

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
March 20, 2023 – Virtual Meeting
5:30 PM**

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Phone Conference ID: 109 343 008#

CALL TO ORDER

- | | | |
|--------------|----------------------------------------------------------------------------------|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Mark Neuville</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. April 5, 2023 ITA Meeting – (<i>Ty Flint</i>) | |
| | B. April 19, 2023, ITA Meeting – (<i>Nicole Smit</i>) | |
| | C. May 3, 2023, ITA Meeting – (<i>Clair Bourgeois</i>) | |
| IV. | APPROVAL OF MINUTES – February 13, 2023 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Dial a Lift/Bus Buddy/Travel Training Update (<i>Kevin Karkoski</i>) | 25 min. |
| | B. Vanpool Fare Structure Program Update (<i>Cindy Waterhouse</i>) | 25 min. |
| | C. Driver Appreciation Video (<i>Cameron Crass</i>) | 25 min. |
| | D. Martin Way Park-and-Ride Project Update (<i>Eric Phillips</i>) | 10 min. |
| VI. | CONSUMER ISSUES – All | |
| VII. | REPORTS | |
| | A. February 15, 2023, ITA Meeting (<i>Clair Bourgeois</i>) | |
| | B. March 1, 2023, ITA Meeting (<i>Jeremy Mott</i>) | |
| | C. General Manager’s Report (<i>Ann Freeman-Manzanares</i>) | |
| VIII. | NEXT MEETING – April 17, 2023 | |
| IX. | ADJOURNMENT | |

Attendance Report Attached.

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

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

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
February 13, 2023 – Virtual Meeting

CALL TO ORDER

Chair Smit called the virtual February 13, 2023, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Chair Nicole Smit; Vice-Chair Jihan Grettenberger; Harrison Ashby; Clair Bourgeois; Nikki Crist; Ursula Euler; Betty Hauser; Jeremy Mott; Lloyd Peterson; Doug Riddels; Edwina Waehling; Rachel Weber, and Eliane Wilson.

Absent: Trina Bell; Ty Flint; Alejandro Garcia; John Gear; Marie Lewis; Marilyn Scott, and Allison Spector.

Staff Present: Ann Freeman-Manzanares; Nancy Trail; Emily Bergkamp; Jonathon Yee; Peter Stackpole; Eric Phillips; Steve Krueger; Michael Maverick; Nick Demerice; Jessica Gould; Tammy Ferris; Katie Cunningham; Jeff Peterson; Alex Auty, and Ramon Beltran.

APPROVAL OF AGENDA

It was M/S/A by LLOYD PETERSON and CLAIR BOURGEOIS to approve the agenda.

INTRODUCTIONS

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

MEETING ATTENDANCE

- A. February 15, 2023, ITA Meeting – Clair Bourgeois
- B. March 1, 2023, ITA Meeting – Marilyn Scott/Jeremy Mott
- C. March 15, 2023, ITA Meeting – Allison Spector/Nicole Smit

MOTION TO APPROVE MINUTES

It was M/S/A by DOUG RIDDELS and CLAIR BOURGEOIS to approve the January 9, 2023, minutes.

- A. **PATTISON REHABILITATION AND EXPANTION PROJECT UPDATE** – *(Steve Krueger & Jonathon Yee)* Krueger introduced himself as the Deputy Director of Procurement and Capital Development. After many years the completion of the Pattison Expansion and Rehabilitation project is now within sight. In procurement they are often told to begin with the end in mind and so he shared a rendering of the finished project once the south parcel construction is complete. Now that the south parcel design is complete, a logistics plan formulated, and construction funding approved they are now poised to kick off the phase IV south parcel construction to close out the project. In 2018 IT entered into an interagency agreement with DES to serve as the project manager. DES is authorized to lead a General Contractor Construction Manager (GCCM) process and the methodology is ideal for projects

that require operations to continue during construction. Stantec was awarded the Architectural and Engineering (A & E) contract in May 2018 to refresh the Master Plan. That contract included the option to execute the Master Plan which was exercised. Forma was contracted to serve as GCCM in 2019. The GCCM collaborates with the A & E firm and provides value engineering and constructability review. When they got to 90% design a maximum allowable construction cost contract is negotiated with the GCCM. They are agreeing to build the building at not more than that amount. If there is any savings as a result it is retained by the agency. IT got over \$2M in savings on the north parcel as a result of this process. In 2020 Forma broke ground and despite all the challenges with Covid, IT received occupancy in January of 2023. From the onset they knew the existing maintenance building was not adequately sized for the current or future fleet. They decided to relocate the fueling, bus wash and facilities functions so that it would free up space and allow the facility to be modernized. Throughout the process they worked to incorporate the Fuel Wash Facility (FWF) and the Walk N Roll (WNR) program that had been downtown for a few years. The Master Planning process revealed a new administration building would be more cost effective than remodeling the old building. The new building satisfies programming needs for the next 40 years. Prior to this construction phase we had completed the fuel storage tank project. That construction work was done in 2018 along with some stormwater galleries. The project included frontage improvements along Pattison and Martin Way in 2019 including a new traffic signal. The WNR program was included in the FWF, and they have moved into the building. The old building is anticipated to be vacated in March and we will hand it off to Forma so they can begin the south parcel project work.

