

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
March 18, 2024 – Olympia Transit Center
5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 241 044 661 926
Passcode: y8863E or call in (audio only) +1 929-229-5501, 607855288# United States,
New York City Phone Conference ID: 607 855 288#

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Carolyn Cox</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. March 20, 2024, ITA Meeting - (<i>Eliane Wilson</i>) | |
| | B. April 3, 2024, ITA Meeting - (<i>Garrett Fuelling</i>) | |
| | C. April 17, 2024, ITA Meeting - (<i>Harrison Ashby</i>) | |
| IV. | APPROVAL OF MINUTES – January 22, 2024, and February 12, 2024. | 1 min. |
| V. | NEW BUSINESS | |
| | A. State Legislative Review (<i>Emily Bergkamp</i>) | 20 min. |
| | B. Transit Employee Appreciation Day Video (<i>Cameron Crass</i>) | 15 min. |
| | C. 2023 WalkNRoll Report (<i>Kerri Wilson</i>) | 15 min. |
| | D. EEO Presentation (<i>Alana Neal</i>) | 25 min. |
| VI. | CONSUMER ISSUES – All | 10 min. |
| VII. | REPORTS | 15 min. |
| | A. February 21, 2024, ITA Report (<i>Clair Bourgeois</i>) | |
| | B. March 6, 2024, ITA Report (<i>Rachel Weber</i>) | |
| | C. General Manager’s Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING – April 15, 2024* | 1 min. |
| | <i>*Possible location change, Pattison Facility for tour</i> | |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

Intercity Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964.
For more information, see our [Non-Discrimination Policy](#).

Committee materials are available at <https://www.intercitytransit.com/agency/community-advisory-committee>. In compliance with the Americans with Disabilities Act, those requiring accommodation for

meetings should call us at (360) 786-8585 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) 786-8585.

Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. For assistance, contact Customer Service 360-786-1881.

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
January 22, 2024 – Hybrid Meeting

CALL TO ORDER

Chair Wilson called the hybrid January 22, 2024, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Chair Eliane Wilson; Vice Chair Ty Flint; Betty Hauser; Clair Bourgeois; David Payton; Doug Riddels; Garrett Fuelling; Harrison Ashby; JoAnn Scott; Lloyd Peterson; Marilyn Scott; Nicole Smit; Ursula Euler; Tony Mealy-Chapman; Rachel Weber; Rachel Wilson; and John-Paul Fox Seidel.

Absent: Trina Primm

Staff Present: Amanda Collins; Emily Bergkamp; Jonathon Yee; Jana Brown; Eric Phillips; Jessica Gould; Zach Heinemeyer; Peter Stackpole; Ramon Beltran; and Nathaniel Davis.

APPROVAL OF AGENDA

It was M/S/A by TY FLINT and URSULA EULER to approve the agenda.

INTRODUCTIONS

Smit introduced Authority member, Justin Belk, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. February 7, 2024, ITA Meeting – Clair Bourgeois
- B. February 21, 2024, ITA Meeting – David Payton
- C. March 6, 2024, ITA Meeting – Rachel Weber (for Doug Riddels)

MOTION TO APPROVE MINUTES

It was M/S/A by TY FLINY and URSULA EULER to approve the November 20, 2023, minutes.

COMMITTEE MEMBER INTRODUCTIONS – Committee members and staff provided brief introductions.

NEW BUSINESS

- A. **Zero Emissions Transit Recommendations** – (*Jonathon Yee*) Yee serves as the Director of Fleet and Facilities for Intercity Transit, he shared an update on the final recommendations for the transition to a zero emissions fleet and the agency's future plans.

Intercity Transit first began its journey of reducing emissions in 2010. The U.S. Environmental Protection Agency (EPA) began regulating engine manufacturers to build cleaner tailpipe emissions. Yee shared the agency began replacing all fixed route and

paratransit buses with 2010 or newer vehicles. He displayed a graph that showed both particulate matter (PM) and nitrous oxide (NO_x) were reduced by 98% compared to 1988. Manufacturers are continuing to clean up their engine production to support climate change policy. Since that time IT has been transitioning its fuels following an analysis from the EPA's U.S. Renewable Fuel Standard (RFS) program focusing on CO₂ emissions from production, transportation, and use of renewable fuels. IT's fuel transitions began with biodiesel, known as B5 in 2008. In July 2020 and shortly after Yee started working at IT, renewable diesel became available and R10 fuel was piloted, which was 10% renewable diesel and 90% conventional diesel. In October 2021, after a successful trial period, Yee transitioned the fuel to R50, which is a 50/50 mix of renewable and conventional diesel. And finally in January 2023, the switch to full renewable diesel, R99 was complete. In 2018, the paratransit fleet known as Dial-a-Lift began to transition to propane and will be entirely propane fueled in 2024 with 28 new cutaway vehicles ordered to replace older vehicles. In 2023, IT reduced emissions by 573,300 KgCO₂e from the paratransit fleet and 3.3 million KgCO₂e from the fixed route fleet. Even though IT has not yet transitioned to zero emissions vehicles, Yee shared the agency is committed to reducing greenhouse gas emissions.

Yee displayed a timeline of milestones achieved towards the zero emissions transition plan over the past four years.

- 2019: Outreach to other Pacific Northwest transit agencies regarding zero emissions buses (ZEB).
 - Found that technology was very limited, not feasible to implement.
- 2019: Implemented a wait, watch, and research strategy.
- 2019-2021: Outreach to transit agencies across the country regarding ZEB.
- 2021: Reviewed transit agencies utilizing hydrogen as a fuel source.
- 2021-2022: Developed Request for Proposals (RFP's) and scope for feasibility study.
- 2023: Completed feasibility study to determine costs of various zero emissions technology buses, impacts to service, and infrastructure improvements.

After reviewing the findings of the feasibility study, initial decisions were made on how to move forward with implementation.

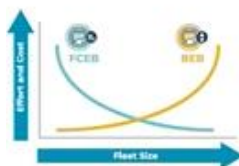
Zero emissions buses are either fuel cell electric, which are fueled by hydrogen that is stored on board and converted to electrical energy or battery electric, which are electrically charged. Fuel cell electric buses can recharge in a matter of minutes due to the onboard conversion of hydrogen to energy, whereas battery electric buses can take hours to recharge. Yee shared other notable differences in range, fueling technology, capital costs, and other considerations. The current fleet includes 86 forty- or thirty-five-foot buses, 54 cutaway vehicles for Dial-a-Lift, 200 Vanpool vehicles, and 30 support vehicles. Intercity Transit focused the feasibility study on green energy, efficiency, and cost; funding availability; infrastructure requirements and available site space; fuel/energy availability; vehicle performance (primarily range); "fit" into existing operations and our service to the community; and resiliency for continuity of operations and emergency response. The consultants' project priorities remained focused on providing transit services focused on community needs, no technology capabilities and considering the full lifecycle emissions of all solutions (well-to-wheels). The consultant partners included the Center for Transportation and the Environment (CTE), Nelson Nygaard, and Hatch LTK.

The Block feasibility showed that only 30% of IT's current routes could be served using battery electric buses (BEB) without implementing additional charging infrastructure or increasing the size of the fleet. Yee also displayed four scenarios and comparative costs for

maintaining a baseline fleet, BEB with depot only charging, BEB with on-route charging, mixed fleet, and FCEB only. Yee also noted that the comparison was for fixed route only, with purchases beginning in 2026 for fleet replacement. The 2023-2050 cost projections did not consider property acquisitions, utility upgrades, or resiliency solutions. And finally, costs were estimated for both hydrogen and electric. The BEB with depot only charging option is not expected to fulfill 100% of Intercity Transit's block service by the end of 2050, but the BEB with depot and on-route charging option could achieve 100% block service. The FCEB only option was the most expensive option, but is based on current hydrogen pricing. Locally, hydrogen fuel costs are expected to decrease 30% over the next several years once the PNW H2 Hub is operational. From 2023 through 2050 the transition to a zero emissions fleet projects cumulative costs between \$96M and \$220M more than operating a baseline diesel fleet.

Analysis Results

Cumulative cost projections 2023 – 2050 (Fixed Route only)



Total Cost of Ownership	Baseline	BEB Depot Charging Only	BEB Depot and On-Route Charging	Mixed Fleet (BEB/FCEB)	FCEB Only
Fleet	\$270,264,000	\$408,825,000	\$468,644,000	\$477,540,000	\$493,523,000
Fuel	\$109,293,000	\$71,148,000	\$50,543,000	\$71,297,000	\$102,052,000
Maintenance	\$95,730,000	\$81,464,000	\$73,971,000	\$79,948,000	\$88,172,000
Infrastructure	\$-	\$10,598,200	\$21,599,000	\$17,677,000	\$11,636,000
Total	\$ 475.3 M	\$ 572 M	\$ 614.8 M	\$ 646.5 M	\$ 695.4M
Compared to Baseline	-	+ \$ 96.8 M	+ \$ 139.5 M	+ \$ 171.2 M	+ \$ 220.1 M
% of Blocks Achievable by 2050	0%	83%	100%	100%	100%
Cumulative Metric Tons of CO ₂ e Reduced	-	~70,000	~108,000	~62,000 – 113,000	~0 – 121,000

Assumptions:

- 100% ZEB purchases beginning in 2026 for fleet replacement
- Infrastructure totals DO NOT include property acquisition or utility upgrades
- Fuel costs:
 - Hydrogen = \$8.61/kg – PNW H2 Hub expected to drive costs down (~30%)
 - Electricity = \$0.081/kWh, Demand charges \$11.16 - \$15.24/kW (actual charging rate structure would be negotiated)
 - ~6MW needed for BEB Depot Charging
 - No solution for resiliency included

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Ursula Euler asked what the first line of the table was the cost of the new fleet.

