility.

Members Present: Chair and City of Olympia Mayor Pro-Tem Clark Gilman; Vice Chair and Citizen Representative Justin Belk; City of Tumwater Mayor Debbie Sullivan; City of Lacey Councilmember Robin Vazquez; Thurston County Commissioner Carolina Mejia; City of Yelm Councilmember Brian Hess; Citizen Representative Don Melnick; Citizen Representative Sue Pierce; Labor Representative Paul Tischer.

Staff Present: Ann Freeman-Manzanares; Steve Krueger; Ally McPherson; Pat Messmer; Eric Phillips; Jonathon Yee; Alex Auty; Ramon Beltran; Heather Stafford Smith; Steve Krueger; Brian Nagel; Jessica Gould; Nicky Upson; Jana Brown.

Others Present: Jeff Myers, Legal Counsel, and Betty Hauser, Community Advisory Committee.

APPROVAL OF AGENDA

It was M/S/A by Melnick and Sullivan to adopt the agenda as presented.

PUBLIC COMMENT: None.

APPROVAL OF CONSENT AGENDA

It was M/S/A by Sullivan and Pierce to approve the consent agenda.

- A. Approval of Minutes:** June 15, 2022, Regular Meeting
- B. Payroll for June:** \$3,066,537.13
- C. Accounts Payable June:** Warrant number 34818 dated May 28 in the amount of **\$527.89**; numbers 34819-34848 dated June 1 in the amount of **\$63,784.15**; numbers 34849-34851 dated June 2 in the amount of **\$38,774.64**; numbers 34852-34902 dated June 8 in the amount of **\$1,584,507.68**; numbers 34903-34905 dated June 11 in the amount of **\$72,882.42**; numbers 34906-34946 dated June 15 in the amount of **\$1,904,878.70**; numbers 34947-34987 dated June 21 in the amount of **\$583,911.07**; for a total amount of **\$4,249,266.59**; and Automated Clearing House Transfers in the amount of **\$6,025.09** for a monthly total of **\$4,255,291.64**.

UNFINISHED BUSINESS

- A. CAC Recruitment Ad-hoc Committee.** Freeman-Manzanares presented the process for recruiting new members for the Community Advisory Committee. The CAC members serve three-year terms and may serve no more than two consecutive three-year terms. The exception is the youth position which is a one-year term.

The proposed timeframe for recruitment and the selection process is:

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- Recruitment is scheduled for September 1, 2022, through October 7, 2022.
- The Authority selects those to be interviewed at the October 19, 2022, Board meeting.
- Interviews are proposed for November 2, 2022.
- Candidate selection is proposed for November 16, 2022, with December 7 as a back-up date. The new members would begin their term on January 1, 2023.

There is a six-member ad-hoc committee, consisting of three Authority members and three CAC members who interview and make recommendations to the full Authority for consideration.

Don Melnick, Justin Belk, and Debbie Sullivan volunteered to be on the committee. Sue Pierce volunteered as the alternate if a selected member is unable to serve.

NEW BUSINESS

- A. Strategic Plan: Mission & Vision Statement Updates.** There is no requirement, but it is IT's practice to revisit the strategic plan on an annual basis. The Authority reviewed the Mission and Vision Statements from the 2022-2027 strategic plan to determine if they remain relevant or need updating for the 2023-2028 strategic plan. Chair Gilman led the discussion (Freeman-Manzanares was having technical difficulties).

Mission Statement

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

Vision Statement

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

Authority Discussion:

Hess: Replace the word "citizen" in the vision statement with the word "residents." Leave in Thurston County to keep it separated from the other counties.

Vazquez: Replace "citizen" with "residents" and add the word "diverse." *Our vision is to be a leading transit system in the country, recognized for our well trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for the **diverse residents** ~~all citizens~~ of Thurston County.*

Melnick: Add to vision statement "who" is recognized i.e., our customers. "Our vision is to be a leading transit system in the country, recognized **BY WHOM i.e., customers** for our well trained....."

Sullivan: Because IT is recognized nationwide add the word "region" and "peers."

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

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Hess said our transportation system is a diverse system in the sense it's not just buses but a variety of transportation options – we aren't just buses. If you add "all residents of Thurston County" you don't need to put in the word diverse. If we truly have a diverse transportation system that might be a better place for it.