Jonathon Yee introduced himself as the Director of Fleet and Facilities and indicated he would speak to the south parcel remodel and rehabilitation. The property is split into two parcels. He shared that although the site is small considering all of the activity required to take place on it, construction impacts as they built the new building were fairly moderate using the GCCM process to maintain operations and the partnerships formed with the contractors and design firm working together during that process. IT hasn't missed a day of service and they hope to move that success forward into the next phase. The next portion is the remodel and rehabilitation of the south parcel will be more complicated in terms of site usage supporting our operations and supporting construction. They will complete a remodel of the existing maintenance facility and replace the concrete for the south parcel along with new stormwater facilities. The work will begin spring 2023 and is anticipated to go until mid to late 2025. They will be demolishing the current administration building. Currently all of the electrical comes through that building so they will need a new feed for the maintenance building. It will come off Pattison and will include a new back-up generator. This will involve some trenching and underground work. They will switch over to that feed before any other work continues. Staff was just notified that it will be impacting parking on the west side of the maintenance building to accommodate some of PSE's work. Once the new electrical service is in, they will move over to the hill where the current admin building sits. Forma will begin prepping for demo of the building and sky bridge. In the end the area where the current admin/ops facility sits will be staff parking. There will be a new retaining wall (gravity wall) placed alongside the old admin building. The blocks sit on each other and are locked together by gravity. On the west side, where the visitor parking lot is currently located, will become a new storm water infiltration gallery. They will then resurface the entire parking lot and will also be laying the groundwork for EV charging in the employee lot. The lot will be surrounded by fences with an access gate on Pattison. While doing all that work, they intend to start some work within the maintenance building. There will also be another stormwater gallery in the employee parking lot to the west side of the maintenance building. Once they have approval

from the City employees can begin parking onsite again. Our ability to provide parking for Operations and Maintenance staff that must work on site is extremely tight, especially at shift change. Our focus is attempting to support those employees to the greatest extent possible. Once they are done on the hill they move to the east side of the property and replace all the concrete on the SE side as well as install another stormwater infiltration gallery. It is a large 18' to 20' deep hole while they put in the stormwater structures to allow the water to flow in and then settle into the ground. He pointed out a red square in the middle of the presentation where they will have a metal structure. They will be setting footings for a temporary structure to be used while they remodel the old building. Once done with the east side then they move techs, fleet staff and inventory into the metal structure. It will have walls and doors. Then the maintenance building will be turned over to the construction crews, and they will be replacing all electrical, plumbing and repurposing current bays and the bus washes into work bays. Then the last phase is landscaping and the final bits of paving which are slated to last another 40 years. That is what the next few years of our lives will look like. It will be a lot of teamwork to move buses around the property to keep service on the street. He shared a quick look at some calculations on increased usable square footage. The initial square footage reflected the initial building design, which was constructed to support 80 vehicles.

Departments	Current SQFT	Proposed SQFT	Percentage Growth	Current Work Bays	Proposed Work Bays
Facilities	935	4,395	470%	1	5
Automotive	2,350	8,037	342%	2	6
Coach	6,350	8,935	141%	5	7
Inventory	2,900	5,165	178%	350 = 700 SQFT	235 = 705 SQFT
Fuel & Wash	6,320	7,680	122%	2 F & 2 W	2F & 2 W
Detailing	0	5030		0	3

Yee shared some highlights including they are adding seven additional lifts so almost all bays will have a lift, a high-capacity inventory storage, high-capacity tire storage and repurposing the current facilities maintenance bays into dedicated training/rebuild space. The metal shop will be used for about a year. There will be a handful of bay doors and the inventory team will also be in there. It will be about 140' x 170' and they might have a little bit more workspace than before. At the end of the project they will strip the skin off and the doors and will have the ability to cover the whole surface with solar panels.

Krueger and Yee answered questions.

Jeremy Mott – asked if there was an option for any pervious paving.

Yee – shared that they have maximized their use of pervious surface and they can't have the surface failing under the buses, but there are several pervious spaces throughout the project.

Eliane Wilson – inquired if they provided for future adaptation to electric or fuel cell.

Yee – responded that we are currently in the midst of an alternative fuels study to provide information regarding the most effective and practical path. There is a cast in place utility trench where they have space set aside for future technology. Either way they will need it near the fueling bays. They will be able to pull the lids off and lay it in there. In addition there is some space on the east side of the property for future technology. There is space to handle one or the other but he doesn't know if they can incorporate both. The agency is working with PSE to evaluate the grid in the area to get an idea of the electrical capacity available to IT and what their plans are for the future. This allows staff to build in costs for any substations over and above what is available today. Inside the shop they are redoing the electrical and if we end up with hydrogen electric the fueling system will be accommodated. They're incorporating some of those changes now so it won't impact them in the future. They are bringing down all electrical 18" from the roof. They are trying to prep for some of the other ventilation requirements but they are not incorporated in this design because they haven't made a decision as of yet.

Nicole Smit – asked if the hydrogen is delivered into tanks or if it would be made onsite.

Yee – indicated there are different ways to do that. Some are producing on site and some are getting it delivered. The majority that need small amounts are producing it onsite. Staff has visited some agencies in CA that have larger liquid storage onsite with massive tanks to fuel their fleet. They visited Sunline Transit and they are almost exactly the same size as IT's coach fleet and a little smaller on DAL and they are making it work producing onsite. They are also adding onsite storage tanks.

- B. 2023 PROCUREMENT PLAN UPDATE – (Steve Krueger)** Krueger shared that his procurement team was with him tonight including Michael Maverick, Tammy Ferris, Katie Cunningham and Jeff Peterson. Each year procurement provides a high-level overview of projects of interest and shares how they connect to the Strategic Plan and agency Goals.

