

**AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**Wednesday, May 1, 2024**  
**5:30 P.M.**

**This is a hybrid meeting. You can attend in person at the Pattison Street location in the boardroom or remotely.**

**To observe the meeting remotely [REGISTER HERE FOR THE MEETING](#)**

**Call Toll Free: (844) 730-0140 / Phone Conference ID 145 518 386#**

**CALL TO ORDER**

<b>STAFF INTRODUCTIONS</b>	<b>5 min.</b>
<b>A. Christina Loomis, Operations Assistant</b> ( <i>Dena Withrow</i> )	
<b>1) APPROVAL OF AGENDA</b>	<b>1 min.</b>
<b>2) PUBLIC COMMENT</b>	<b>3 min.</b>
<b>3) NEW BUSINESS</b>	
<b>A. Marketing &amp; Communications Update</b> ( <i>Nick Demerice</i> )	<b>15 min.</b>
<b>B. Review May Service Change</b> ( <i>Rob LaFontaine</i> )	<b>15 min.</b>
<b>C. Community Advisory Committee Stipend</b> ( <i>Emily Bergkamp</i> )	<b>15 min.</b>
<b>D. Zero Fare Update</b> ( <i>Emily Bergkamp</i> )	<b>15 min.</b>
<b>4) GENERAL MANAGER'S REPORT</b>	<b>5 min.</b>
<b>5) AUTHORITY ISSUES</b>	<b>5 min.</b>

**ADJOURNMENT**

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

*Board materials are available at <https://www.intercitytransit.com/agency/transit-authority/meetings>. 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. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).*

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM 3-A**  
**MEETING DATE: May 1, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Nick Demerice, Chief Marketing, Communications and Outreach Officer, 360-236-5058

**SUBJECT:** Marketing and Communications Update

- 
- 1) **The Issue:** Provide an update to the Authority on activities and plans of the Marketing and Communications team following work with focus groups in late 2023. Staff will brief the ITA on marketing strategies identified through the focus groups and solicit feedback and suggestions from Authority members.

---

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

---

  - 3) **Policy Analysis:** The Marketing and Communications group are responsible for all external and internal communications for the agency. This includes a wide array of projects and programs.

---

  - 4) **Background:** The marketing and communications team develop marketing products and outreach activities on behalf of the entire agency. Emerging from the COVID pandemic, work with focus groups helped prioritize opportunities to educate our community members about the numerous programs and services that Intercity Transit provides.

---

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

---

  - 6) **Budget Notes:** No additional budget is required.

---

  - 7) **Goal Reference:** Marketing and communication activities support all goals of Intercity Transit through strategic and effective communication with our community about our services.

---

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

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 3-B**  
**MEETING DATE: May 1, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Rob LaFontaine, Planning Deputy Director, 360-705-5832

**SUBJECT:** Presentation: May 5, 2024, Service Change Overview; and Future Service Projections

---

1) **The Issue:** Provide the Authority with an overview and discussion of the May 2024 fixed route schedule, as well as projections to service in the following 12-18 months.

---

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

---

3) **Policy Analysis:** N/A.

---

4) **Background:** The May 2024 fixed route schedule continues Intercity Transit's effort to increase and restore transit service in the wake of the COVID-19 pandemic. Complete restoration is anticipated soon, and adjustments to fixed route service are being prepared in conjunction with elements reflected in the Short- & Long-Range Plan (2018). This presentation will describe the May 2024 changes to service, and illustrate possible changes to service projected for September 2024 and through 2025.

Planning staff are actively drafting the annual update of the Transit Development Plan (TDP) which contains a listing of projected changes to service between 2024 and 2029. A more complete presentation of the draft TDP will be given at a future Authority meeting along with a request to initiate a public comment process.

---

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

---

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

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 3-C**  
**MEETING DATE: May 1, 2024**

**FOR:** Intercity Transit Authority

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

**SUBJECT:** Discuss Proposal for CAC Member Stipend

---

1) **The Issue:** Discuss the issue of whether to implement a CAC member stipend, which CAC members have had the chance to provide feedback on.

---

2) **Recommended Action:** For discussion and review purposes.

---

3) **Policy Analysis:** CAC Bylaws Section entitled Products states it is anticipated the CAC will have a product in the form of a recommendation and/or a summary of the various points of view to the Authority following study and discussion of an issue. The recommendation and/or points of view will be forwarded to the Authority through the Staff Liaison, using the appropriate agenda forms and process.

---

4) **Background:** On March 6, 2024, the ITA reviewed and approved proposed changes to the CAC Bylaws. During the discussion, ITA Member Don Melnick brought forth the issue of considering compensating CAC members for attending meetings through a stipend program. Melnick referenced Lacey City Council's 2023 approval of an Advisory Board Stipend Program, which aims to remove barriers for civic participation by offsetting costs of travel, parking, internet, and childcare. Melnick also requested staff gather feedback from the CAC on this topic.

Per CAC bylaws, the Staff Liaison will forward recommendations and/or a summary of the various points of view of an issue to the Authority. At their April 15, 2024, meeting, the CAC reviewed the proposal for a CAC member stipend and shared their feedback with staff, which is included as a reference to this agenda item.