Belk: Asked if diverse means a diverse workplace and/or meant to reference the community we serve? He suggests: *Our vision is to be a leading transit system in the country, among our peers, recognized by our diverse customers for our well trained highly motivated customer-focused community-minded employees committed to enhancing the quality of life around Thurston County.*"

Vazquez: Would it be easier to break into two sentences? Do we know from the CAC's feedback where they intended to place the word diverse?

Pierce: Attended the CAC meeting and doesn't recall a specific spot for the word diverse. She thinks IT is known for something wider and considered a leading transit by more than just peers or employees or Boards. IT's received broader recognition for things like zero fare and translates as recognition as a leading transit system. IT has broad recognition, and we want to continue that. Recommends leaving statement broad rather than trying to narrow it down or attempt to identify every individual concept.

Hess: Referring to the Mission Statement – change to: *"Our mission is to provide and promote a transportation choices system that supports an accessible, sustainable, livable, healthy and prosperous community.*

Myers: Suggests for Vision Statement: *"Our vision is to be recognized as a leading system in the country for our well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the diverse quality of life for all residents of Thurston County."*

Authority Direction: Staff take these suggestions and make modifications.

- B. Strategic Plan: Goals and End Policy Updates.** Freeman-Manzanares said the CAC and Authority have done significant work on the Strategic Plan, the Policy Statements and Goals and it was done through the development of Proposition 1 and the Short-and Long-Range Plan. The Strategic Plan and Policy direction has been established for the coming years by those two monumental events and documents. While the remainder of the documents may look hefty, much of the heaving lifting has been done by the Authority. Also, COVID has thrown a wrench on progress.

Freeman-Manzanares reviewed the existing Goals and End Policies from the 2022-2027 strategic plan to determine if they remain relevant or need updating for the 2023-2028 strategic plan.

Goal 1: Assess the transportation needs of our community throughout the Public Transportation Benefit Area.

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End Policy: Intercity Transit Authority, staff, and the public will have access to clear and comprehensive information related to the transportation needs of our Public Transportation Benefit Area.

No Changes.

Goal 2: Provide outstanding customer service.

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

No Changes.

Goal 3: Maintain a safe and secure operating system.

End Policy: Focus on the continual improvement for the safety and security of all customers, employees and facilities.

No Changes.

Goal 4: Provide responsive transportation options within financial limitations.

End Policy: Customers and staff will have access to programs and services that benefit and promote community sustainability, focused on serving the mobility needs and demands of our community.

Melnick said besides financial limitations, there are staff limitations, and it looks like a continuing problem and should be acknowledged by adding temporarily or resource limitations?

Hess said to change financial to resources (referring to people, equipment, time, money, etc.)

Sullivan said to add current staffing limitations because years from now the Authority won't remember what resources are being talked about.

To address this potential consequence, staff could add a note to agenda item to refer to both fiscal and resource limitations so it is not forgotten by subsequent ITA members.

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

End Policy: Resources will be used efficiently to minimize the negative impact on the environment and the community and, to the extent feasible, efforts will be pursued that integrate or otherwise align with broader sustainability goals.

Mejia said to remove the word "negative" and use the word "overall."

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Hess said to use the word “resiliency” in place of sustainability.

Melnick said to leave in the “climate change” wording.

Sullivan said this is part of the county’s mitigation plan and she doesn’t want to veer off from the language.

Belk said be mindful of being in alignment with the action plan. Perhaps add another goal centered around resiliency.

Vazquez suggested changing to: *Goal 5: Integrate sustainability into all agency decisions and operations to support the Thurston County Regional Climate Mitigation Plan.” End Policy: “Resources will be used efficiently to enhance our environment and community resiliency to align with broader sustainability goals.”*

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

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

No Changes.

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

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

Belk would like to see a separate goal addressing resiliency.

Melnick referred to the word “equity” and how do you know if you have equitable solutions working in the community. Ask the community.

Vazquez suggested changing to: *Goal 7: “Build partnerships to identify and implement innovative solutions that address mobility needs, access and equity as a service provider and as an employer. End Policy: “Work with governmental entities, educational institutions, businesses, not-for-profit community partners and customers to facilitate great mobility options as well as educational and socio-economic opportunities in our community.”*

Mejia said to remove the words “such as” because they appear as an afterthought.

Gilman suggested using the word “centering.”

Hess said instead of the word “such as” use the word “develop” access and equity as a service provider and as an employer....

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Belk said to cut it down to *“build partnerships to identify and implement innovative solutions that address mobility needs, access and equity as a service”* Remove *“other critical challenges in.”* Those words can be placed in a separate goal.