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

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

Ready access to consulting services contracts and staff will work to award a suite of consultant contracts to assist Development and Planning with such budgeted projects as the BRT Project; Innovative Service Zones Study, Fixed Route Transfer Study, West Olympia Service Analysis, and Service Performance Reporting.

Most immediately they will start by rebidding the Nelson Nygaard short and long-term strategic planning contract that includes other consultants for various disciplines that Development and Planning can pull from.

Wayfinding which is the art, science and technology needed to better help the ridership more efficiently and intuitively navigate a transportation network. This year they expect to award a consultant contract to assess the transportation network and formulate a Wayfinding

solution specific to the agency's system and afterwards they will contract with a systems integrator to implement the solution.

Goal 2 - Provide outstanding customer service.

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

Adding more bus stops and enhancing bus stops to support rear door boarding certainly speaks to outstanding customer service. The 2023 budget includes includes \$4M+ to accommodate rear door boarding. Procurement is also working to award a new bus shelter contract as well.

Last year the agency refreshed the landscaping at the OTC to harmonize with the new building. This year will include replacement of the old pavers on the transit island and at transit center crossings that are trip and fall hazards, as well as the pedestrian crossing on the NW corner of Olympia Avenue and Washington Street.

With the recent pandemic the importance of high-quality cleaning and sanitation have proven to be important. The janitorial service provider continues to shine and this year staff will ask to extend the contract with CW Janitorial for the final year of their contract.

Making sure facilities are inviting and the community can take pride in their use involves landscape services. Staff has been pleased with the current supplier and looks to extend the contract with American Landscape Services for the final year.

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.

The north parcel work is now complete and staff is now turning their attention to the south parcel which is the last phase of the Pattison Expansion and Rehabilitation project. This involves renovating and modernizing the existing maintenance building and demolish the old administration building to make way for additional employee parking as well as complete other related site work on the south parcel. The work is scheduled to start this spring and finish by late summer of 2025.

To better protect drivers, staff will assist to get protective barriers in coaches.

Maintaining safe and secure operations requires the assistance of security guard services. Last year they expanded coverage and awarded a new contract to PalAmerica which will be up for renewal in the fourth quarter of this year.

Various catch basin cleanings throughout the enterprise need to be cleaned regularly and this year procurement is developing a replacement contract with access to a variety of service providers to satisfy this need.

A number of repairs and improvements are planned for the Centennial Station this year and staff will be providing contracting services to achieve them including parking lot engineering

and draining repair, restroom remodel and repairs, and adding access control and monitoring technology.

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.

Last December, Via Mobility's scheduling technology was selected to replace the RouteMatch software the DAL program has used since 2006. The Via Mobility solution complements the newly implemented CAD/AVL technology and the migration to this new platform is expected to be complete over the next several months.

Smart Corridors aims to implement infrastructure improvements and efficiencies to alleviate congestion and the Transit Signal Priority project serves as a great example whereby collaborating with our government partners will enable our buses to have passage through the busiest and most congested corridors to help buses stay on schedule. Procurement contracted with Traffic Engineering Consultant Iteris who is assisting with the project and is available to assist with advancement of other Smart Corridor projects.

A gateway roundabout proposed for NE Lacey will support the operation terminal facility for future BRT service on the eastern end of the Martin Way corridor. Procurement's role will be working to onboard an Architectural and Engineering firm to provide preliminary engineering, analysis and design, environmental right-of-way planning for a bus terminal facility anticipated to be located at Meridian/Martin Way vicinity. 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.

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

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

Last fall Procurement competitively awarded a consulting contract to widely recognized industry leader CTE which is the acronym for the Center for Transportation and the Environment. CTE is tasked with studying IT's system and to formulate a roadmap to zero emissions. The result of their analysis is targeted for completion this summer, after which Procurement expects to contract with an architectural and engineering consultant to design an alternative fuel infrastructure for the Pattison site Master Plan.

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.

Included in the Long Range Plan is the goal to incorporate a BRT, or bus rapid transit. The One is the four-year demonstration project that launched in November 2019 and provides limited stop, high performance bus service between the Martin Way Park and Ride to the Capital Mall. A BRT is designed to reduce travel time along the most heavily traveled corridors during weekday peak commute hours. During peak times buses will serve the corridor at established stops every 15 minutes with nearly 30 daily trips in each direction. Next is to conduct a high performance BRT Light program implementation study. This preliminary corridor review includes alternatives evaluation/analysis, environmental analysis, preliminary engineering and cost estimates and programmatic plan for federalizing the project which is expected to be a multi-year study. Most immediately they endeavor to hire a consultant to help in preparing a road map for funding and implementation and contingencies.

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.*

In early 2021 IT was awarded a WSDOT Regional Mobility Grant (RMG) to construct improvements at the Martin Way Park and Ride. The improvements include a “bus only” direct access from the northbound I-5 on-ramp into the Park and Ride, a new bus stop that’s placed adjacent to the on-ramp, and related facility updates to improve operational safety and speed up service. The construction contract award recommendation was approved by the ITA on February 1 and work is targeted for completion by this summer.

Goal 8 – Integrate resiliency into all agency decisions to anticipate, plan, and adapt given the critical functions of transit operations.