Yee responded that she was correct, it is the replacement costs for purchasing the buses with zero emissions technology. Fuel cell electric buses are about double the cost of diesel buses and battery electric buses are a bit below the cost of fuel cell electric buses.

Clair Bourgeois asked for clarification on why the feasibility study didn't consider any projected growth and urbanization of Thurston County and corresponding service improvements.

Yee answered that one of the assumptions in the study was no service changes so there could be an accurate cost comparison.

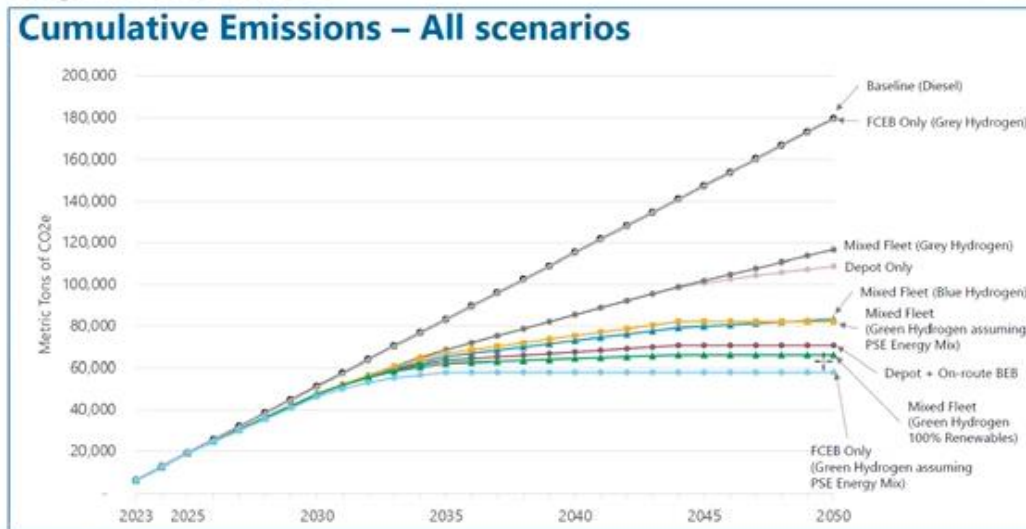
Garrett Fuelling asked about the composition of the mixed fleet (BEB and FCEB), 50/50, 30/70, etc.

Yee responded that he couldn't remember exactly, but it was close to a 30% BEB and 70% FCEB split.

Ursula Euler added that the composition is included in the November 20 CAC Minutes.

The cumulative emission impact for all scenarios was displayed as one of the final pieces of the analysis to consider. The faster the scenario flat lines is the quicker we achieve a zero emissions status. However, Yee cautioned that the speed must be balanced with cost and reliable service to the community.

Analysis Results



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Upon completion of the feasibility study, staff, consultants and the ITA board spent a full day in a work session to understand details of the data and results. Yee clarified that the numbers shown in this presentation are not included in any budget at this time.

Justin Belk added that the work session was one of his favorite professional days in 2023 and the ITA members fully tuned into the results of the study.

Looking forward, Yee shared the next steps of transitioning to a zero emissions fixed route fleet. While technology continues to improve, Intercity Transit will buy limited clean diesel replacement buses through 2028. Yee's hope is that there will be better availability of hydrogen plants in our area for FCEBs and continued improvements to the mileage range of BEBs. He is cognizant of not wasting tax-payer money on technology that doesn't do what we need it to do.

- 2024 – Intercity Transit was awarded a grant to purchase five FCEBs.
- 2026 – Purchase of three BEBs and depot charging; five clean diesel buses.
- 2028 – Purchase of ten clean diesel buses (replacements) and begin infrastructure deployment.
- 2031 and beyond – Purchase ZEB for all future bus replacements, technology TBD.

Yee also shared next steps for the Dial-a-Lift paratransit fleet transition plan, which is like the fixed route plan. IT will be watching the industry to see if there is further development in FCEB cutaway vehicles.

- 2025 – Purchase 12 propane buses.
- 2027 – Purchase 2 BEBs and 12 propane buses.
- 2028 – Begin infrastructure development.
- 2031 – Purchase 14 BEBs.
- 2032 – Purchase 14 BEBs.

Finally, for the Vanpool and non-revenue service fleet additional industry development is needed. Currently, there are no zero emissions minivans on the market and charging would have to take place at a private residence. Intercity Transit currently deploys hybrid vehicles for the Vanpool program, giving us an edge on emission reductions.

- Monitor WA Zero-Emissions Vehicle laws, rules, and initiatives.
- Watch the market for feasible vehicle technologies, charging partnerships for groups, and grant opportunities.

The Zero Emissions Hydrogen Demonstration Project includes combined funding between 2023-2025 of \$13M from the Green Transportation Capital Grant Program and the Regional Mobility Grant Program. The project scope involves up to five FCEBs, temporary fueling equipment, and facility upgrades to the maintenance shop and site. Over the next few months, Yee and team will be placing the order for the buses and they have incorporated infrastructure needs into current construction.

The consultants will be around to support additional phases. Phase II will include creating a Fleet Transition Plan, including all Federal Transit Administration requirements and change management plans. Phase III will include implementing zero emission bus technology for the grant demonstration project. Additionally, they could be retained to assist with site master planning depending on infrastructure needs and long-term transition plan.

Nicole Smit asked if there are any DAL service blocks that wouldn't fit with battery electric.

Yee answered, yes as of today. However, DAL is very different from fixed route because it is an on-demand service that changes day-to-day. To determine feasibility, the consultants analyzed average daily miles and maximum daily miles to compare with technology. A very large chunk of the blocks can be transitioned and even more by 2026-2028, assuming battery range improves. By 2050 nearly all can be supported by BEB, with the exception of a few blocks.

Smit also asked if the hydrogen Intercity utilizes will be green hydrogen.

Yee responded that most of the hydrogen produced today is considered grey hydrogen that would be transported by a diesel truck to IT's local storage tank. While grey hydrogen produces zero emissions from the tailpipe, it is not the best option from well-to-wheel. There are many other shades of hydrogen and the focus would be as green as possible.

Eliane Wilson complimented Yee and stated the presentation was much clearer this time around.

Clair Bourgeois agreed.

Betty Hauser clarified that propane will be used for DAL service until that fleet can transition to battery electric, while the fixed route fleet will remain diesel until it's transitioned to zero emissions.

Yee affirmed.

B. Topics of Interest – (Emily Bergkamp) Bergkamp serves as the General Manager of Intercity Transit and led the CAC in a discussion of various topics to be covered throughout the year

during meetings, while soliciting input from committee members. Topics of interest noted by the committee include:

- 2024 State/Federal Legislative Session Update
 - Suggested by Nicole Smit
 - Ursula Euler added that she is interested in learning about opportunities to support different legislative efforts through public testimony.
- Comparative Local and National Transit Service Data
 - Suggested by Doug Riddels
- Operator Highlight Videos
 - Suggested by Ty Flint
- Planning Updates/Density
 - Suggested by Ursula Euler
- New Technology/AI in Transit
 - Suggested by Ursula Euler

CONSUMER ISSUES

Rachel Weber inquired about the Amtrak arrival schedule being shifted and if the 94 is also shifting to accommodate this or if service will be added.

Emily Bergkamp responded that she will inquire with planning about upcoming changes.

Rachel Weber read a post on social media that a community member requested a bus shelter over the Yelm Hwy stop.

Bergkamp noted the request.

Harrison Ashby asked about when the next service updates are coming out.

Bergkamp answered that the planned updates in 2024 are May and September. About 15,000 service hours will be added to the express service during the weekdays in May.

Tony Mealy-Chapman asked about ongoing issues with fake service animals boarding coaches.

Bergkamp acknowledged this is a difficult topic for operators to address on the spot. There are only two questions that can be legally asked: 1. Is your dog a service animal? and 2. What service does it provide? The second question often led to conflict and the current practice is for operators to ask if the dog is a service animal upon boarding and if the owner answers affirmatively, to welcome the animal aboard. If the animal displays behavior issues on the ride, then additional follow-up can be done to exclude that animal from riding.

Mealy-Chapman followed up with an additional question of what the riders should do if a service animal's behavior is disruptive.

Bergkamp answered that the rider should let the driver know, particularly if the animal poses a threat to passengers or other animals. Drivers can then request a Supervisor to meet them at the next stop and handle the situation.

JoAnn Scott shared that she has also experienced issues like this on the bus.

Bergkamp provided additional options of notifying Intercity Transit's customer service department through a phone call or online customer comment with the date/time/route/coach number so supervisors can follow-up out in the system.

Mealy-Chapman shared that placing the responsibility on riders to report behavior challenges can sometimes cause discomfort.

Amanda Collins affirmed that customer comments are reviewed throughout the day and supervisors are often successful in reviewing video to locate and identify riders involved in situations requiring follow-up conversations. And if necessary, staff issue exclusion orders to animals. The customer service phone number and online comment website link was provided to CAC members.