Authority Direction: Staff take these suggestions and make modifications.

C. Strategic Plan: Policy Positions Updates. Freeman-Manzanares said the strategic direction is to remain consistent with Proposition 1 and the Long-Range Plan and be focused on getting through COVID and continuing to move projects forward. The CAC did not propose any changes to the strategic direction. There was discussion about the importance of safety and education. She went on to review the policy positions:

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

2022:

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

2023:

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

Melnick suggested changing “have delayed” to “is delaying.”

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

2022:

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

2023:

- Continue to seek grant funds to deliver service between Thurston and Pierce Counties.

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

Melnick said it may be worthwhile to acknowledge IT’s working with TRPC on their Regional Transportation Planning effort.

Hess asked if there is a reason why IT focuses only on Pierce County instead of Sound Transit to get up to King County. Freeman-Manzanares shared that we previously had a shared funding agreement with Pierce Transit to fund service between the two adjoining counties. Pierce contracts with Sound Transit to provide service to King County and beyond.

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

2022:

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

2023:

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

Hess asked why Yelm isn’t included as a core area. Yelm is expanding but there is only one bus. Why not include the rest of southern Thurston County? The Mission Statement mentions Thurston County, not just north Thurston County. Change to say, “What role should Intercity Transit play in serving the core areas of Thurston County.” He said perhaps include an express bus that goes from Yelm to the express park and ride on I-5.

Gilman suggested that the statement was not to ignore Yelm’s role in the PTBA but to recognize that more than 90% of people that ride the bus are within the three urban cities, and IT has a specific interest in serving that core area where most of the people and routes are located. It doesn’t say IT wouldn’t enhance or change commuter routes or longer connector buses between cities. This position is about where the densest set of routes and passengers are and how to resume service. There are other places in documents that consider Yelm service internal as well as getting to other areas.

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Vazquez said it would be worthwhile to have Yelm called out, if not in this section, then in another section. Perhaps move Section 19 up under Section 3. There are the three core areas, and then the other biggest area IT is willing to serve and does IT want to expand that. Is the Authority interested in expanding if it didn't diminish services within the PTBA?

Melnick asked to define what the word "core" means.

Freeman-Manzanares shared that the word "core" in this setting typically refers to a densely populated area. Yelm wouldn't be considered a more densely populated area within our PTBA. And she wanted to highlight that since Proposition 1, Intercity Transit increased the frequency of service to Yelm, which was not insignificant from a service or monetary perspective. In addition, IT plans to offer service with the completion of the Yelm bypass/loop as well as making connections into the more densely populated areas of the PTBA to connect with services north and within the community. COVID delayed Proposition 1 progress. Another point is the Public Transportation Benefit Area does not include all of Thurston County. The PTBA includes Lacey, Olympia, Tumwater, Yelm and basically the urban growth area of Thurston County. After Initiative I-695 those communities chose not to support transit through a community vote so the boundaries of the PTBA were reduced. Another thing to note is the Authority, as they were preparing to address the community and their needs through IT Proposition 1 in 2018 defined what it would cost to provide the services the community requested. The finances associated with implementing Proposition 1 and fulfilling those promises is for the existing PTBA boundary. It does not include south county. The Authority and the community would have to find a way to financially support providing service to a larger service boundary.

Sullivan agreed the Authority has been very clear about the PTBA boundary remaining the same. It is what was utilized to define financial requirements and is where we need to remain in order to finance the promise made to the community. Sullivan also noted there are many areas still, within the PTBA that do not have service. Adding NE Lacey was a big, positive enhancement in early 2020. There are areas newly annexed in Lacey and Tumwater that don't have service. We need to focus attention on those areas before we consider adding areas outside of our existing PTBA. And south county has public transportation that is funded by a grant through the state. Rural areas cannot expect city levels of services in this regard.

Tischer: He's heard riders say they want frequency of service in that 90% or more of our populated area. That core area of Lacey, Olympia and Tumwater.

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

2022:

- Continue to evaluate restoration of service to pre-COVID-19 levels.
- Dependent upon the status of COVID-19, public health and economic outcomes, proceed with the implementation of the Long-Range Plan.
- Continue to seek and utilize grant funds to support the implementation of the Martin Way-Harrison high-density demonstration project.

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- Pursue project planning and funding for bus rapid transit. • Dependent upon public health directives, continue to promote strategies to remove barriers and increase ridership.

2023:

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

No changes.

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

2022:

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

2023:

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

No changes.