***End Policy** – Promote community, organizational and individual resiliency.*

Since 1986 IT has been using the FleetNet software platform to manage the administration systems. FleetNet was acquired by Avail Technologies in 2017 and the agency recently implemented Avail’s CAD/AVL solution. The FleetNet user interface is outdated and Avail recently announced they are terminating support of the FleetNet platform effective July 1, 2023. Consequently, this year the agency will be migrating to Avail’s Enterprise Transit Management software. Along the way, the agency seeks to partner with a highly qualified and experienced consultant to help determine if the agency should stay the course with MyAvail or if it would be better served to migrate to a completely different Enterprise Resource Planning (ERP) solution.

The existing general legal services contract will reach the end of its life in March. They expect the replacement contract will be awarded prior to expiration of the existing contract.

Keeping all agency properties in good working order is a challenge. This year staff will work with facilities to obtain a qualified consulting firm to perform a 30 year major maintenance assessment for all properties and buildings to help inform and devise an asset management plan.

Facilities is also looking to acquire a related facility management software solution to assist with their maintenance work.

Last year Maul Foster & Alongi was awarded a contract to support Marketing and Communications efforts and the agency will be extending the contract another year. The ITA recently authorized an additional \$350k in funding for continued recruitment efforts, vanpool marketing, and strategic communications.

To help promote the vanpool program staff has contracted with Western Graphics to install and maintain vehicle wraps and the ITA recently authorized additional funding for the existing contract but it will reach the end of its life this summer so they will be rebidding later this year.

Kruger added that they find their work fascinating. He gave a shout out to his team and shared that he is thankful and grateful to be working with them and IT as a whole.

Krueger answered questions.

Doug Riddels – shared that he is new to the committee so doesn't have a good sense but his initial impression is that he was surprised at how many of the functions are being handled by contracted third parties. He asked if there was a regular process or policy for periodic reevaluation of those that are best kept in house versus contracted out.

Krueger – indicated a good example would be security guard services. There are many pressures to outsource the work. It is typically what most agencies try to do as much as possible is farm out the work.

Freeman-Manzanares – added that the agency evaluates if the work is best done internally or if it is best to contract out. There are many factors to consider in the evaluation process. Expertise, coverage or duration of activities, financial impacts. We have experimenting bringing services such as landscaping in-house and realized that contracting was a better option. The interest is also looking at how to responsibly deliver service to the community.

Jeremy Mott – had nearly the exact same question and added that he is curious when a contract is inked and signed and that is what the contractor adheres to if the CAC input in any way is fed into the contract specifications.

Krueger – shared that the ITA listens to the feedback that the CAC provides and has input in everything the agency does. A lot of the feedback is in the strategic plan and as well as the agency goals. They then incorporate those elements into the contracts just like they would when looking for FTE's. If they are looking to accomplish something they are not currently accomplishing, then they have the conversation about what that would take and if that is a full time employee or contracted services. They are often specialists like engineers, designers, or architects. The agency doesn't have enough work for an FTE. When they have projects and need those specialists they contract. For bus stops they have conversations about what makes sense around planning, and they talk about access and equity. The desire to have a bus stop as close to someone's business or home and how that may negatively impact moving people through the community. They look at how all of those things balance and then make good decisions that go into planning policies or

directives that then trickle down to how the bus stop program comes together. Many staff attend the CAC and ITA meetings to listen to comments and suggestions.

Nicole Smit – asked if those contracts are subject to public records requests.

Krueger – indicated they are.

CONSUMER ISSUES

- *Clair Bourgeois* – indicated she has noticed a lot of promotion on the vans. She asked if there are plans in place to support van drivers in the event of an emergency when they can't take the van back home. She also inquired about the status of the Olympia Transit Center building that looks abandoned and what the plan is for it going forward. Some people suggested it be used as a store so folks can get something to eat.

Bergkamp – shared that vanpool program has a guaranteed ride home. Sometimes it is provided by their employer or they use an Uber or Lyft and get reimbursed. Employers offer it as a benefit and vanpool works with them if they don't have it as a benefit. The original OTC building is still being utilized. The operations supervisors have an office upstairs and are looking at converting space for training functionality. There is an office that is only accessible from the outside being used by the Familiar Faces crisis response team. They work with the houseless population and work to help connect them to services.

- *Doug Riddels* – shared that the old building may feel old and tired but it is in fact a lovely building and that façade is the welcome that most people see walking up to the space. The welcome sign is not out right now. Another idea might be to repurpose it to one of those non-profit agencies that deal with the homeless population. It would just seem from his naïve perspective that it is not being adequately utilized as a public facing façade that looks like a missed opportunity or one that is not being realized.

Freeman-Manzanares – shared that the facility opened in 1994. It was remodeled during Covid so staff could utilize the space and make sure they have adequate space for Operations Supervisors, Security, and Customer Service staff. It is a beautiful facility and was a great spot to highlight community art during Artswalk. Staff and our design team did have conversation about supporting a coffee shop or someone activity to further support our customers but that the site is tight and our workspace and the ability to service regional bus service providers and their customers was the focus. We also want to respect existing local business, but the bottom line was the lack of space.

- *Eliane Wilson* – shared that she was on the bus a week ago at the OTC and unfortunately a fight erupted in the back of the bus. She was impressed by how calm the driver was. The only thing that wasn't clear was what they should be doing as customers. She got out and waited for the next bus. It was apparent he wasn't going to leave. The situation demonstrated the need for crisis response.

Bergkamp – added that she will let driver know. Also, she indicated she would like to follow up and get a sense of how that situation went so they can improve their process.

- *Jeremy Mott* – inquired about a plan to remove the bike boxes at the transit center and what went into that. He also shared a compliment that over the MLK weekend he was riding another system and their buses were dirty. The wash and detail people at IT do a great job.