---

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

---

6) **Budget Notes:** The Executive budget allots for expenses related to governing and advisory board administration, including meeting supplies and meals. Expenses related to a stipend program were not included in Intercity Transit's 2024 budget.

---

7) **Goal Reference: Goal 6:** *“Encourage use of our services, reduce barriers to access and increase ridership.”*

---

8) **References:**

City of Lacey Advisory Board Stipend Program

- Resolution 1138

City of Olympia Municipal Code Chapter 2.100 Related to City Council Advisory Boards, Commissions and Committee

- Ordinance 7275
- Sample Member Agreements

CAC Feedback from Discussion of Proposal for CAC Member Stipend

**Advisory Stipend Program Feedback**  
**April 15, 2024, CAC Meeting**

**Verbatims\***

**Emily Bergkamp-** Presented the agenda item.

**Amanda Collins-** Explained the materials provided from City of Lacey and City of Olympia.

**Emily Bergkamp-** Asked CAC members for their thoughts.

**Ty Flint-** Does Lacey pay \$40-\$50 per year?

**Amanda Collins-** No that is per month, with an annual cap of \$600, I think. The City of Lacey also has an opt-in provision meaning the members must complete paperwork to receive the stipend.

**Ty Flint-** It just seems so flooring to me because we're all volunteers and we're all here because we want to be here. When I saw this, I thought, really?

**Sue Pierce-** I think part of what brought it a little bit to the forefront for Don was that three of us that were community representatives on the authority board were invited several months ago to be on a Webinar and online meetings about advisory committees. There were different entities and a couple of the other were commissions or committees that were more related to either government or social service agencies. One of them said, "Oh yeah, we pay". The pay assignments I think came about because they were having trouble finding people that they need to even apply. The realization came that, well, maybe it's because people can't take time away from work or they don't have, you know, the wherewithal to get to the meeting. I don't know that discussion was made up of how much was a virtual meeting and how much you were expected to take time and show up somewhere, which can add to the time that that you're committing. That's sort of got us started in thinking about it and Don has pursued it a little bit further.

So, this isn't coming totally out of the blue, but then too, this ties in with the idea of equity and equality and reaching out to all aspects of the communities. And we don't really have a way right now to document how we're recruiting and getting our members to turn their applications in.

So that's a little bit of background and it's really hard to tell where we're going to go with this when we have this discussion.

**Emily Bergkamp-** And I will mention that I think Don has made a similar point about that because you know we advertise it as a volunteer committee, but he was wondering if we might be able to increase our reach if we provided a small stipend. Maybe people who wouldn't think about joining because they're like, well, I can't volunteer my time; you know, I'm on a fixed income would change their mind. The stipend may help attract more diversity that way.

**Clair Bourgeois-** So you're thinking the applicant pool would go up?

**Emily Bergkamp-** Yeah. And, honestly, I think he thought that attendance would too. With this new group we have had excellent attendance, but I think some other Community Advisory Committees have had issues with that too.

**Garrett Fuelling-** I just want to make my voice heard about this. I think that this would be a good idea, because it would help people who are struggling income-wise or time wise with childcare or something like that. I will just want there to be some sort of way for members to opt out of the stipend if they deem it so. My first instinct is to not make it an opt in to it, because that raises the barrier for people to receive the stipend and I'm sure there could be arguments for both ways, but I would on first hearing want there to be some way to opt out of it instead of opting to apply for the stipend or something like that. Thank you.

**John-Paul Fox Seidel (Youth)-** Yeah, I would probably second Garrett. I mean, as a student I'm never going to like to say no to showing up and getting paid. That's the thing now, but like I said as well, we are sort of a volunteer position and I think I think most of us are here just to sort of have fun, to learn, and figure out how to help, right? And so definitely agree with Garrett on an opt-out option. I think it would be definitely beneficial if we were to go forward with this.

**Doug Riddels-** When we had our joint ITA/CAC meeting, there was a nice spread of food. And that made me want to go to those meetings. I just wanted to put it out there that a whole lot of what effects attendance, but maybe not so much what gets people to apply to be on the committee to begin with, but what encourages attendance is the spirit of welcoming. Putting out a snack tray or whatever is generally a component of that. It might be suggested to other government entities that are concerned about their advisory committees to bear that in mind. What we do to make feel welcome and included has nothing to do with a stipend.

**Nicole Smit-** Yeah, I'd be worried about the wrong incentives being advertised. This is the kind of change that will change the community of the CAC. It won't be just volunteers interested anymore. I don't want any excuse of oh we have to eliminate this CC because they cost too much. So be right about that as well.

We've had plenty of success in the past with being accessible to different types of people, and it's always it's already something we focus on in recruitment with the hybrid format, we have even lower barriers to entry and still low barriers to participation.

Lastly, with the ability of someone to be virtual, they can easily sit back and attend virtually to collect some money and not participate. We have no good methods to deal with this because we're such a cooperative team. I don't want that burden of moderating. Who is participating enough to fall on Amanda to deal with all of that.

But Doug is right, catered sandwiches and pizza sound great. Thank you!

**No further comments.**

Prepared by Amanda Collins, CAC Staff Liaison on April 24, 2024

*\*Edited for clarity*

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM 3-D**  
**MEETING DATE: May 1, 2024**

**FOR:** Intercity Transit Authority

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

**SUBJECT:** Zero-Fare Demonstration Project Update

---

1) **The Issue:** Staff will provide an update on the [Zero-Fare Demonstration Project](#).