Ursula Euler gave kudos to Amanda Collins for detailed November CAC Meeting Minutes.

Eliane Wilson noted that construction is impacting Route 13 and asked about when construction would be finished.

Bergkamp provided information from Tumwater Mayor Debbie Sullivan that paving will occur in June and most of the construction should be wrapping up in late spring to early summer improving traffic congestion. Less impactful work such as landscaping will continue to happen throughout summer. The City of Tumwater and Mayor Sullivan are aware of the impact construction has on commuters and they do their best to address as many concerns as possible.

Ursula Euler added that alternative routes are also experiencing construction, which further complicates the situation.

REPORTS

- **January 3, 2024 ITA Report** – Vice Chair Ty Flint shared a summary of the ITA meeting, including construction update that FORMA was back on track with work at the Pattison site; and a food drive held by the Diversity, Equity, and Inclusion Committee over the holidays to benefit three Village Vans families with gift cards to Ralph's Thriftway and over 20 bags of groceries.
- **January 17, 2024 ITA Report** – Betty Hauser shared a summary of the ITA meeting, including a change to City of Lacey's representative from Councilmember Robin Vazquez to Councilmember Carolyn Cox; new staff positions were introduced including the Service Impact Supervisor, three new Operations Supervisors, one Senior Information Services Technician, and one Facilities Technician; OCPC Outcomes presentation was given, which is scheduled at an upcoming CAC meeting; Mayor Sullivan reported on the Thurston Regional Planning Commission, TRPC discussed adjustments to the Unified Planning Work Program that's a federally required planning document stating how federal and state funds will be

used for transportation; Justin Belk provided a report from the Transportation Policy Board; and Emily Bergkamp provided her General Manager's report by first raising awareness of the challenges experienced by Operators and extra work necessary to maintain service in wintry conditions, she also shared that IT was honored to transport members of the Nisqually Tribe of Indians to the State Capital for the unveiling of the Billy Frank Jr. monument which is a replica to the full-sized rendition being installed in Washington D.C. in 2025, next Bergkamp shared that changes are coming to how board meetings are streamed to the public with new and more equitable options that do not require the viewer to have a Facebook account. Authority issues included Councilmember Carolyn Cox of Lacey alerting the board to upcoming construction of a round-a-bout on Carpenter Rd. Community Representative Justin Belk voiced his support of Express buses and how they are continuously improving now and for the future. Community Representative Sue Pierce thanked IT drivers for working hard and stopping close enough to the curb so riders can alight easily. ITA member Justin Belk added that his Transportation Policy Board report repeated most of what Mayor Sullivan reported for TRPC.

- **General Manager's Report** – Bergkamp provided the General Manager's report including:

- **Class 24-01 Started Monday**

Intercity Transit welcomed the first class of 19 Operators for 2024. Class 24-01 starts on January 15. You will be meeting them all soon.

- **Winter Weather**

Lots of winter weather preparations took place last week and this week. Operating in winter weather is one of the most challenging, labor intensive things our Operations, Facilities and Maintenance work groups go through.

During wintry evenings, as many of us were enjoying dinner with our families, our Facilities staff was out laying down deicer and making other preparations to make sure our facilities are safe for employees and passengers alike.

During wintry mornings while most of us are still sound asleep still hoping to wake up from the bad dream that Pete Carroll is no longer the Seahawks coach, our Operations Supervisors are out in the system evaluating the condition of our routes. Before our first bus pulls out of the yard, it is essential they determine which of our routes will be on detour.

On days of inclement weather, both our Fixed Route and Dial-A-Lift Dispatchers have their hands full responding to phone calls and radio calls.

Our Maintenance and Inventory crew has continually prepared to ensure our auto-chain system is functioning properly, and repair parts are stocked, so Operators have access to this vital technology as they navigate through slippery parts of town.

Our Operators bravely report to work and hop into a Dial-A-Lift van or 35–40-foot bus, to make sure our community can get to work, doctor's appointments, dialysis, and more, in the snow and ice. Most of us avoid travel at all costs when it snows, these folks meet it head on with the mental weight of keeping their passengers safe while driving in inclement weather. If buses get stuck in the snow, Operations Supervisors, Facilities and

Maintenance staff will respond as a team to do everything in their power to get buses back on track.

There are other support functions that keep us rolling in winter weather too. Planning updates our Foul Weather Plan annually, with pre-planned detours and are will be on call after hours and over the weekends so they can get detour information out to our customers. Customer Service staff answers many phone calls about what routes are impacted and work in concert with Marketing and Dispatch to stay up to date to communicate system impacts accurately to our passengers.

Please thank all these folks for their commitment to not only Intercity Transit, but to our broader community when they themselves, like many of us, have kiddos at home with late starts or school cancellations. The Robert Frost poem “Stopping By Woods On A Snowy Evening” states their experience aptly: “The woods are lovely, dark and deep, but I have promises to keep, and miles to go before I sleep, and miles to go before I sleep.”

○ **Official Nisqually Tribal Government Transportation**

Intercity Transit had the honor to provide transportation for members of the Nisqually Tribe traveling to the unveiling of a small model of the Billy Frank Jr. Statue on January 10 at the State Capitol. The Tribe posted on Facebook that two copies will be made. A full-size statue will be installed at the National Statuary Hall in Washington, D.C. and a smaller version installed at the state Capitol Building. The statue design was created by Seattle artist Haiying Wu and approved by the Billy Frank Jr. National Statuary Hall Selection Committee.

○ **Visit to Thurston County Chamber Monthly Board of Trustees Meeting**

President and CEO of the Thurston County Chamber, David Schaffert, invited me to attend their board meeting last week to introduce myself as the new General Manager and provide an Intercity Transit update on high level subjects, issues, and opportunities. The Chamber has been very supportive of IT and the role it plays in support of community, people, and businesses. It was a great opportunity to reconnect with the Chamber in this manner.

○ **ITA Virtual Participation**

As you know since the start of the pandemic, we have been allowing members of the public to call into our meetings and watch via livestream on our Facebook page. Due to changes in the way Facebook organizes content, that is no longer a reliable option. Instead, members of the public will have three ways to participate in meetings moving forward.

1. Attend in person – with us moving to hybrid meetings anyone who wishes to may attend meetings at our Pattison facility.
2. Dial into meeting via telephone.
3. Join the meeting via teams as a meeting observer - a link will be provided that will allow members of the public to register and join the meeting as an observer. When they join the meeting their camera and microphone will be automatically turned off. If they wish to provide public comment, they can email the board clerk and those controls can be toggled on for that portion of the meeting.

This is the method Sound Transit and several other agencies have adopted. For Authority members, staff and invited guests nothing will change in how they join the meeting remotely.

This will increase transparency since it removes the requirement for someone to have a Facebook account to observe the meeting. It also exceeds the Open Public Meetings Act requirements for public agencies.

NEXT MEETING: February 12, 2024, Olympia Transit Center

- ADJOURNMENT at 7:30 pm.

Prepared by Amanda Collins

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Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
February 12, 2024 – Hybrid Meeting

CALL TO ORDER

Chair Wilson called the hybrid February 12, 2024, meeting of the Community Advisory Committee (CAC) to order at 5:31 p.m.

Members Present: Chair Eliane Wilson; Vice Chair Ty Flint; Clair Bourgeois; David Payton; Doug Riddels; Garrett Fuelling; Harrison Ashby; JoAnn Scott; Marilyn Scott; Nicole Smit; Ursula Euler; Tony Mealy-Chapman; Rachel Weber; Rachel Wilson; and John-Paul Fox Seidel.

Absent: Lloyd Peterson; Trina Primm

Staff Present: Amanda Collins; Emily Bergkamp; Dena Withrow Rob LaFontaine; Michael Maverick; Peter Stackpole; Ramon Beltran; and Nathaniel Davis.

APPROVAL OF AGENDA

It was M/S/A by TY FLINT and CLAIR BOURGEOIS to approve the agenda.

INTRODUCTIONS

Wilson introduced Authority member, Mark Neuville, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. February 21, 2024, ITA Meeting – Clair Bourgeois** (for David Payton)
- B. March 6, 2024, ITA Meeting – Rachel Weber**
- C. March 20, 2024, ITA Meeting – Eliane Wilson**

NEW BUSINESS

- A. Transit Planning 101 – (Rob LaFontaine)** LaFontaine serves as the Deputy Director of Planning and presented information about transit planning basics. He began his presentation reviewing the different elements of planning, including Intercity Transit's service area, which is classified as a Public Transportation Benefit Area (PTBA), agency resources such as tax revenue and coach operators, schedules, and how everything aligns to best serve the community.

The PTBA and fixed route map was displayed to show the current boundary and service routes. LaFontaine explained that Intercity Transit is a special taxing district defined by RCW 36.57A, currently levying a 1.2% local sales tax. Sales tax is the agency's primary source of revenue funding fixed route transportation and paratransit services. Often, LaFontaine fields questions about Intercity Transit's boundary and why service is provided to parts of the county and not others. LaFontaine explained that in 2002, the service area was redefined from county wide service to the reduced urban growth areas of the cities of Olympia, Lacey, Tumwater, and Yelm. The service area coincides with the areas most

expected development of land and population density. Another way to view the map is to consider the pink area as urban and the grey areas as rural.