Freeman-Manzanares – indicated one of the directions they got from the FTA was not allowing there to be opportunities for people to hide things that might be harmful in our older style bike storage. Making sure that the facility is as safe as possible for both employees and customers who use it daily. That means good lines of site. There is a lot of glass at the facility so they have that kind of transparency and there are always eyes on the property. There is lighting and there are cameras in our new bike locker area.

Clair Bourgeois - seconded that their buses are the cheapest and the cleanest. The community needs to be proud of the bus system.

Yee – added that he will pass the compliment along to staff.

Edwina Waehling – thanked staff for all their hard work. She inquired about getting regional transportation across the Nisqually onto JBLM and hopes the agency can work with others regionally.

Freeman-Manzanares – indicated there are so many pieces to this and asked if vanpool might be something that would work for some individuals needing access to the base. She shared that they built the OTC to be a regional mobility site hoping to bring regional services in and we are fulfilling that purpose with Greyhound and Flixbus. That is exciting as it was the goal. There is a bigger conversation that needs to happen with the CAC and the ITA on how the agency provides regional service. Planning will likely have a deeper conversation about how the agency delivers service to Pierce and how people connect from there to King County and beyond. Time is money for everybody, and the more time spent in traffic back-ups on I-5 means less time they can spend getting people back and forth or delivering local service and that is a real concern.

Edwina Waehling – added that the Flixbus being at the OTC with the security guards makes people feel safe. She has shared that information with several people for regional travel.

Freeman-Manzanares – shared that Steve worked on those contracts and maybe he can reach out to see what they are doing to advertise their own service since they are a private contractor. In addition, the agency is working with WSDOT regarding HOV lanes and the work they are doing to enhance I-5 and they continue to have conversations about what IT can do to provide benefit on I-5.

Doug Riddels – indicated his wife used to commute to the VA hospital at American Lake and was there when the Amtrak train went off the rails. Traffic was diverted through Ft. Lewis. Maybe transit could work on getting access to those roads.

Freeman-Manzanares – that would be more in Pierce Transit's wheelhouse since the base is in their service area. It is our understanding that providing service on base was not a great model but perhaps delivering individuals close then having a shuttle service of those with access might work better. It has been tried in the past with not much success but there is always the possibility.

Stackpole – shared that it was something that Pierce looked to in the past. There were difficulties coordinating with the Department of Defense and everyone riding the bus had to have military ID. There were issues with speed and reliability for people who didn't have ID because they had to get off the bus and it created difficulties. They did work with JBLM and were funded for a shuttle that could operate at the gate and provide transportation.

Clair Bourgeois – shared that she rode the bus to JBLM to the hospital from Olympia and it took two hours and three buses to get there and another two hours to get back home. If it was a little more functional that would be great.

Nicole Smit – indicated that he emailed customer service about stop #313 at Jefferson because the stop is on the south side of the shelter and it's not one of IT's shelters. It is opaque and the bus comes from the north side of the shelter and he got a response from Rob. Nice to be able to communicate with staff that way too.

REPORTS

- **February 1, 2023, ITA Meeting** – Harrison Ashby shared the ITA completed committee assignments and elected a chair and vice-chair. They authorized contracts for marketing and communications, graphic design, vehicle wraps, janitorial services and supplies, and construction access and facility improvements at the Martin Way Park and Ride. They also authorized funding to complete Phase IV Pattison south parcel construction.
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including:
 - The Winter Bicycle Challenge is happening now with 273 riders logging miles and they have already ridden 11k miles in first 2 weeks in February. Contact us if you need to reach Duncan who coordinates the BCC. The program provides support and prizes for those that use their bikes for any trips replacing a trip in a vehicle. He is an artist and wonderful photographer and is just about done with this year's theme.
 - Youth Education is hosting an Open House at their new facility March 7 from 3-6 pm. Come explore the bike shop and learn about bicycling as a practical form of transportation. They are expanding to some high school programming and are excited about that. They are always looking for volunteers. Nancy will send out the official invitation once it is complete.
 - The agency is forever on the hunt for new operators to join IT. Class 2206 graduated February 3rd and the agency is happy to have five new operators on the road. They have 11 new operators who started their eight week training class last Monday. They are just about breaking even with operators and it is a lot of work. They are hoping to have some larger classes they just need more candidates.
 - Staff held a graduation ceremony for class 2001 who graduated in 2020 and couldn't have a celebration due to the pandemic. They let it go almost 3 years but figured out how to keep everyone safe and paused our celebrations. They finally held a celebration to acknowledge those 13 individuals.
 - Staff is working diligently to get fully moved into the new Pattison facility. They are still waiting for some equipment to move operations, and DAL into the new building. They have a lot of folks working hard to get everything packed and into new facility. They will be out in the spring and it will be turned over to Ehli's Auction house and then to Forma so they can demolish the facility. Everyone is looking forward to getting through the next two and a half years to have a facility to support the community for the next 40 years.
 - State Legislature is in session and they are monitoring several 2023-2025 biennium projects. They have several projects recommended with high scoring through WSDOT. At

this point they need to ensure that they remain in the budget. They have a little over \$5M in the budget for the maintenance facility rehabilitation project that will complete the funding package for that project; RMG prioritization project list for rear door boarding, and real time passenger information deployment that's upgrading 55 additional bus stops to facilitate rear door access and deploying real time travel information devices at 17 locations. Also rehabilitating three critical bus zones at the Olympia Transit Center for \$1.2M, and then zero emissions alternative fuels demonstration project that is scheduled to follow our work with CTE to purchase three alternatively powered buses to use on selected routes along with fueling facility infrastructure that is a total of \$10.3M for a four year period so that is two biennium. It is a project they applied for under the WSDOT Green Transportation grant program. They are looking at alternative fuel as a demonstration project again. This one would be for two alternatively fueled vehicles and they have \$6.8M in project funding. They also have one more for bus and bus facilities project that is for the E. Martin Way roundabout preliminary engineering to prepare for right-of-way and then construction at that facility to prepare for BRT along with improved access for walkers, bikers and transit users for \$850k.