---

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

---

3) **Policy Analysis:** The Intercity Transit Authority Adopted Resolution 03-2019 in December 2019 implementing a five-year, Zero-Fare demonstration project. Because COVID-19 significantly reduced service and with it data to conduct an analysis of the Zero-Fare demonstration project outcomes, in October 2021, the Authority extended the five-year, zero-fare demonstration project for a period of three additional years beginning on the date Fixed-Route and Dial-A-Lift services return to March 2020 service levels or January 1, 2028, whichever is later, by approving Resolution 04-2021.

---

4) **Background:** A community survey and [IT Proposition 1](#), approved in November 2018, supported consideration of the efficiency of the existing fare collection system and creating a transformational transit system. The Authority solicited and reviewed a technical analysis of existing fare collection systems, capital and operating cost, and how best to provide a broad range of benefits desired by the community documented during a two-year public engagement process entitled "IT Road Trip." The outcome of that analysis and public engagement resulted in adopting a resolution for a five-year, Zero-Fare demonstration project, which through the approval of a subsequent resolution was extended to allow for increased project outcome data collection.

Intercity Transit's May 2024 service change will bring our pre-COVID service levels up to approximately 90%, with 100% service levels projected to be reinstated September 2024 through 2025. At their January 3, 2024 meeting, the Authority expressed interest in revisiting the project this year and agreed to have further discussions about Zero-Fare. Staff will present an update on the Zero-Fare demonstration project to continue discussions on this topic.

---

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



- 
- 6) **Budget Notes:** The Zero-Fare demonstration project is reflected in the 2024-2029 strategic plan and the approved 2024 Budget.
- 
- 7) **Goal Reference:** This item is consistent and supports all Authority goals.
- 
- 8) **References:** [Resolution 04-2021](#).

**TRPC Members & Representatives**

**City of Lacey**  
*Robin Vazquez*

**City of Olympia**  
*Dani Madrone*

**City of Rainier**  
*Dennis McVey*

**City of Tenino**  
*John O'Callahan*

**City of Tumwater**  
*Eileen Swarhout*

**City of Yelm**  
*Joe DePinto*

**Confederated Tribes of the Chehalis Reservation**  
*Amy Loudermilk*

**Nisqually Indian Tribe**  
*David Iyall*

**Town of Bucoda**  
*Robert Gordon*

**Thurston County**  
*Carolina Mejia*

**Tumwater School District**  
*Mel Murray*

**North Thurston Public Schools**  
*Esperanza Badillo-Diiorio*

**Olympia School District**  
*Hilary Seidel*

**Intercity Transit**  
*Debbie Sullivan*

**LOTT Clean Water Alliance**  
*Carolyn Cox*

**Port of Olympia**  
*Amy Evans Harding*

**PUD No. 1 of Thurston County**  
*Chris Stearns*

**Associate Members**

**Economic Development Council of Thurston County**  
*Michael Cade*

**Lacey Fire District #3**  
*Liberty Hetzler*

**Puget Sound Regional Council**  
*Josh Brown*

**The Evergreen State College**  
*Scott Morgan*

**Timberland Regional Library**  
*Cheryl Heywood*

**Thurston Conservation District**  
*David Iyall*



**PRE-AGENDA**  
**8:30 a.m. – 11:00 a.m.**  
**Friday, May 3, 2024**

**NOTE: Remote meeting with an in-person option.**

*The TRPC pre-agenda provides our members the opportunity to review the topics of the upcoming TRPC meeting. This information is forwarded in advance to afford your councils and boards the opportunity for discussion at your regular meetings. This will provide your designated representative with information that can be used for their participation in the Regional Council meeting. For more information, please visit our website at [www.trpc.org](http://www.trpc.org).*

**Consent Calendar**

**ACTION**

These items were presented at the previous meeting or are routine in nature. They are action items and will remain on consent unless pulled for further discussion.

- a. Approval of Minutes (Attachment) – April 5, 2024
- b. Approval of Vouchers (Attachment) – April 2024
- c. Unified Planning Work Program (UPWP) – Resolution 2024-04 (Attachment)

**Executive Session – Executive Director’s Annual Evaluation**

**CLOSED SESSION**

The Council will meet in executive session to discuss the annual performance evaluation of the Executive Director.

**Executive Director’s Evaluation**

**ACTION**

This item provides for Council action on the annual review and evaluation of the Executive Director’s performance.

**Transit Safety and Asset Performance Measures and Target Adoption**

**1st REVIEW**

Staff will provide a review of the federal performance measures for transit asset management and transit safety.

**2024 Call for Projects Process**

**1st REVIEW**

Staff have been coordinating with the Technical Advisory Committee and Transportation Policy Board to prepare for the 2024 Federal Transportation Call for Projects. On May 3, the Council will review the funding levels, an overview of the application process, and provide staff policy direction, where appropriate. The Council is expected to act on the Call for Projects Process on June 7, 2024.

**Congestion Management Process**

**PRESENTATION**

TRPC staff will provide an overview of the Congestion Management Process (CMP), a new federal transportation requirement for our region as we grow in population.