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

2022:

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

2023:

- Continue the Youth Education Program within the guidelines of public health and school district directives.

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- Expand our creativity and coordination with school districts, youth and our community as a whole to teach skills for safe walking, biking and transit use.
- Partner with districts to identify any and all potential coordination opportunities.
- Continue to focus our programmed activities to areas within our PTBA.

No changes.

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

2022:

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

2023:

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

No changes.

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

2022:

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

2023:

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

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No changes.

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

2022:

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

2023:

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

No changes.

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

2022:

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

2023:

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

No changes.

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

2022:

- Continue to partner with local jurisdictions and the Washington State Department of Transportation regarding potential locations for a park-and-ride facility.
- Pursue joint use agreements as necessary to secure park-and-ride space to support

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ridesharing, express bus and local transit services.

- While additional park-and-ride locations are likely needed, this plan urges caution in dedicating capital funds for additional park-and-ride facilities at this time.
- Encouraging the creation of HOV lanes, seek funding to support direct highway access from Park-and-Rides and other alternatives to support ridesharing, express bus and local transit services.

2023:

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

No changes.

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

2022:

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

2023:

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

Melnick asked about "the last mile."

Belk agrees IT should track this. Regarding the innovative service zones and whenever that gets to the forefront of projects it would be worthwhile to address first mile / last mile. Keep our eye on it. Let other agencies figure out what works. Let's not forget about it.

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

2022:

- Continue to focus on the Travel Training and the Bus Buddies program.

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

2023:

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

Vazquez asked how do we get our data to know if what we are providing is adequate? Is staff gathering data from travelers with disabilities?

Freeman-Manzanares said yes, always. One of our first tools is that DAL is a no-denial service. We need to ensure we can provide the service to those that qualify. Travel Training and Bus Buddies are good conduits for information throughout the broader community as they interact with individuals and organizations. Operators interact daily with passengers and are a great resource to identify what works well and what isn't working. In addition, we have a connection/relationship with medical facilities, other facilities such as elder care and senior centers, as well as social services in the community to help us identify those who are not using the system and why not.

14. Is the current fare policy appropriate?

2022:

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

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- While our focus has, from necessity, been altered by the COVID-19 public health crisis, we will continue to focus on removing barriers to accessing Intercity Transit services to increase ridership (when appropriate), improve speed and reliability of service, attenuate increasing congestion, improve the environment, enhance community health, improve equity and access, retain and recruit business, and enhance educational opportunities.
- Enhance community resiliency by reducing personal transportation expenses to address other needs.
- Monitor regional fare collection system replacement (ORCA) during the zero-fare demonstration project.
- Evaluate and promote system viability and user safety.

2023:

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

No changes.

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

2022:

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

2023:

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

No changes.

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

2022:

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

2023:

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

No changes.

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

2022:

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

2023:

- Focus on strategic community outreach, engagement, messaging and use of available channels to educate and develop our markets.
- Improve the website to better serve our various constituents and be a relevant business and communications tool for the agency.

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- Intercity Transit should continue to pursue customer information technology to enhance the customer experience and support service.

No changes.

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

2022:

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

No changes.

2023:

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

Gilman said he doesn't really like the word "practicable" in terms of IT's efforts to participate in the regional climate work or in sustainability efforts.

Melnick referenced alternative fuel and said the sooner IT has a plan even, if we don't have the answers yet, what we're going to be doing and having a timeline would be

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positive information for the community.

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

2022:

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

2023:

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

Vazquez said to place this section closer to the beginning to correlate better to core areas.

Hess has a problem with the third bullet point "only if representatives of these new areas request the Authority take steps to hold annexation" He said there should be an education component to let people know what could be made available so those people in those areas can start communicating with their reps and allowing them to say this is something they'd like to have.

Sullivan said Rural Transit serves the south county with bus service and connects with Olympia, Lacey and Tumwater. And staff is focused on delivering service and on the promises of Prop 1 within the existing PTBA as planned for over the last many years. Their focus should be to respond if someone asks but not encouraging others to join the PTBA. Vanpool might be a better fit for those located in more rural areas where bus services are not efficient.

Melnick asked if there is some way to have a dialog or educational component given to the public about how to request service in outlying areas.