- There is a lot going on in vanpool right now too. In January they formed 10 new vanpool groups. They are starting to get their legs underneath them post-covid and seeing what shakes out for employers and their employees. There are four vans going to the new Costco south of Tumwater. Also vanpool coordinator Magic was accepted into the ACT Impact Leadership program that recognizes, supports, and develops leaders in Transportation Demand Management. There are only 15 people selected nationwide for the program. Vanpool staff sent 138k mailers out to every business and resident in Thurston County that includes the new fare structure the CAC helped get to the ITA. It helps make the service available to a broader audience. The goal is to get people to work and reduce congestion.
- They are looking for creative ways to reach out to folks to let them know that this is a fantastic career opportunity including benefits with the state retirement system, 6.2% matching 401k and 457 program, along with great sick and vacation benefits. They are partnering with WorkSource in a consolidated hiring effort conducting interviews and testing. There will be staff from human resources, and operations and hopefully get them into the process quickly.
- There was another hero moment on Friday January 20th when operator Ted Depoe was notified that there was an unresponsive individual, he jumped out of the bus, and did compressions until the paramedics arrived. He then went right back to driving the bus. We praise him for his efforts and are so proud of the amazing group of people who work at IT!

Nicole Smit – inquired about Dash funding.

Freeman-Manzanares – indicated don't have the number of operators to support the service at this time.

Clair Bourgeois – shared kudos for the agency adding some service in the March service change.

Freeman-Manzanares – responded that it is inching in the right direction. Our focus is to get back to pre-covid levels of service and then move beyond in fulfillment of our long range plan. It is important to us to only advertise the service we can fully support as opposed to having to cancel service. That is not a good way to serve customers. Definitely need to balance

that with what we can do reliably. Planning recently shared they have 74% of pre-covid service on the street and they are at 76% of pre-covid ridership.

Justin Belk – asked if that is 76% of pre-covid ridership of the nice little boosted number in 2020 when they went fare free.

Freeman-Manzanares – indicated it is. It is a very good number considering that we added 24% service in 2019, adding service in NE Lacey in March 2020. It would likely be a much larger number if we didn't count the expansion to NE Lacey, and then Zero Fare. It is all moving in the right direction just slower than anticipated due to the impacts of COVID, the economy and workforce realities.

NEXT MEETING: March 20, 2023.

ADJOURNMENT at 7:16 pm.

Prepared by Nancy Trail [https://intercitytransitwa-my.sharepoint.com/personal/ntrail_intercitytransit_com/Documents/CAC/Packets 2023/February 13/February 2023 CAC Minutes.docx](https://intercitytransitwa-my.sharepoint.com/personal/ntrail_intercitytransit_com/Documents/CAC/Packets%2023/February%2023/February%2023%20CAC%20Minutes.docx)

COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: March 20, 2023

FOR: Community Advisory Committee

FROM: Kevin Karkoski, Dial-A-Lift Manager, 360.236.5044

SUBJECT: Dial-A-Lift, Travel Training & Bus Buddy Program Update

1) **The Issue:** Provide the CAC with an update on Dial-A-Lift (DAL) services, Travel Training and the Bus Buddy Program.

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

3) **Policy Analysis:** The DAL Manager will provide updates to the CAC at least once a year, and more often as requested.

4) **Background:** DAL, Travel Training and the Bus Buddy Program are vital services of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.

DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so. The Bus Buddy Program is a partnership with Catholic Community Services and provides the support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed route.

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

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

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."

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

COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: March 20, 2023

FOR: Community Advisory Committee

FROM: Cindy Waterhouse, Vanpool Manager, 705-5829

SUBJECT: Vanpool Program Update

-
- 1) **The Issue:** Provide an update on Vanpool Services.
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- 2) **Recommended Action:** For information and discussion only.
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- 3) **Policy Analysis:** The Vanpool Manager provides updates to the CAC at least once a year, and more often as requested.
-
- 4) **Background:** Intercity Transit's vanpool program is 41 years old – the program began in May 1982 with two leased vans from the Washington State Department of Transportation (WSDOT). We currently have 133 active vanpool groups, with a goal of 181 active vanpool groups, which matches the pre-pandemic number of active groups in 2019.

Our vanpool program serves 1,057 commuters and includes 343 volunteer drivers. The program removes more than 795 cars off our congested roadways each commute day. The average vanpooler saves \$9,000 annually over driving alone, and our marketing efforts are highlighting save money, stress less and Ride Share.

In 2021, we were awarded a WSDOT Regional Mobility Grant (Business to Business Vanpool Marketing) in the amount of \$220,000 with required local match of \$55,000. This funding was used to purchase Vanpool Management software. The total software cost was \$298,102. The software was implemented in 2022.