**Executive Director’s Report**

**INFORMATION**

**Report from Outside Committee Assignments**

**INFORMATION**

**Member Check In**

**INFORMATION**

**Minutes**  
**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**March 18, 2024 – Hybrid Meeting**

**CALL TO ORDER**

Chair Wilson called the hybrid March 18, 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; 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 Cameron Crass; Alana Neal; Heather Stafford; Michael Maverick; Ramon Beltran; and Nathaniel Davis.

**Guests Present:** David Foster and Joanna Grist

**APPROVAL OF AGENDA**

It was M/S/A by TY FLINT and RACHEL WEBER to approve the agenda.

**INTRODUCTIONS**

Wilson introduced Authority member, Carolyn Cox as the ITA representative attending the meeting. Guests David Foster of Foster Government Relations and Joanna Grist of Grist Public Relations, LLC were introduced.

**MEETING ATTENDANCE**

- A. March 20, 2024, ITA Meeting - Eliane Wilson
- B. April 3, 2024, ITA Meeting - Garrett Fuelling
- C. April 17, 2024, ITA Meeting - Harrison Ashby

**APPROVAL OF MINUTES**

It was M/S/A by TY FLINT and NICOLE SMIT to approve the January minutes.

It was M/S/A by RACHEL WEBER and MARILYN SCOTT to approve the February minutes.

**NEW BUSINESS**

- A. **State Legislative Review** - (*Emily Bergkamp*) Emily Bergkamp introduced David Foster and Joanna Grist of Foster Government Relations and Grist Public Affairs, LLC who have served as Intercity Transit's State Advocates since 2016. Foster and Grist support Intercity Transit

with building regional relationships, securing federal and state resources, and staying up to date with Washington State Legislative activities.

Foster began the presentation with expressions of gratitude for the opportunity to meet and discuss the partnership. The advocacy partnership has been successful with local legislators, as well as committee members on the transportation committees, both in the House and Senate. Foster noted a key accomplishment was the ability for Intercity Transit to secure a new sales tax with Proposition 1, different grant opportunities, and a recent increase in transit funding from the state-wide transportation package for the next couple years including funding for IT's maintenance facility. Foster provided an overview of the recent legislative session and different issues they are monitoring. The session ended on March 7<sup>th</sup> and was considered a short, 60-day session for a supplemental year that addresses supplemental budgets, transportation's operating and capital budgets, and is the second year of the elected biennium headed into an election. The election cycle begins the day after the legislative session. Currently, Democrats control the House by a margin of 58-40 and control the Senate by a margin of 29-20, as well as the Governor's office. Foster explained the last few years have been robust in both the supplemental year and the longer, normal session noting that despite being in the midst of the COVID-19 pandemic, the state's revenue remained strong, and a large amount of federal funding became available to all states with Washington being awarded its fair share. The transportation package was approved in 2022 and was a part of a trend of very active legislative sessions over the previous four years. The 2024 legislative session took on a more typical outcome and was relatively light on policy and budget changes.

A key transit bill discussed during the session included House Bill 2191 concerning transit governance and adding two community members to the board. Foster explained this issue has been around for several years and most recently a labor representative was added to the board in a non-voting role. The proposed addition of community members would have been voting roles. With Foster's help, Intercity Transit asked for an exemption from this legislation because it already has three community members serving on the Authority Board. The legislators that were working on the bill granted this exemption and understood the unique position Intercity Transit was in. Ultimately, HB 2191 bill did not move forward, nor did a separate request for a budget study to further examine the issue. Foster expects this bill to return in 2025, possibly with an amendment to make the labor representative a voting board member. Another bill of interest was Senate Bill 6304, which would have created penalties for idling vehicles. Public transit buses can have extended idling times and the bill may have had unintended consequences for transit agencies. SB 6304 also did not move forward, and Foster was unsure if this bill would return in subsequent years. \$5 million of funding for IT's maintenance facilities was secured for the 2025-2027 biennium and become available July 1, 2025. Joanna Grist also shared that she and Foster had worked closely to restore funding for the DASH shuttle, but the funding went away during COVID. She garnered a lot of legislative support for the service and can explore renewing the funding should Intercity want to continue the service.

Grist then reviewed upcoming elections and significant political changes in the district. She explained that filing for the upcoming election begins in May. Notably, Senator Sam Hunt who has been a champion for transit issues announced his retirement, leaving a vacancy in the 22<sup>nd</sup> district. House Representative Jessica Bateman announces that she will run for Senator Hunt's seat and Olympia City Councilmember Lisa Parshley is running for Representative Bateman's house seat. Representative Beth Doglio announces she will be

running for reelection for the other house seat. Representative JT Wilcox, who is the former minority leader, announced he is not running for reelection and City of Orting Mayor Josh Penner has announced he is running for Wilcox's house seat. Grist highlighted that Mayor Penner previously served on the Sound Transit board and is known for his pro-transit contributions, which is a positive sign for Intercity Transit.

Grist discussed the Climate Commitment Act, which is a major funding source for transit and is on the ballot in November, up for potential repeal. This vote impacts IT's funding through the Carbon Credit Trading Program that taxes polluters to pay for environment programs, climate reduction programs, and transit. Foster and Grist said they will be watching the issue closely as it may impact the priorities of their advocacy work.