Next, LaFontaine defined a common transit planning term, “mode.” Mode describes the services provided by transit agencies. Intercity Transit offers fixed route modes of various local bus routes and commuter bus service to and from Pierce County. Other transit agencies may have other variations of fixed route service. Dial-a-Lift is another mode of service offered in compliance with American with Disabilities Act (ADA) that buffers the fixed route boundary by $\frac{3}{4}$ of a mile. Other modes of service offered by Intercity Transit include Vanpool and plans for On-Demand Micro-Transit. LaFontaine explained that micro-transit, referred to in the long-range plan as innovative service zones, can be an attractive concept for areas that are not well-designed for fixed route service. Other modes can include Bus Rapid Transit (BRT) and Rail. BRT is like a high frequency bus service but has stricter requirements within its Federal Transit Administration definition. Intercity Transit will strive to offer service like BRT with high frequency transit options. Sound Transit and WSDOT are the only two recognized rail providers in the state.

LaFontaine also covered another planning concept, “scheduling.” IT has three staff devoted to scheduling: Steven Swan, Senior Planner; Brian Nagel, Senior Planning Scheduler; and Paul Kierzek, Associate Planning Scheduler. A scheduler’s primary responsibility is to measure transit service to create schedules that keep track of where buses are at and where they are supposed to be. Schedules consist of several concepts that LaFontaine covered. The first was a “cycle.” Route times were displayed showing the calculations of time in service and recovery time to equal a total cycle or minutes necessary to complete a trip. The term “trip” refers to a single bus completing its drive from one terminal point to the next terminal point. The routes are added together to develop a bus schedule that efficiently delivers all planned trips with minimal downtime. Buses do not necessarily spend their entire day on a single route and the string of trips assigned to a single bus is known as a “block” or workplan for service. Specific blocks are programmed within the operating system with known stop locations, announcements to play, headway signs to display, and more.

Labor resources are another key ingredient in a successful service schedule. Intercity Transit would not be able to provide the service it does without wonderful operators on staff. LaFontaine displayed a map of Routes 62A/62B shown together on the Martin Way corridor at the time of 3:30 p.m. During this snapshot, eight different buses are driving along the route to deliver 15-minute service frequency or “headway” on the segment between the Olympia Transit Center and Marvin Rd. However, when the same scenario is analyzed through the lens of the annual budget, planning staff require 30 full-time coach operators to operate the route each year. Another comparison was displayed showing routes 13, 48, and 66 that are blocked together. These routes have a mix of 30-minute frequency and 15-minute frequency utilizing 9 buses at the same time of 3:30 p.m. This block requires the labor of 37 full-time coach operators on an annual basis to deliver the routes’ service. Routes and schedules are the building blocks of service. The breakdown includes bus “trips” grouped together as “blocks”, which are cut into operator “runs” assigned as to individual staff as “paddles.” Schedulers use different characteristics to put the puzzle together and equalize trips with irregular cycles. Intercity Transit measures on-time performance to keep everything moving and mindful of the feedback from the public and operators. Planning reviews feedback from GPS location data from the new Avail system, Operator feedback from the Operator Communications and Policy Committee (OCPC), customer comments, and direct observations from time spent riding routes in the system. There are additional

considerations for frequency for time of day. The puzzle doesn't look the same at 6:00 am at noon and at 9:00 pm. It is dynamic and shifting throughout the day. Staff are also mindful of how long it takes to make the trip during different times of day. This is where public engagement is valuable to planners, to recognize departure times and meaningful connections. It is also important for staff to be familiar with how people are using the system and other types of informal connections.

LaFontaine displayed a graph of all active routes, which includes 17 local routes and 1 commuter route (620). Service gaps are mostly attributed to PM span coverage and routes such as DASH, The One, and Nightline. "Span" of service is another term for each route's hours of operation. Intercity Transit is working to augment PM service this year, with more trips being added in May for the 620 and work to hire additional operators is a priority to continue adding service over the next several years.

LaFontaine discussed the process of adjusting service according to resources and changing routes. The process of assembling the puzzle includes creating work for the bus by scheduling trips by route and assigning trips to blocks and creating work for the operators by cutting the blocks into runs and rostering the runs into biddable work weeks.

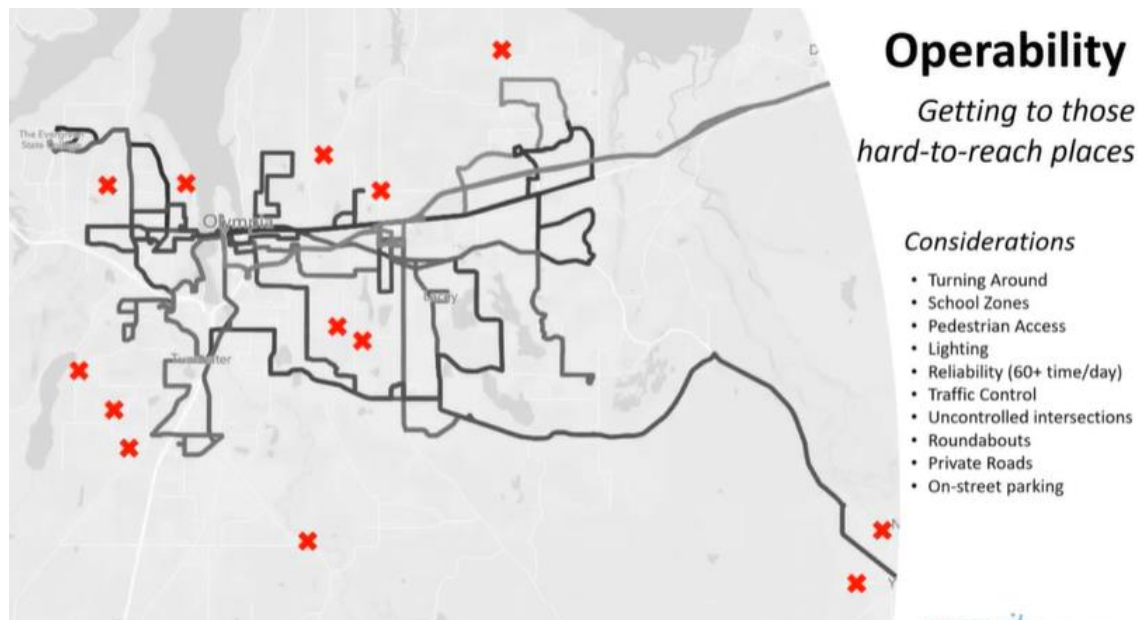
Clair Bourgeois asked how often this process is done.

LaFontaine answered that the schedule is changed about three times a year.

The presentation then shifted towards discussing service design, which is led by service planners Matt Kenney, Senior Planner, Claire Daniels, Associate Planner, and Drew Goffeney, Associate Planner. Service planning primarily focuses on access and mobility, and where bus stops ought to be. LaFontaine highlighted the objective of transit design as investing in direct and frequent routes through dense areas, by linking areas together. These areas can include high-density residential, central business districts, medical districts, shopping centers, colleges, universities, high schools, and significant employers. Other considerations include zoning and the directness of travel to avoid circuitous routes and integrate bike and pedestrian amenities. Service planners determine how to apply resources on the road to enhance either coverage or frequency. Coverage emphasized service ensures that more people have some transit access, but lower ridership. Frequency emphasized service allows for more trips on transit and higher ridership, but no service in many places. LaFontaine shared two graphics that were created by consultants Nelson Nygaard and show the same volume of service distributed using the two different methods. Concentrated or frequent service improves productivity in certain areas with the tradeoff of less coverage in other areas.

LaFontaine explained several key factors for planning service. Frequency is one of those important factors; an analogy was used asking the CAC to imagine if they showed up for work in the morning and the elevator only came once every 60 minutes to get them to their office. Frequency ensures less wait time and makes travel on transit more convenient. It can also improve connections and provide trip security for the user. Span of service is also important. LaFontaine added to the analogy by asking the CAC to then consider, what if the elevator only operated between the hours of 6-9 a.m. and 3-6 p.m. A longer service span with non-peak hours allows for more trip types to be served, including discretionary trips and labor markets that have expanded beyond the traditional 9-5 workday. LaFontaine discussed the importance of route directness next. Less direct routes, or routes that deviate can cause slower travel times for most riders and lead to higher operating costs but provide

shorter walks for some of the riders. While more direct routes prioritize faster travel for most riders and lowers costs, without addressing the needs of some riders along the route. Intercity Transit deviates some routes and understands that every time the bus makes a turn, it comes with opportunity costs. Operability of roads can make it hard to reach certain areas, planners must consider turn around points, school zones, pedestrian access and lighting, reliability, traffic control, uncontrolled intersections, roundabouts, private roads, and on-street parking. LaFontaine displayed a map with red X's marking certain areas throughout the PTBA that have been assessed for service but deemed inoperable. LaFontaine explained that turning around is one of the most significant challenges that his team deals with. Operability is the most significant influence on fixed route design.