Freeman-Manzanares said IT has not received requests for information on this topic and it's not been the Authority's interest to advertise the extension of service. There was significant conversation prior to Prop 1 that the PTBA was going to stay as it currently exists and then a financial analysis was done based on that and we offered a set of services to the community through Prop 1 that is based on the existing service boundaries. To serve the PTBA as it exists in a way that is responsive to the voters in those areas. This would be a significant change from policy direction which established our long range plan. The Authority should consider defining how they

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would fund service outside the existing PTBA before advertising the possibility of providing services outside the PTBA. The Authority has an obligation to provide the services promised and funded through Prop 1.

Gilman said there would be some value in IT explaining what kinds of development patterns would work best for mass transit and another piece of reaching out that would be valuable is IT communicating ahead of time and not after the projects are built.

Sullivan said staff did an amazing presentation a while back on what it takes to create a bus route and that would be a very educational tool to present on a regular basis to planning commissions and council members.

COMMITTEE REPORTS

A. Thurston Regional Planning Council met July 1, 2022. Sullivan said TRPC created a Planning Manager position classification that was approved by the Council.

Council received a briefing on the Nisqually Indian Tribes efforts to bring broadband access to tribal and non-tribal communities in south Thurston County and Pierce County. They reached out to the counties to ask what their needs are, who's served and underserved, and discussed what the Tribe can do to help.

A Broadband Survey was created to help identify areas that need service or are underserved. Door-to-door surveys are also being conducted for community members that have no access to the internet.

A Broadband Access Team (BAT) Facebook page was also created to help spread awareness. The link is: <https://www.facebook.com/groups/nisquallybroadbandacessteambat>. Here's a link to the full presentation:

https://www.trpc.org/DocumentCenter/View/11155/A7_Nisqually-Indian-Tribe.

Karen Parkhurst updated the Council on outreach efforts on the **Human Services Transportation Plan (HSTP)** for the Thurston Region, which TRPC is required to update every four years. Parkhurst advised that the Disability Rights of Washington is sponsoring a Week Without Driving 2022 event from September 19 - 25. The event encourages community members to commit to not driving for a week. Learn more about the event visit: <https://www.disabilityrightswa.org/nodriving/>. The full presentation can be found here: https://www.trpc.org/DocumentCenter/View/11156/A8_TRPC-Human-Services-Transportation-Plan-July-2022pptx-IT.

Marc Daily reviewed an update to the Federal Funding **Call for Projects** process to:

1. Provide a more direct tie to performance goals and targets.
2. Provide a complete process with clear and transparent project eligibility and evaluation criteria.
3. Continue to position the region to meet obligation targets and be eligible for redistributed funding.

TRPC has been working on the process with the Technical Advisory Committee (TAC) and the Transportation Policy Board (TPB) and will bring back recommendations to the Council in September 2022. Here's a link to the full presentation:

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https://www.trpc.org/DocumentCenter/View/11157/A9_Call-for-Projects-Update-063022.

Board member Wheatley provided an update on the last Puget Sound Regional Council's (PSRC) Growth Management Policy Board meeting. The meeting included a Joint Board Session on Implicit Bias. To view the recording of the Joint Board Session on Implicit Bias visit: https://psrc2.granicus.com/MediaPlayer.php?view_id=1&clip_id=523. A presentation is also available at: <https://psrc.org/sites/default/files/jointboard2022jun23-pres-implicitbias.pdf>.

GENERAL MANAGER'S REPORT

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

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

There were 41 confirmed cases of COVID among staff members in June, with many others in quarantine. We're hoping for a better July, and we will continue to work keep everyone as safe as possible. Jeff Myers noted the CDC recently recommended a return to masking in 15 counties, including Thurston County. He asked if there has been any consideration given to reinstating a masking requirement on buses. Freeman-Manzanares said Intercity Transit has been following the advice of the county's public health officer and have been recommending and encouraging riders to wear masks but not requiring them. At the June 15, 2022, the Authority directed staff to remain focused on following the public health officer's direction. However, as the situation evolves that may change for Thurston County.

Pierce is concerned should Intercity Transit go back to requiring masks without an official mandate from the CDC, there is the risk of higher confrontation between Operators and riders not choosing to wear masks, and confrontation between passengers.

AUTHORITY ISSUES - None.

ADJOURNMENT

With no further business to come before the Authority, Chair Gilman adjourned the meeting at 8:11 p.m.

INTERCITY TRANSIT AUTHORITY

Clark Gilman

Clark Gilman, Chair

ATTEST

Patricia Messmer

Pat Messmer
Clerk to the Authority

Date Approved: August 17, 2022

Prepared by Pat Messmer, Clerk of the Board/Executive Assistant, Intercity Transit