Finally, Grist shared a recent court decision impacting redistricting that would create a new democratic-leaning district in the Yakima area. The new district is designed to ensure representation for Latino voters. However, this decision displaces Senator Curtis King, who is a ranking member of the Senate Transportation Committee. Senator King had visited Intercity Transit to tour the facility and was supportive of the \$5 million grant. The new district is a very significant change for republicans in Eastern Washington that may make things more polarized and partisan in Olympia. Foster concluded their presentation by thanking Bergkamp and her staff for their support of transit initiatives, whether that be in the form of providing testimony or simply sharing the agency's perspective.

Foster and Grist invited questions from the committee.

*Ty Flint asked about the Carbon tax and how much funding from Intercity Transit would be impacted if it gets repealed.*

*Foster responded that it is approximately \$16 million per year in operating funds. He explained it is quite substantial in transit organizations across the state both big and small.*

*Bergkamp added that Intercity Transit gets allocated funds from the state every year and the amounts significantly increased by the Climate Commitment Act. Specifically, Intercity Transit receives about \$7 million per biennium for paratransit support (Dial-a-Lift Program). Should the vote repeal the Climate Commitment Act, funding would be cut in half to previous funding levels which is very significant for Intercity Transit. There are a lot of transit agencies around the state that utilize the additional funding to implement zero youth fare. IT's pilot fuel-cell electric bus (FCEB) program and hydrogen fueling station is also wrapped into CCA dollars. The state has been advising transit agencies to seek reimbursement for whatever they can, and do so now. There is some additional guidance coming from the Federal Transit Administration to aide in procurements of buses by prepaying and making progress payments. Supply chain issues have delayed the delivery of vehicles and made it difficult for manufacturers to shoulder all the risk up front. Bergkamp explained that moving to that style of procurement for FCEB's may help Intercity Transit utilize CCA funding sooner rather than later. Transit professionals understand that funding is never a sure thing and these kinds of changes are not new to us.*

*Rachel Weber asked a question to clarify if CCA funding needed to be renewed and was not renewed during the session.*

*Foster explained that in 2022, the senate passed this carbon initiative to sell credits and allow offsets for organizations that pollute. Those dollars went into transit and other projects. The CCA was one of six initiatives that came to the legislature this year with two options. Option one was to pass the initiative and put it into law as written and the second option was to allow the*

*initiative to go to the ballot. The legislature voted to pass three of the six initiatives to go into effect on June 6<sup>th</sup>, and the other three are going to ballot including the carbon tax initiative. The voters of Washington will get to vote on whether they want to see this tax continue, a yes vote means repeal and a no vote means to maintain.*

*Bergkamp emphasized the importance of educating the public on ballot initiatives without advising how to vote.*

*Bergkamp added her appreciation for the support from David and Joanna in connecting legislators to Intercity Transit and the effectiveness of tours in showcasing transit's impact. She shared that between her transition into the role of General Manager and Ann Freeman-Manzanares' retirement, they didn't miss a beat and maintained good relationships with our state legislators.*

*Foster described the benefit of facility tours and having legislators see first-hand the benefits that transit organizations provide to their communities. Both Democrat and Republican leaders can see how transit is using taxpayer dollars and how its being stretched and managed correctly, so they support moving tax bills along. Tours and conversations have allowed for Intercity Transit to do quite well even during the downtimes.*

- B. Transit Employee Appreciation Day – (Cameron Crass)** Cameron Crass serves as Intercity Transit's Operations Deputy Director and shared several video clips highlighting IT professional drivers' skills. Crass opened his presentation to acknowledge National Transit Employee Appreciation Day, previously known as Transit Driver Appreciation Day, and extended recognition to all transit employees, including operators, supervisors, maintenance staff, and facility employees. Crass discussed the importance of frontline staff in keeping operations running smoothly, as well as the effectiveness of ongoing training and support for employees.

The first video showcases a specific incident where an operator demonstrated quick thinking and skill by avoiding a potential accident involving a cyclist. Such incidents highlight the challenges operators face daily and the importance of recognizing their efforts. Despite many such instances going unnoticed, Intercity Transit aims to appreciate and acknowledge the operators for their dedication and professionalism.

Crass shared another example, a new operator, only on the job for three or four months, who demonstrated quick reflexes when faced with a car unexpectedly entering their path. This incident highlights the preparedness and readiness of operators, even those in the early stages of their careers. He explained that the training program for operators has been extended from 8 weeks to 10 weeks to provide more time for practical experience on the road with support from experienced trainers. This thorough training ensures that operators are well-equipped to handle various situations they may encounter while on duty. Next Crass showed yet another incident of an operator who was exiting Capitol Mall and encountered a car turning into their lane unexpectedly. He explained that this scenario underscores the importance of operators being vigilant and scanning the road ahead. Despite encountering such situations frequently, operators are trained to remain alert and respond effectively to ensure the safety of passengers and others on the road.

In the final video Crass shared, an operator at a bus stop on Martin Way noticed an unresponsive person on the sidewalk and immediately sprang into action. The operator wasted no time in checking on the individual and proceeded to perform CPR until emergency medical services (EMS) arrived. This incident highlights the quick thinking and

compassion of transit operators, as well as their willingness to assist in emergencies. Despite such situations not being ideal, operators are trained and ready to provide aid when needed, showcasing their dedication to the community's well-being.