In 2022 we had 212,856 passenger trips, a 16% increase over 2021. Commuters traveled 2,230,425 miles in our program in 2022, a 36% increase over 2021. Vanpool programs nationwide have been impacted by the pandemic.

Retired vanpool vans support our Community Van and Surplus Van Grant programs, removing cars off the road and supporting non-profits in our community, providing transportation for their programs.

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

6) **Budget Notes:** Passenger fares for 2022 totaled \$441,965. Direct costs for the vanpool program were \$1,602,526 (vanpool division expenses, salaries and wages, fuel, and maintenance). In 2022, passenger fares recovered 28% of direct operating costs.

7) **Goal Reference:** **Goal #1:** *"Assess the transportation need of our community throughout the Public Transportation Benefit Area."* **Goal #2:** *"Provide outstanding customer service."* **Goal #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 impacts to enhance our community and support the Thurston County Regional Climate Mitigation Plan."* **Goal #6:** *"Encourage use of our services, reduce barriers to access and increase ridership."*

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

COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-C
MEETING DATE: March 20, 2023

FOR: Community Advisory Committee

FROM: Cameron Crass

SUBJECT: Transit Driver Appreciation Day - Bus Camera Overview

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- 1) **The Issue:** Staff will provide an overview of Intercity Transit's mobile camera systems and share footage highlighting "a day in the life" of an Operator.
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- 2) **Recommended Action:** For information and discussion only.
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- 3) **Policy Analysis:** It is our privilege to highlight the talents of our Operators.
-
- 4) **Background:** Over the years, the Authority authorized the purchase and installation of cameras on all buses and DAL vehicles. Staff will provide an overview of the existing systems and highlight some footage to show "a day in the life" of an Operator.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** This item is for information only.
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- 7) **Goal Reference:** **Goal #3:** *"Maintain a safe and secure operating system."*
-
- 8) **References:** N/A.

COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-D
MEETING DATE: March 20, 2023

FOR: Community Advisory Committee

FROM: Eric Phillips AICP - 705-5885

SUBJECT: Martin Way Park-and-Ride Direct Access Project Update

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

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

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

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

To advance this direct access construction project, Intercity Transit applied for and received a Regional Mobility Grant (\$2,153,000 for the 2021-2023 biennium) from WSDOT to design and construct improvements at the Martin Way Park-and-Ride including a “bus only” direct access into the existing facility and a new “flyer” bus stop that would allow buses to stop on the NB on-ramp to board riders rather than deviate into the Park-and-Ride. Additional improvements are also designed and part of the site changes proposed with the current grant project. This project update will review overall progress, construction schedule, and final steps. Improvements are scheduled for completion later this year and expected to be operational by this fall (September 2023).

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

6) **Budget Notes:** This grant funded project is included in the 2023 budget.

7) **Goal Reference:** **Goal 1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal 2:** *“Provide outstanding customer service.”* **Goal 3:** *“Maintain a safe and secure operating system.”* **Goal 4:** *“Provide responsive transportation options within financial and staffing limitations.”* **Goal 6:** *“Encourage use of our services, reduce barriers to access and increase ridership.”* **Goal 7:** *“Build partnerships to identify and implement innovative solutions that address mobility needs, access, and equity as a service provider and as an employer”* **Goal 8:** *“Integrate resiliency into all agency decisions to anticipate, plan, and adapt given the critical functions of transit operations.”*

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

Authority Meeting Highlights
a brief recap of the February 15, 2023, Intercity Transit Authority Meeting

Wednesday night, the Authority:

Received a presentation from Kerri Wilson on the 2022 Walk N Roll Program.

Received a presentation from Steve Krueger on the 2023 Procurement Workplan.

Received a presentation from Jonathon Yee on the Roadmap to a Zero Emissions Fleet.

Conducted an Executive Session to discuss the qualifications of an applicant for public employment as allowed by RCW 42.30.110(1)(g).

Other Items of Interest:

Jonathon Yee introduced Zion Wooten and Kai Allen, Vehicle Cleaners.

General Manager's Report:

Freeman-Manzanares recognized IS Senior Business Intelligence Developer, Lee Peterson on his graduation on February 16 from IPMA Leader Path. This is a professional IT program that fosters networking, collaboration, innovation and development of leadership skills and IT recognizes Peterson for his dedication working to achieve this professional certification.

Freeman-Manzanares shared service and ridership statistics for fixed-route. Intercity Transit is at 74% of pre-COVID levels of service and that is taking into consideration that IT increased service by 24% after a successful November 2018 election. From December of 2018 to March 2020, even though COVID was in the wind at that point in time, IT further increased service because that was the expansion to Northeast Lacey. As of now, IT is at 76% of pre-COVID levels of ridership. This is important because ridership is exceeding the level of service that IT currently has on the street.

IT's calculation point for ridership is the year prior to COVID - March 2019 through February of 2020 and that includes the fact that IT went zero fare in January 2020 and that ridership increased by 20% that month and it increased by almost 40% in February 2020. These are really impressive numbers even as we struggle to come out of this post COVID time period. Ridership is increasing and we are ever so slowly building back service. IT is moving to 77% of pre-COVID levels of service with a March service change and Dial-A-Lift is at 85% of pre-COVID levels of ridership.

The February Winter Bicycle Commuter Challenge is going really well. There are 273 people logging miles so far and the participants have ridden almost 11,000 miles in the first two weeks of February. We're hopeful to match last year's number for riders. Duncan Green has returned and is in the early stages of developing this year's theme for the BCC. Green reported it is light-hearted and revolves around a photo of an owl he took last summer. And May is Bicycle Community Challenge month.