LaFontaine reviewed a scenario with the CAC to demonstrate unintended consequences of changing routes based on service requests by measuring ridership, cycle time, headway, buses required, and cost per passenger. In this example, the first change involved adding three stops along the route. This increase in the number of stops decreased ridership, increased cycle time, increased the number of buses required, and increased the cost per passenger. LaFontaine explained that increased Cycle Time often leads to requiring additional buses to operate the route. At Intercity Transit, each bus added to a route has a cost of about \$500,000 annually. Continuing with the example, LaFontaine said that two new apartment complexes opened near the route and the route was deviated to stop closer to the apartments. This decreased ridership by 2%, increased cycle time by 8 minutes, required another bus, and again increased cost per passenger. The next change included expanding the end of the route to a new big box store. This change resulted in 7% increase ridership, a 20-minute increase in cycle time, two additional buses required, and a 25% increase in cost per passenger. Ultimately, the scenario that was illustrated by consultants Nelson Nygaard, shows that good-intentioned small changes can degrade service and increase the cost.

LaFontaine shared that Intercity Transit, because of the 2020 census, is now considered a large transit agency for Title VI compliance. Planners contribute to service availability and equal access through their work. A map was displayed that shows active Intercity Transit bus stops overlayed onto census blocks. The agency is currently in the process of measuring

service availability and looking to standardize service availability in all areas. LaFontaine's team also recently conducted rider surveys in partnership with Western Washington University. Using multiple methods to measure service availability will help Intercity Transit assess the impact of various service changes and any disparity in the system. Finally, LaFontaine explained how all the considerations discussed today come together in the schedules they produce. Measured resources, such as operating costs, span and frequency, labor/fleet/facility requirements; coordinated urban land use, regional plans, corridor strategies, public investment partnerships, and population density; and passenger needs, accessibility, connectivity and directness, and Dial-a-Lift implications; and operational considerations, reliability, limitations, access, and safety.

LaFontaine answered questions.

Clair Bourgeois asked about the Craft District in Tumwater and if we would consider diverting the 13 to shorten the walk.

LaFontaine answered that it is in the works to add two new stops in that area.

Doug Riddels asked if a development is approved that is outside the Urban Growth Areas, does Intercity Transit have a seat at the table to be included in the planning phase or do we have to be reactive once development happens.

LaFontaine replied that the agency does have a seat at the table and is considered a stakeholder with all local jurisdictions design review process. However, it is an area that can be improved on. He also clarified that the minimum density to be considered an urban growth area is 4 dwelling units per acre and the county or rural jurisdictions would not permit a level of development denser than that threshold.

David Payton asked if Intercity Transit has a GIS analyst to support planning work.

LaFontaine responded that Intercity Transit is somewhat of a novice in the GIS world. One full-time staff member is devoted to GIS and one other staff member supports on a part-time basis. His team also engages with Thurston Regional Planning Council (TRPC) and other GIS analysts at local jurisdictions.

Payton followed up by building on Riddels question and asking what type of dialogue exists between Intercity Transit and transit-oriented spaces, such as a carpool only or bus only lane. Helping to advocate for those installations since it is a mixed responsibility between Transit and the public space itself.

LaFontaine answered that comments are the main mechanism for that type of feedback. Currently, local jurisdictions have their comprehensive plans out for public comment. Jurisdictions also have transportation master plans and specific projects that come up for public comment and that is how Intercity Transit participates as a stakeholder.

Emily Bergkamp added that the Capitol Mall Triangle Project is one example of when LaFontaine and staff worked together to file a comment. Staff keep their feelers out in the community for upcoming projects and reach out during the comment period. Usually, jurisdictions circle back with IT after we've taken the time to make a comment and continue the dialogue.

LaFontaine explained that development can take a considerable amount of time. Since 2017, when LaFontaine joined the agency, there have been projects that are coming back around with comments that were submitted before 2010. The projects are just now materializing.

JoAnn Scott asked if late night service going to Evergreen State College will be returning.

LaFontaine answered that it is part of Intercity Transit's restoration plan. He added that it was a unique contract and will depend on the college's desire to renew service. Intercity's long range plan also includes night owl service.

Ursula Euler commented on two topics. First, she posed a question regarding what micro-transit could look like. Second, she inquired about trains and how LaFontaine mentioned that buses and trains in highly populated areas can work together. Euler stated that sometimes a bus route can become a predictor of where a train route might work. She inquired if Intercity Transit ever discusses the potential for rail service and how it can benefit by reducing the number of cars on the road. Euler also emphasized the need for a bus dedicated traffic lane and how that may also lead to a train service that is used frequently.

LaFontaine answered that micro-transit will be considered in areas that are not able to be served by the existing fixed route system due to infrastructure limits. The existing Dial-a-Lift service gives the closest example of what on-demand transit would look like since it is a demand response service. TRPC is currently conducting their High-Capacity Transportation Study and reviewing the feasibility of any mode of transportation that would meet the definition for high-capacity. Rail tends to be very expensive but deserves to be talked about. LaFontaine also described how WSDOT has a variety of projects pending that could support pro High-Capacity Transit infrastructure and Intercity Transit continues to advocate for that.

Payton added that many CAC members think of I-5 and Route 620 when asking about a dedicated bus or carpool lane between Olympia and Lakewood. Payton requested any additional information about how that can be advocated for.

LaFontaine shared that coming with the May service change, there will be more trips from Olympia to Lakewood, and frequency will be about every 30 minutes. This will allow riders to make connections with nearly all Sounder trains both directions and most 574 connections, which is Sound Transit's service to the airport.

Bourgeois asked if the 620 would run later in the evening.

LaFontaine responded a little bit.

Bourgeois added that with the current schedule it is difficult for riders to do any activities in Tacoma or Seattle past 7pm since the last bus departs from Lakewood to Olympia at 8:15 p.m.

B. OCPC Outcomes – (Dena Withrow)

Dena Withrow, Operations Director, presented about the Operations, Communication, and Policy Committee, (OCPC). The committee, which meets weekly, is led by Operators, and comprised of representatives from various sectors of the agency. Operators who served in

2023 include Sonja Phillips, James Rivera, Scott Smith, Randi Jones, Bridget Parent, Tyler Bain, Michelle Stevens, and Lori Chambers. Withrow highlighted the committee's significant contributions, including facilitating feedback from frontline staff, discussing communication efforts, and providing insights into operational improvements. She acknowledged the committee's role in various initiatives such as updating brochures, improving safety materials, and addressing restroom issues. Withrow also emphasized the partnership between maintenance and operations, and the importance of safety in all discussions. Overall, she underscored OCPC's role as a platform for open dialogue and continuous improvement within the organization.

Other key agenda items throughout 2023 included:

- **Marketing**
 - Developed new Rules of the Ride Brochures
 - Produced schedule books for operators to carry to assist passengers when electronic schedules were not available or safe to access.
 - Launched the Be Safe, Be Seen campaign.
 - Sought feedback from OCPC members as they are working to update the routes pages on our website. The intent is to make the pages easier to navigate with the addition of sort and search features.
 - Provided “blinky lights” for operators to hand out to riders using the service during hours of darkness.
 - Removed outdated information cards from bus interiors and replaced it with updated and fresh messaging.
 - Created safety focused materials for both employees and riders.
- **Planning**
 - Shelter/stop improvement requests – tree trimming when it is the responsibility of a specific jurisdiction or property owner.
 - Run time adjustments.
 - Upcoming service change information.
 - Relief Vans.
 - Announced that in 2023 Intercity Transit will be considered a large, urbanized transit system. Explained that this will bring additional reporting responsibilities as well as access to new funding opportunities.
 - Automated announcements.
 - Destination sign improvements.
 - Operator bid information.
 - Improved detour communication.
- **Facilities**
 - Stop improvements and requests:
 - Turning shelters to face the street.
 - Turning shelters to face away from the street.
 - Moving shelters closer to the street.
 - Moving shelters back from the street.
 - Requests for improved lighting at stops such as adding solar lighting.
 - Replacing glass panels and repairing shelter damage.
 - Restroom issues, from function to cleanliness.
 - Inclement weather response.
 - Key fob issues.
 - Addressing safety concerns at facilities such as walk off mats when entering OTC with wet shoes.

- Gate access.
- Tree trimming – not all requests go through planning – some are ours to attend to.
- Striping of walkways, lots, and more.
- Requests for amenities (ice makers, signage, better paper towel dispensers, coat hooks....).
- **Maintenance**
 - Jonathon Yee provided weekly updates on construction projects and the impacts on both our employees and our service.
 - Bus Yard Safety.
 - Jonathon Yee also provided updates on his work researching zero emissions options such as hydrogen fuel cell vehicles and electrified fleet options.
 - David Chaffee and his team worked tirelessly to find solutions for mirror and glass spotting issues.
 - Vehicle design and function topics – barriers, locations of switches, safety concerns, etc.
 - Updates on vehicle procurement.
 - Guidance was given for troubleshooting issues on coaches such as when and how to properly use the knife switch – done improperly it can cause further malfunctions.
- **Executive**
 - Former General Manager, Ann Freeman-Manzanares announced her intent to retire as of April 1, 2023, and named Emily Bergkamp as Interim GM.
 - Update on Congresswoman Marilyn Strickland's help to secure 1.8 million dollars that we are now using to make bus stop improvements throughout the system.
 - Supported the return of Transit Appreciation Day and the Holiday Banquet.
 - Repealing the vaccine mandate as a condition of hire.
 - Bergkamp shared her collaboration with the Thurston County Dept. of Health and others to learn about Fentanyl and other drug exposure risks to our employees and customers. She shared research findings and our commitment to keeping everyone safe.
 - Bergkamp shared CAC and ITA agenda items.
 - Regional Trails Plan Survey.
 - Intercity Transit's visit with the Nisqually Tribe.
 - Cybersecurity
 - Site visit from legislators that went to bat for us in securing funding for our base improvements.
 - Celebrating the return to 88% of pre-pandemic service levels.
- **Operations**
 - Rodeo – 14 agencies participated in the 2023 Regional Rodeo.
 - New uniform options with a streamlined process for ordering.
 - Dial a Lift successfully launched the VIA software platform – officially retiring the legacy RouteMatch system.
 - Special services were discussed such as Lakefair, July 3rd, holiday parades, and more.
 - New Operator classes were announced welcoming 68 new Operators into training.
 - Recruitments were announced for Transit Instructor and Supervisor positions. Chad Edwards joined the Instructors, David Dudek was selected as

our Service Impacts Supervisor, and Chad Edwards (yes, two promotions in 2023) Ray Sigmon Jr, and Zachary Rose were selected as Supervisors.