Crass explained that Intercity Transit receives a lot of good community feedback. He shared additional customer comments with the committee. Crass read a note thanking an operator for helping an elderly rider stay warm indoors while waiting for her ride to Tacoma. Another note thanked an operator who was previously recognized at a state conference for intervening to save the life of a person attempting to jump from a bridge. This note complimented the operator's de-escalation techniques and how they supported an upset passenger on an evening commute. Finally, a visitor from Korea wrote in to thank their operator for their kindness and warm smile.

*Marilyn Scott shared an encounter when she was riding the bus, and a personal operating vehicle struck the bus's mirror. She commended the Operator for staying calm and safe during the situation.*

*Emily Bergkamp acknowledged Cameron Crass and Dena Withrow, who serve as the Deputy Director of Operations and the Operations Director, respectively. Bergkamp praised the excellent teamwork and support provided by these individuals to the organization's operators, especially during difficult times, such as family losses. Care and concern are shown by Cameron and Dena towards the well-being of the employees. Furthermore, Bergkamp expressed gratitude towards other essential groups within the organization, including operations supervisors, transit facility staff, and maintenance personnel. Operations supervisors are recognized as the first responders within the transit system, often handling issues on buses and managing traffic during accidents. Transit facility staff are appreciated for their maintenance of over 1000 bus stops and their efforts during facility relocations. Maintenance personnel are the unsung heroes who work tirelessly around the clock to ensure the fleet's preventative maintenance and address any defects, thus enabling the organization to function smoothly.*

*Eliane Wilson inquired if fixed route training and dial-a-lift training are the same or separate training.*

*Crass answered that all operators go through both fixed routes and Dial-a-Lift, so they are trained and able to drive for both services. Many new operators are assigned an "Extra-board" schedule that helps cover other operator's vacations and sick leave so a new operators' ability to step in and drive regardless of the need is important.*

*Dena Withrow thanked Cameron Crass for his presentation and recognition of transit workers. Withrow shared that she is relatively new to Intercity Transit and is amazed how the agency can show true appreciation to its staff, so they feel supported and can focus on providing excellent service to the community.*

**C. 2023 WalkNRoll Report – (Kerri Wilson)** Kerri Wilson serves as the Walk N Roll Program Supervisor and presented the 2023 Walk and Roll program report.

Wilson highlighted various initiatives aimed at promoting walking, biking, rolling, and riding public transit in the community. The report included an overview of partnerships and initiatives, events, bike shop activities, youth education, and future plans.

- **Partnerships and Initiatives:** The program collaborated with organizations such as the Childcare Action Council, Safe Kids Thurston County, and Target Zero to implement various initiatives. These included installing permanent traffic gardens at elementary schools, conducting mobile traffic garden projects, organizing bike rodeo events, and hosting the Great Olympia Bike Rodeo at Garfield Elementary School.
- **Events and Programs:** WalkNRoll organized events like Walk to School days, where students and families were encouraged to walk, bike, or roll to reduce traffic congestion and improve air quality. The program also conducted after-school and summer "earn-a-bike" classes, walk to school events, and bike maintenance classes in partnership with local schools, parks and recreation departments, and community organizations.
- **Bike Shop Activities:** The WalkNRoll Bike Shop provided essential services, including bike refurbishment, maintenance classes, and community engagement. They refurbished donated bikes, offered free community bike maintenance classes, and piloted bike tune-up class series. The bike shop also supported high school programs, such as Avanti High School's bike mechanics curriculum and the Hope Bike Shop at Reeves Middle School.
- **Youth Engagement and Education:** The program focused on educating youth about bicycle safety and maintenance through school curriculums, bike festivals, bike camping trips, and internships. They also provided transit education to school students through school bus visits and rolling classroom field trips, where participants learned about the importance of public transit.
- **Future Plans:** Exciting plans for 2024 included expanding programming at the WalkNRoll Bike Shop to offer more bike mechanics classes and volunteer opportunities. They also aimed to launch a Community Bike Shop program, increase adult bike programming, offer bike safety classes for adults, and provide refurbished bikes to adults in need. Additionally, the program planned to expand Learn to Ride classes and Summer Bike Camps to accommodate more participants.

Wilson answered questions.

*Rachel Weber asked about the best way to donate bikes to the program. She explained that places that used to take used bikes before the pandemic have since disappeared. Weber also wanted to know about the levels of usability that would be accepted.*

*Wilson answered that WalkNRoll accepts donations several times a week on Wednesdays and Saturdays. She also suggests calling ahead of time to make sure staff is available to receive the donation. Gently used bikes with tires that are 24 inches or larger are accepted.*

*Carolyn Cox inquired about Walk N Roll's outreach efforts to reach minority communities.*

*Wilson highlighted several initiatives aimed at increasing diversity and accessibility to the program's offerings:*

- *Expansion to Lacey: The summer bike camp will be held at Mountain View Elementary School in Lacey, making it more accessible to residents in that area, including minority communities.*



- *Partnerships with Avanti High School: Avanti High School serves a significant population of LGBTQ+ students, and the program collaborates with them to reach out to diverse groups.*
- *Expansion to Nisqually Middle School and Boys and Girls Club in Yelm: By bringing the earning bike program to these locations, the program aims to engage students who may not have had access to such opportunities before.*