Everyone is encouraged to attend the Walk N Roll Education Center Open House on March 7th from 3:30 to 6:00 p.m. Staff will host an exploration of the bike shop showing how Intercity

Transit is creating a community that supports walking and rolling and bicycling as practical forms of transportation. There will be family-friendly activities, prize drawings and snacks.

Freeman-Manzanares referred to the presentation on the Roadmap to Zero Emission by Jonathon Yee. Staff appreciates the opportunity to pursue a very thorough evaluation of next generation vehicles and fuels and IT understands there is a holistic vision in terms of Intercity Transit meeting the long-range plan and the service promises made to the community about more service, more frequency, more span, innovative services, more service to more areas along with the zero fare focus, and all of that is designed to fill the 40 foot vehicles.

Prepared February 16, 2023
Pat Messmer/Clerk of the Board

Authority Meeting Highlights
a brief recap of the March 1, 2023, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Authorized the General Manager to execute a contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich to represent Intercity Transit for a period of one year, with options to renew annually for a total contract period not-to-exceed March 31, 2028.
- Authorized the General Manager to purchase additional transit signal priority equipment utilizing the existing contract with ACT Traffic Solutions Inc., providing an additional \$140,000 for new purchases, inclusive of taxes, to the previously approved contract authority.
- Received a presentation from Kevin Karkoski on the DAL/Travel Training/Bus Buddy Programs
- Received a presentation from Eric Phillips on the Martin Way Park-and-Ride Direct Access Project.
- Conducted an Executive Session to discuss the qualifications of an applicant for public employment as allowed by RCW 42.30.110(1)(g).
- Selected a GM Recruitment Ad Hoc Committee consisting of Justin Belk, Don Melnick, Debbie Sullivan and Robin Vazquez; and selected Operations Director, Emily Bergkamp, to serve as Interim General Manager effective April 1, 2023.

Other Items of Interest:

- Ann Freeman-Manzanares introduced **Amanda Collins, Executive Assistant, Public Records Officer.**
- Heather Stafford Smith introduced **Taylor Slobojan, HR Administrative Assistant.**

General Manager's Report:

Nicky Upson and Ally McPherson attended the American Public Transit Association Marketing and Communications Conference and shared that the keynote speaker highlighted Intercity Transit in his presentation sharing a photo of a bus at the Olympia Transit Center and the Zero Fare Just Get On and Go head sign. It is a compliment when others share good words about positive things happening at Intercity Transit and in our community.

Staff has been successfully navigating the snowy and icy days. There were zero vehicular accidents, however, there were some slips and falls and we don't want to minimize that. Snow and ice are tricky, and frequently presents differently from one event to another. Freeman-Manzanares expressed thanks to the Operations and Fleet and Facilities Maintenance groups for their outstanding response.

Intercity Transit has been asked to participate in a video highlighting the benefits of L&I's "Stay at Work Program." This Program reimburses employers for some of their costs when they provide temporary, light-duty jobs for workers while they heal. Research shows that the longer

an injured employee remains away from work, the longer their healing process and the harder it is for them to return. We are happy to be recognized by the Department of Labor and Industries as great partners in this program and look forward to seeing the promotional video about their Stay at Work program featuring IT employees filmed onsite at IT.

IT participated in the WorkSource for a Coach Operator Recruitment last week and we are very pleased with the outcome. IT advertised the event via radio, at movie theaters and in print ads. Freeman-Manzanares gave a big shout out to the Human Resources team: Amy Zurfluh, Hannah Toulme, Amy Meierhoff, Alana Neal, Pam Hayes, Taylor Slobojan and Heather Smith; and the Operations team: Emily Bergkamp, Dena Withrow, Cameron Crass, Kevin Karkoski, Benny Sandberg and Gavin Kramer for working so hard to make this event happen. With this event and direct applications, there were 70 candidates.

Classes are scheduled in April and June, and the more Operators we can hire, the sooner we return to pre-COVID levels of service and move forward with the expansion of service the community desired as part of Proposition 1. If you know of anyone looking for a terrific job serving the community, with good pay and benefits, refer them to www.intercitytransit.com.

February 28 was the last day of the Winter Bicycle Challenge, and now staff prepares for the Bicycle Community Challenge in May.

The Youth Education Walk N Roll Open House is on March 7 from 3:30 to 6 p.m. at our Walk N Roll Education Center located on Martin Way near Pattison Street.

Freeman-Manzanares had the opportunity to meet with Congresswoman Strickland's staff March 1 and we are thankful for her and her staff's support. IT is receiving a \$1.8M grant to enhance rear door bus stop access. This project will enhance accessibility and safety for everyone and has the benefit of increasing the speed and reliability of our service.

Prepared March 2, 2023
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-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Harrison	Ashby												
Clair	Bourgeois												
Nikki	Crist												
Ursula	Euler	Absent											
Ty	Flint		Absent										
Alejandro	Garcia	Absent	Absent										
John	Gear		Absent										
Jihan	Grettenberger												
Betty	Hauser												
Marie	Lewis	Absent	Absent										
Jeremy	Mott												
Lloyd	Peterson	Absent											
Trina	Primm		Absent										
Doug	Riddels												
Marilyn	Scott	Absent	Absent										
Nicole	Smit												
Allison	Spector	Absent	Absent										
Edwina	Waehling	Absent											
Rachel	Weber	Absent											
Eliane	Wilson												

= Joint meeting does not count against required meeting attendance