- **Other**
 - Transit Instructors provided insight as to Areas of Improvement and shared results of the previous month's Field Observations.
 - Jeff Peterson and others representing the AVAIL project attended to gather feedback and make improvements as we were settling in with our new CAD/AVL system.
 - Chief Safety Officer Jason Hanner attended weekly to share safety messaging and learn about what concerns Operators may be having. He regularly shared information from the Safety Committee.

Withrow answered questions.

A public observer commented to inquire about how driver turnover compared to other agencies and how it impacts service levels.

Withrow responded that the turnover rate at the organization is better than industry standards, as employees feel valued and satisfied with their jobs. Reasons for separation are typically retirement rather than job dissatisfaction. Most drivers tend to stay after obtaining their CDL, as schedules are reasonable, and facilities are excellent. The organization prioritizes employee needs and strives to accommodate their requests as much as possible. Specific turnover numbers can be provided by Human Resources at the next CAC meeting.

Bergkamp added that the implementation of the Paid Family Medical Leave Act in 2020 has had positive implications for working families, allowing them to take time off to care for themselves and loved ones without financial strain. However, this has also led to more staff taking long-term leave, impacting service levels. Despite successful driver hiring and retention efforts, accommodating these leaves sometimes requires more operators to maintain the same level of service. This trend reflects societal progress in supporting individuals but also poses challenges for service provision.

JoAnn Scott shared that they appreciate the drivers are discouraging foul language and address issues directly. Scott also noted new signage on the bus that asks riders to please have family friendly conversations.

Withrow appreciated the feedback.

C. NE Lacey Operational Transit Terminal – (Peter Stackpole)

Peter Stackpole, serves as the Development Director for Intercity Transit and presented the E Martin Way Gateway Station Roundabout project, also known as the Northeast Lacey Operational Transit Terminal.

Conceptual Rendering of Proposed Roundabout



Stackpole explained that the purpose of the facility is to establish an integrated turnaround facility and station at the intersection of E Martin Way and Meridian Rd. Stackpole discussed existing conditions, the needs the facility addresses, and its benefits to transit riders and the wider public. He highlighted the importance of the intersection in connecting diverse neighborhoods and transit generators. The proposed roundabout would provide a more direct service, improve pedestrian safety by reducing their exposure to turning vehicles, and enable future service options for Northeast Lacey. Currently, there is no reliable end point to establish high frequency service on the Martin Way Corridor and make a westbound trip. The installation of the roundabout also alleviates the need for pedestrians to cross six lanes of traffic to cross Spartan Way and three lanes of traffic to cross E Duterrow RD or Meridian. Roundabouts ensure the pedestrians cross no more than two lanes at a time in a type of intersection that's designed to lower vehicle travel speeds. And finally, a prominent bus station area for passenger loading and layovers will improve the speed and reliability of the schedule.

Stackpole emphasized the project's support from various stakeholders, including grant funding from Thurston County and the Thurston County Regional Planning Council. Staff secured board approval for a contract with SCJ Alliance for preliminary engineering design, environmental review, and Right-of-Way planning. The total contract amount is \$798,124.67, and SCJ Alliance has a successful track record with similar projects.

Stackpole welcomed questions from the audience.

Clair Bourgeois asked if this project would allow service to DuPont or Nisqually in the future.

Stackpole answered that it would allow Intercity Transit to expand their service in multiple directions and could be a future project to be undertaken.

Betty Hauser asked if there will be a light system to notify vehicles of pedestrians wanting to cross.

Stackpole responded that there will be a pedestrian phased intersection control.

Hauser followed up by asking if there is money built into the bid for going overbudget.

Stackpole answered that quite a bit of grant funding is available, both federal and state resources and contingencies are built in. This is just a first step to develop estimates for the costs of construction. While the agency has a good idea of an estimated cost based on similar projects that have been completed, there is always contingency built in for overages. Particularly with Right-of-Way acquisition, which can be difficult to predict.

Ty Flint asked what the estimated date of completion would be if there were no unforeseen obstacles throughout planning and construction.

Stackpole replied that the current phase will last through 2025 and construction should begin within the next three-year timeframe.

Clair Bourgeois asked if existing routes would still be operational upon completion of the project and if routes would be changed.

LaFontaine confirmed that there will be no loss of service.

Stackpole added that everything is on the table, but additional routes would be implemented, such as The One and other modes such as, Bus Rapid Transit (BRT).

Ursula Euler asked if the project would include reducing Martin Way from six lanes of traffic to four lanes of traffic with the roundabout, and if that change takes care of traffic needs.

Stackpole answered that there will be an extensive traffic study, but in theory the reduction from 6 to four lanes does not reduce any lanes of travel and only removes the existing turn lanes that no longer serve a purpose with the roundabout traffic flow.

Euler stated that she is reviewing the rendering, which prompted her question, and that the explanation makes sense given the redundancy of the turning lanes. She is pleased to see potential efficiency gains.

Stackpole confirmed that Intercity Transit's consultant will run traffic models and ensure there are no adverse impacts to general purpose traffic.

Euler provided compliments on the design of the roundabout.

Bourgeois inquired further about the proposed flow of the route.

LaFontaine answered that there will be short-term changes to the 62A, but the project provides for additional route options that will be decided in the future and are not made at this point.

David Payton summarized that the project opens avenues for BRT.

LaFontaine commented that this type of facility helps alleviate one of the most significant planning obstacles by providing a place to turn buses around. It opens up the opportunity to redesign and redistribute service along Martin Way and Duterrow, while bringing the buses closer to the I-5 corridor.

Garrett Fuelling asked about the transit stop at the Northwest part of the intersection and if it would be more of a shelter or full facility.

Stackpole answered that the plan is to build a structure that provides enough space for multiple buses to layover but is not as robust as a full transit center. The planned shelter may also serve as a template to put in other corridors around the PTBA where there is high performance transit.

D. CAC Bylaws Update- *(Emily Bergkamp)* Bergkamp indicated that during annual recruitment, staff reviewed CAC Bylaws and have prepared several amendments to correct old terms, grammatical errors, and outdated procedures. Proposed updates include:

- **COMMITTEE NAME:** Change the name from “Citizen Advisory Committee” to “Community Advisory Committee,” consistent with ITA action taken on January 2018 to approve the name change.
- **COMPOSITION:** Amend language in the list of groups participation is sought from to add LGBTQ+, revise Native American to BIPOC, and revise Senior Citizen(s) to Seniors. This amendment affirms Intercity Transit’s commitment to intentionally seek participation from historically marginalized members of the community, such as Black, Indigenous, People of Color (BIPOC) and people who identify as LGBTQ+.
- **MEETING SCHEDULE:** Amend language to broadly recognize all major holidays for an alternative meeting schedule should the holiday fall on a regularly scheduled meeting day. This responds to the acknowledgement of Juneteenth as a major federal and state holiday alongside New Year’s Day, MLK Day, Presidents’ Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
- **MEETING SCHEDULE:** Amend language to reflect the updated practice of hosting hybrid meetings. This promotes increased participation by adjusting the meeting format from in-person only allowing for member’s virtual attendance.
- **AGENDA:** Amend language to reflect the updated practice of sending packet information in an electronic format. This supports our commitment to environmental sustainability by going paperless, unless specifically requested by a member.
- **MINUTES:** Amend language to reference the availability of electronic recordings that are maintained in accordance with RCW 40.14. This amendment utilizes modern technology to promote transparency of meetings with audio and visual records, and AI-generated transcripts.

The CAC reviewed proposed changes and added the following modifications, which were recorded in the draft document by staff:

- **COMPOSITION:** Define acronyms LGBTQ+ and BIPOC to reflect definitions.

- Modify LGBTQ+ to Lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual and more.
- Modify BIPOC to Black, Indigenous, and People of Color.

Amanda Collins, staff liaison to the CAC, asked if there was a motion to approve these changes. A motion was received by URSULA EULER; and it was seconded by DOUG RIDDELS. Motion was unanimously approved. Proposed changes will be forwarded to the ITA for final action.

CONSUMER ISSUES

URSULA EULER inquired about a previous issue of fake service animals that was discussed at the last meeting and if other staff follow up with riders to find out what service the animal is providing to the rider. Euler's concern is about the ability of staff to enforce the rule of only allowing service animals.

Emily Bergkamp responded that staff currently look at a dog's behavior and utilize those behavior concerns to address rule violations. Operators can contact dispatch to request a supervisor meet them at an upcoming bus stop to address concerns.

JoAnn Scott added examples of instances that she has seen of troublesome fake service animals during her rides.