*Regarding promotion and awareness, Wilson explained that promotion strategies vary depending on the program and location. Promotion typically occurs through partner organizations such as schools, Boys and Girls Clubs, YMCA, and Parks and Recreation departments. However, she acknowledged the challenge of promoting events independently and emphasized the importance of partnerships in reaching diverse communities.*

*Cox expressed appreciation for the efforts and acknowledged the challenges involved in spreading awareness and reaching underserved communities.*

*Emily Bergkamp thanked Wilson for her presentation, particularly for sharing her passion for WalkNRoll work as a cyclist and a mother. Bergkamp also highlighted a recent development of Dr. Debra Clemens from the North Thurston School District reached out to the program, presenting a valuable opportunity to engage with key stakeholders in the district's leadership. This interaction holds promise for expanding outreach efforts within that specific school district. North Thurston's strategic plan aims to ensure that every child in the district has access to either school or community-based activities, recognizing transportation barriers faced by some families. As part of this initiative, the district expressed interest in incorporating educational videos from the program into their advisory hour, particularly focusing on bus riding tips for middle and high school students. Kerri Wilson's effective representation of the program during discussions with the school district leadership has been instrumental in fostering collaboration and exploring opportunities for mutual benefit.*

**D. Equal Employment Opportunity Program Update-** *(Alana Neal)* Alana Neal, serves as the HR Deputy Director at Intercity Transit and delivered a comprehensive presentation on Intercity Transit's Equal Employment Opportunity (EEO) program.

Neal began by reaffirming the organization's commitment to providing equal employment opportunities without discrimination based on various factors, including race, creed, color, national origin, age, sex, religion, marital status, sexual orientation, veteran status, or disability. Alana outlined the legal framework governing employment discrimination, including federal laws such as Title VII and the Americans with Disabilities Act (ADA), as well as Washington state laws, which extend protections even further. Washington laws prohibit discrimination based on honorably discharged veteran or military status and the use of a trained service animal by a person with a disability.

The presentation delved into the components of Intercity Transit's EEO program, which align with regulatory requirements. These components include a statement of policy, dissemination of the policy internally and externally, designation of personnel responsible for implementation, utilization analysis with goals and timetables, continuous assessment of employment practices, and monitoring and reporting on the EEO program. Neal explained that Intercity Transit wants to make sure its policies and internal practices not only meet the requirements of the laws, but also meet the spirit of the laws. IT's policy, which can be found within the Human Resources Rules document states that "Intercity Transit will recruit, train, and promote to all job levels without regard to face, color, religion, gender,

marital status or family status, national origin, age, mental or physical disability, the use of a trained service animal, gender identity, genetic information, or veteran status.”

Alana provided an overview of the organization's demographics compared to county demographics, highlighting efforts to address any disparities through outreach and recruitment initiatives. She detailed various outreach strategies, including partnerships with educational institutions, job fairs, advertising, and collaboration with organizations like WorkSource. Intercity Transit’s agency-wide snapshot of gender is 26% female, 73% male, and 1% identifying as other. The 2020 Census shows Thurston County’s gender snapshot as 51% female and 48% male. Next, Neal shared race demographics and commented that the agency reported at 75% white, which is 4% down from 2020 when it reported at 79% white. For Operators, the trend continued and 72% reported as white, down from 76% reporting white in 2020. The statistics Neal shared highlight Intercity Transit’s progress in attracting staff reflective of the community it serves.

Neal also addressed recruitment processes, emphasizing fairness and equity. She outlined the steps involved in recruitment, from skills assessments to reference checks, and highlighted the organization's efforts to attract a diverse pool of applicants. Human Resources has fostered partnerships in the community with Grays Harbor Community College, South Puget Sound Community College, and Bates Technical College in Tacoma. These colleges share information about job openings and Intercity Transit currently utilizes Technician interns from Bates College. Other outreach efforts include recruitment during the Lacey Spring Fun Fair and job fairs at JBLM’s Hawks Career Center. WorkSource is another exciting partnership to reach applicants by hosting onsite interviews and physical testing at an all-day event. Human Resources staff will take staff along to various job fairs to aid in recruitment so candidates can speak with those that are most knowledgeable about a particular job. She highlighted pictures of Intercity Transit staff attending Pride where they spoke to many people about employment opportunities. In 2023, Neal shared that her team received 1,391 applications for employment, including 545 applications for coach operator positions. Intercity Transit onboarded 102 new employees and 65 operators in the five CDL classes offered last year. Neal further discussed racial demographics for the employment applications. 63% of applicants self-reported as white and ultimately, 64% of the new hires self-reported as white. While not shown in the presentation, this was an improvement over 2020’s reported numbers. Intercity Transit’s continued goals surrounding equal employment opportunity include ensuring that everyone feels free to be different and free from discrimination, that IT is a place where everyone is valued as an individual, and that all employees know their own beliefs and values are respected.

Neal answered questions.