Clair Bourgeois added that there typically is no issue with a fake service animal if a dog is legitimately well-behaved and not a threat to anyone, while taking up minimal space.

Dena Withrow added that the law only allows for the two questions and the agency cannot demand proof of a service animals credentials. While staff will ask questions, sometimes people are truthful and sometimes they aren't so if the animal is well-behaved, it is able to ride.

Bergkamp elevated *Tony Mealy-Chapman's* comment from the Chat that they have never seen an operator act against a misbehaved animal. That concern is something that can be discussed further at an upcoming OCPC meeting. *Bergkamp* thanked them for their observation and closed with the thought that there is nothing preventing a bus driver from contacting dispatch to inform them of the issue for other staff to follow up on.

Garrett Fuelling shared that he has had two separate people complain to him about lack of late-night service outside of the downtown Olympia area. Specifically, the users who shared concerns were residents of Tumwater and said they can take the bus into town for dining and evening activities but are unable to return home. The service is most needed in the winter months due to the weather.

Bergkamp noted the feedback and said the agency is working back towards full service. The May schedule change adds approximately 15,000 service hours, mostly for the express service.

Bourgeois added that more bus service would also help alleviate parking issues downtown.

Harrison Ashby asked how late buses would be running downtown if we were back to a full-service schedule.

LaFontaine answered that the 62's and the 41 historically had the latest service that ran until midnight.

Ashby also shared that they are interested in learning more about how ridership has rebounded since the pandemic.

Bergkamp appreciated the suggestion and would be happy to invite Rob LaFontaine back to present on that topic in the future.

LaFontaine added that service has generally rebounded at the same level as ridership.

JoAnn Scott asked if there was a way to get a garbage can installed at the bus stop closest to Pear and State. That stop is frequently littered.

Bergkamp and Withrow will notify facilities staff.

Betty Hauser noted that it is difficult to get the message out that Intercity Transit is zero fare, and that service has increased in frequency. She believes people will continue to return to riding the bus as they learn about the improvements in service levels.

Bergkamp responded that outreach is a priority for Intercity Transit's marketing team. Particularly, reminding folks that we are zero fare, and that service is coming back.

Euler commented that the bus itself may be the perfect advertisement for that message.

Marilyn Scott asked if there could be additional service and partnership with Mason County Transit to facilitate better service to Bremerton or the Port Townsend area. The current schedule makes it difficult to travel for a daytime outing.

Bergkamp responded that it is difficult to speak on behalf of other agencies, but she can pass along the request to Mason Transit's General Manager. She also encouraged Scott to reach out to that agency's customer service team and share her ideas.

Doug Riddels affirmed JoAnn Scott's request for a trash bin at the State and Pear bus stop, which is the closest stop to the Salvation Army. He regularly finds broken glass and debris at that location and recommends some enhanced cleanup efforts.

REPORTS

- **February 7, 2024, ITA Report** – Clair Bourgeois was unable to attend this meeting. ITA Highlights were attached to the meeting packet with a summary.
- **General Manager's Report** – Bergkamp provided the General Manager's report including:
 - **Bus Buddy 10th Anniversary**
The Bus Buddy Program is officially 10 years old. Save the date for an anniversary celebration on March 16 at OTC.

- **Visit from new Thurston County Commissioner Fournier**
New Thurston County Commissioner Wayne Fournier visited Intercity Transit last week for a tour of our Pattison Street facilities and meet and greet.
- **Harp Circle at Centennial Station**
Lane Johnson, who volunteers at Amtrak's Centennial Station, reached out recently requesting permission for his harp circle to perform for train passengers. Operations Director Dena Withrow coordinated his request and on February 9th from 1 to 3 pm he and two other harpists played music for all to enjoy.
- **JBLM Joint Operations Group Meeting**
Emily Bergkamp presented an overview of Intercity Transit's emergency operation protocols at the JBLM Joint Operations Group Meeting.
- **APTA Legislative Conference**
Emily Bergkamp, Nick Demerice, and three board members will attend the APTA Legislative Conference April 6-9, and met with Federal Advocate Dale Learn to discuss strategy and materials for the visit.
- **Operator Class 24-02**
HR worked hard to screen over 75 applicants for the next Operator Class 24-02, starting on March 25. They currently have 3 days of interviews planned to meet with these folks and determine if they are a good fit for serving the community.

NEXT MEETING: March 18, 2024, Olympia Transit Center

- ADJOURNMENT at 7:30 pm.

Prepared by Amanda Collins

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**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: March 18, 2024**

FOR: Community Advisory Committee

FROM: Emily Bergkamp, General Manager, 360-705-5889

SUBJECT: Update on State Advocacy Activity

1) **The Issue:** David Foster and Joanna Grist, our state advocates from Foster Government Relations and Grist Public Affairs, LLC will provide the CAC an update on activities affecting public transportation in the Washington State Legislature.

2) **Recommended Action:** This is an informational item.

3) **Policy Analysis:** Policy EX-0008 “Establishing Organization Relationships” asserts Intercity Transit shall maintain and strengthen relationships with jurisdictions to ensure Intercity Transit takes advantage of the resources made available by, and the experience of, federal, state, and regional transportation agencies. Intercity Transit employs Foster Government Relations and Grist Public Affairs, LLC to assist staff in keeping up to date with Washington State Legislature activities.

4) **Background:** David Foster and Joanna Grist, our state advocates from Foster Government Relations and Grist Public Affairs, LLC will discuss the current issues facing the Washington State Legislature and the Governor’s Office and how they relate to Intercity Transit. They will focus on current and future State funding issues involving the Washington State Department of Transportation, and other State agencies. They will also discuss current and future State policies that have an impact on our ability to partner with the state government. In addition, they will briefly address how Intercity Transit can maintain connection with our state legislators.

Intercity Transit has contracted with Foster Government Relations and Grist Public Affairs, LLC since 2016. David Foster and Joanna Grist are our primary contacts with the firms.

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

6) **Budget Notes:** Intercity Transit’s contract with Foster Government Relations and Grist Public Affairs, LLC is \$48,000 a year.

7) **Goal Reference:** Consistent advocacy with the Washington State Legislature will help achieve all goals of the agency.

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

COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: March 18, 2024

FOR: Community Advisory Committee

FROM: Cameron Crass, Operations Deputy Director, 360-705-5824

SUBJECT: National Transit Employee Appreciation Day

-
- 1) **The Issue:** In honor of National Transit Employee Appreciation Day, staff will share footage highlighting how Intercity Transit Operators and frontline transit staff make a difference in our communities.
-
- 2) **Recommended Action:** This item is for information only.
-
- 3) **Policy Analysis:** Complimenting Intercity Transit's Employee Recognition Program, National Customer Service Week, Transit Appreciation Day, and Annual Holiday Banquet, it is our privilege to participate in National Transit Employee Appreciation Day to thank Operators and other frontline staff and volunteers for their service to the community.
-
- 4) **Background:** Intercity Transit equips all buses and Dial-A-Lift vehicles with surveillance capturing dashcam, exterior video, interior cabin video, and operator audio. Surveillance assists the agency with reviewing security incidents, collisions, and customer comments. Staff have been able to utilize this camera system to locate lost items, identify missing persons, demonstrate real-life scenarios of defensive driving, and more. Upon reviewing situations, which are typically brought to supervisors' attention through event reports, customer comments, and public records requests, we discover Operators' heroic actions from behind the wheel. This presentation will provide an overview of the existing system 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.
-
- 7) **Goal Reference:** **Goal #3:** *"Maintain a safe and secure operating system."*
-
- 8) **References:** N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM 5-C
MEETING DATE: March 18, 2024**

FOR: Community Advisory Committee

FROM: Kerri Wilson, Walk N Roll Program Supervisor, 360-705-5855

SUBJECT: Walk N Roll 2023 Annual Program Report

-
- 1) **The Issue:** To share the 2023 accomplishments of Intercity Transit's Walk N Roll youth education program and highlight plans for 2024.
-
- 2) **Recommended Action:** For information and discussion.
-
- 3) **Policy Analysis:** Outreach and education to youth is a part of Intercity Transit's overall objective to increase ridership, raise awareness of active transportation and its value, and encourage and support community sustainability.
-
- 4) **Background:** The Walk N Roll Program Supervisor would like to share 2023 accomplishments and highlight plans for 2024. Intercity Transit's Walk N Roll program is part of the agency's Marketing & Communications division. Beyond this, the program has been very successful in creating partnerships and securing grant funding to continue outreach and educational efforts in the community. The Walk N Roll program has secured Transportation Alternatives Program funding (\$258,000) and anticipates applying for additional funding in 2024.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** In 2023 the agency's youth education work was funded with two permanent FTE positions and one AmeriCorps Volunteer. In 2024 three permanent FTE positions will be funded.
-
- 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 #4:** "Provide responsive transportation options within financial and staffing limitations." **Goal #5:** "Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support the Thurston County Regional Climate Mitigation Plan."

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."*

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-D
MEETING DATE: March 18, 2024**

FOR: Community Advisory Committee

FROM: Alana Neal, Human Resources Deputy Director, 564.233.1982

SUBJECT: EEO Program – Overview and Utilization Analysis

1) **The Issue:** Brief the ITA on the agency’s Equal Employment Opportunity (EEO) program and recent applicant and employee utilization analysis.

2) **Recommended Action:** Information only

3) **Policy Analysis:** The HR Deputy Director is the EEO Program Coordinator and will provide a program update to the Authority.

4) **Background:** Federal Transit Administration (FTA) grant recipients are required to carry out FTA’s Equal Employment Opportunity requirements and prepare EEO Programs.

Under Federal Transit Laws, FTA is responsible for ensuring that its recipients do not engage in employment discrimination:

A person may not be excluded from participating in, denied a benefit of, or discriminated against under, a project, program, or activity receiving financial assistance under this chapter because of race, color, religion, national origin, sex, disability, or age.

An updated program plan, including an annual utilization analysis and program goals, must be submitted to FTA every four years for review and approval. Additionally, the program is evaluated as part of the FTA Triennial Review.

5) **Alternatives:** N/A

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

7) **Goal Reference:** Our hiring practices are instrumental in achieving all seven of our strategic goals.

8) **References:** N/A

Authority Meeting Highlights/Summary
a brief recap of the February 21, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Adopted the GM Performance Measures as required and noted in Section 1 of the GM employment contract. *(Gilman)*
- Discussed/identified potential facilitators and topics to be addressed at an upcoming (early spring or summer) Authority Planning Session/Retreat. *(Bergkamp)*
- Conducted an Executive Session in accordance with RCW 42.30.110(1)(b) to consider acquisition of property. A parking lot adjacent to the Olympia Transit Center is up for sale and could prove invaluable to Intercity Transit for use by fixed route relief vehicles (vans), supervisory vehicles, and maintenance vehicles. *The Authority authorized the General Manager to further explore and potentially negotiate the possible purchase of property subject to final approval by the Authority Board.*

Other Items of Interest:

- David Foster from Foster Government Relations and Joanna Grist from Grist Public Affairs, LLC. provided an update on activities affecting public transportation in the Washington State Legislature.
- Peter Stackpole, Development Director, provided an update on the on-call qualified vendor list and associated contracts.

General Manager's Report:

Fifteen Operators from Class 24-01 and three new maintenance employees achieved their Commercial Drivers Licenses. Testing took place February 8 - 10. Congratulations to these individuals for their achievement.

Last week Bergkamp presented an overview of Intercity Transit's Emergency Operation Protocols at the JBLM Joint Operations Group Meeting.

Newly appointed Thurston County Commissioner, Wayne Fournier, visited Intercity Transit last week for a tour of the Pattison Street facilities. Staff had a great visit with Commissioner Fournier and invited him to return with his stepson for a ride through the bus wash. Special thanks to Tumwater Mayor, Debbie Sullivan for helping us give a warm welcome to Commissioner Fournier and his Assistant Matt.

Lane Johnson, who volunteers at Amtrak's Centennial Station, requesting permission for his harp circle to perform for train passengers. Operations Director, Dena Withrow, coordinated his request and on February 9 from 1 to 3 p.m., Johnson and two other harpists played music for all to enjoy.

Human Resources is working hard to screen over 75 applicants for the next Operator Class 24-02 starting on March 25. They currently have three days of interviews planned to meet with these folks and determine if they are a good fit for serving the community.

Bergkamp attended the APTA CEO's conference last weekend in Savannah, Georgia. Topics of discussion included:

- Ridership: Is it "Normal Yet?"
- The ZEB Quandary: Hydrogen, Electric or Both?
- FTA Focus on Bus Manufacturing by FTA Administrator Nuria Fernandez
- Smart Cities
- Navigating an NTSB Investigation
- Capital Costs: Is it Possible to Rein in The Cost of Projects?
- Bus Manufacturing Task Force — Procurement Refresh to Enhance Competition
- Women are the Future! 50% of CEOs in attendance were women.
- CEO Journey – Positioning for Success

The Bus Buddy Program is officially 10 years old. Save-the-date for an anniversary celebration on Saturday, March 16 at the Olympia Transit Center.

Bergkamp, Nick Demerice, ITA members Chair Clark Gilman, Vice Chair Carolina Mejia and Tumwater Mayor Debbie Sullivan will attend the APTA Legislative Conference in Washington D. C. on April 6 - 9. Federal Advocate Dale Learn will facilitate the visit with Federal legislators.

Sihe (Simon) Sun, Master's in Environmental Science candidate at The Evergreen State College, is doing a Zero-Fare Bus Thesis Research project, examining factors that influence people's choice of public transit in Thurston County. He is currently distributing an online survey and has posted flyers with a QR code linking to the survey at different locations throughout the Intercity Transit system. The Marketing Department is also helping spread the word about the survey to recruit more participants to ensure the findings are directly relevant for Intercity Transit. Simon plans to share his collected data with Intercity Transit under the appropriate confidentiality protocols so we can utilize the findings for purposes of understanding the impact of zero-fare on ridership.

Intercity Transit's Deputy Director of Procurement, Steve Krueger, is retiring effective February 23. Krueger started as the Procurement and Capital Projects Manager on May 16, 2016. Since his arrival, he has shepherded many of the major projects and initiatives Intercity Transit has completed or are still in progress since this time.

Krueger came to us from the Washington State Department of Enterprise Services (DES) where he served as Policy and Protest Manager and prior to that was a Unit Manager for General Administration (before they were DES), and also served as a buyer developing master contracts for the state.

Krueger is a Washington native and graduate of Western Washington University and holds his professional certifications of Certified Public Procurement Official and Certified Public Procurement Buyer and amassed over 30 years of procurement, contracting, and marketing experience.

Krueger will fill his retirement with his love of traveling, camping, exploring and all things outdoors, including scooting around town on his newly acquired one-wheel balancing skateboard. That's the

adult equivalent of asking Santa for a Red-Rider BB gun – and we wish him fun without injuries with his new toy.

Krueger has brought a lot of kindness, enthusiasm, excitement, and experience to Procurement and we are sad to see him leave us but are so happy for his next adventure of retirement.

Bergkamp read a Proclamation of Appreciation for Krueger and his work.

*Prepared February 22, 2024
Pat Messmer/Clerk of the Board*

Authority Meeting Highlights/Summary
a brief recap of the March 6, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Authorized the General Manager to execute an amendment of our legal services contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich to adjust the hourly rate and extend the term of the agreement through March 31, 2025. *(Jeff Peterson)*
- Authorized the General Manager to proceed with Intueor Consulting Inc. (Intueor) to provide guidance, recommendations, technical expertise and supporting documentation needed to procure a viable ERP/ETMS solution for the not to exceed amount of \$369,900.00, inclusive of a 10% contingency, bringing the total contract amount not to exceed \$554,727.50. *(Jeff Peterson)*
- Approved the proposed changes to the Community Advisory Committee Bylaws. *(Bergkamp)*

General Manager's Report:

Community Advisory Committee member Claire Bourgeois invited Bergkamp to provide an update on all things Intercity Transit at the Olympia Host Lions' Club. The group was incredibly warm and welcoming, and asked great questions.

The Bus Buddy Program is officially 10 years old. There is an anniversary celebration on March 16 at the Olympia Transit Center. Scott Schoengarth was on hand at the ITA meeting to pass out invitations to Board Members. Authority and CAC members received an electronic invitation to the event on March 1.

Human Resources extended 27 conditional job offers to successful candidates for Operator Class 24-02 starting March 25. We hope to end up with a class size of approximately 20.

There is good progress happening with construction at the Olympia Transit Center, with most updates on the Washington Street side completed. This project is updating sidewalks and ramps, replacing areas on the main bus platform to reduce potential trip hazards, and enhance pedestrian accessibility around the OTC site.

National Transit Employee Appreciation Day is coming up on March 18, honoring Intercity Transit's frontline employees who work hard to ensure we can provide vital transportation services to the community. Our Drivers, Operations Supervisors, Maintenance, and Facilities staff go above and beyond to keep us moving.

With the retirement of Steve Krueger, Grants Program Manager Jessica Gould has been designated as our Disadvantaged Business Enterprise Liaison Officer (DBELO).

Thanks to everyone who completed the Doodle poll to select a date for the annual planning session. This event will take place on Friday, May 10, 2024, from approximately 8:30 a.m. to 4:30 p.m., in the AdOps Board Room. Jason Robertson (JRO + CO) and Thomas Wittmann (Nelson-Nygaard) will both be on hand to facilitate and lead discussions at our first planning session since 2020. Both Robertson

and Wittmann guided the agency through the Intercity Transit Road Trip, public outreach, and education regarding Proposition 1, the Zero Fare pilot and the creation of our short & long-range plans. This meeting will provide an opportunity to revisit elements of our long-range plan that are yet to be implemented, along with other pertinent topics.

Prepared March 7, 2024

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
Betty	Hauser	X	X										
Clair	Bourgeois	X	X										
David	Payton	X	X										
Doug	Riddels	X	X										
Eliane	Wilson	X	X										
Garrett	Fuelling	X	X										
Harrison	Ashby	X	X										
JoAnn	Scott	X	X										
Lloyd	Peterson	X	ABSENT										
Marilyn	Scott	X	X										
Nicole	Smit	X	X										
Ursula	Euler	x	X										
Tony	Mealy-Chapman	X	X										
Ty	Flint	X	X										
Rachel	Weber	X	X										
Rachel	Wilson	X	X										
Trina	Primm	ABSENT	ABSENT										
YOUTH John-Paul	Fox Seidel	X	X										

= Joint meeting does not count against required meeting attendance