*Eliane Wilson asked if Washington state had more stringent rules about service animals.*

*Neal explained that the use of service animals is not federally protected under Title XII, but Washington state laws do protect the people who utilize service animals from employment discrimination.*

*Emily Bergkamp commended Neal for her outstanding presentation and acknowledged the hard work of the human resources and admin services team, specifically mentioning Heather Stafford and Amy Zurfluh for their efforts in ensuring effective outreach and fostering diversity within the workforce. Bergkamp emphasized the importance of not only attracting diversity but also*

*supporting it within the workplace. She highlighted Neal's work in establishing the organization's first Diversity, Equity, and Inclusion committee, noting that it plays a crucial role in creating a supportive environment where employees feel comfortable expressing themselves. Additionally, Bergkamp noted the collaboration with consultant Parfait Bassale to further enhance the sense of belonging among employees.*

## **CONSUMER ISSUES**

*Rachel Wilson, who works for the state government in the Secretary of State's office inquired about Vanpool fees and the discrepancy between utilizing Vanpool services and paying for the cost of parking. Wilson's colleagues are satisfied with the service. However, she is worried that the cost of vanpooling seems to be higher than the cost of parking for some individuals.*

*Emily Bergkamp shared that Intercity Transit has good relations with state agencies and many offer some kind of subsidy for vanpooling. She acknowledges that it's never a bad idea to reapproach the conversation.*

*Dena Withrow added the Intercity Transit has some of the lowest vanpool fares in the state. The parking fee also does not contemplate the cost of wear and tear on a vehicle, tires, and fuel. Withrow affirmed that she will follow up on the partnership to see if they can do some additional work to make vanpooling even more attractive.*

*David Payton shared that his neighbor, who is vision-impaired rides frequently and has noticed an increase in personal operating vehicles driving recklessly around buses. Payton asked if the topic has been brought up before and if there is anything that could be done in partnership with local governments to help reduce the acceptable speed, whether it be through design components or higher levels of speed enforcement.*

*Withrow commented that she has not heard of the concern specifically, but is aware that city planners and transit planners frequently review walkability, traffic volume, and other factors when determining speed limits and speed deterrents. Withrow thanked Payton for elevating the question.*

*Rachel Weber stated that she is aware of a tactic called a "road diet" where paint is used to make the road appear narrower thus causing drivers to slow down because it feels like they have less room to maneuver. Weber stated that the Town of Shelton deployed this strategy due to budget issues and found success.*

*Bergkamp noted that Intercity Transit's planning department is very connected with local municipalities and always bringing awareness to the issue of transit-related development to ensure the thoroughfares are conducive to pedestrian access. Calming traffic is a major part of transit-oriented development. With the relationships that LaFontaine has built with other planning departments, Intercity Transit has a seat at the table to advocate for change with each new development.*

*Betty Hauser also shared that she has seen similar issues on Capitol Way and after speaking with a police officer she learned that the lights on the main thoroughfare were set to stay green unless a car pulled up to an intersecting street. This contributed to excessive speeds since there were not consistent measures in place to cause cars to stop.*

An Officer shared that they are contemplating placing the lights on a schedule to turn red periodically to assist with the speeding.

*Rachel Weber* asked about Routes 64 and 94, which are both scheduled to depart at 45 after and if it is the same schedule as before the pandemic.

*Bergkamp* answered that there is an upcoming service change in May that will add additional hours to the express route (620). After that change is implemented, staff may consider increasing the frequency of other routes, such as the 94. Currently, route 94 operates on a variable schedule, with some parts of the day having higher frequency than others. The goal is to standardize the frequency to 30 minutes throughout the day. Route 64 already operates on 30-minute headways and is likely to continue doing so. These changes are part of ongoing efforts to provide more reliable and consistent options for commuters. *Bergkamp* also shared about hiring efforts and the challenges faced by transit agencies. Planning contemplates an equation to determine the number of operators needed per service hour, aiming to restore pre-pandemic service levels. However, this doesn't fully consider challenges posed by the Washington State Paid Family Medical Leave Act, which grants workers a beneficial leave option that impacts the agency's FTE count and daily service commitments. Despite these challenges, *Bergkamp's* team is working to overcome them and move closer to delivering IT's service goals.

*JoAnn Scott* thanked staff for adding receptacles to bus stops at 4<sup>th</sup> and Pear and a Shelter at East Bay.

## **REPORTS**

- **February 21, 2024, ITA Report** – Clair Bourgeois attended. ITA Highlights were attached to the meeting packet with a summary.
- **March 6, 2024, ITA Report** – Rachel Weber attended the meeting and reported the following meeting highlights. First, the legal services contract was renewed to maintain Law, Lyman, Daniel, Kamerrer, and Bogdanovich's law firm (LLDKB) as Intercity Transit's general counsel. Then a contract was approved to continue working with a specialized consulting firm for the selection of a new Enterprise Resource Planning (ERP) software system. ERP's handle much of Intercity Transit's day-to-day business such as payroll, accounting, inventory, and more. Next at the meeting, *Bergkamp* shared the General Manager's report, including good progress on construction at the Olympia Transit Center, inviting Authority members to attend the Bus Buddy program's tenth anniversary on March 16<sup>th</sup>, sharing about March 18<sup>th</sup> as National Transit Employee Appreciation Day, recognizing Jessica Gould as Intercity Transit's new disadvantaged business and enterprise liaison, and announcing the Spring ITA retreat save the date for May 10<sup>th</sup> 8:30am-4:30pm.
- **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. Intercity Transit had a great celebration on March 16<sup>th</sup> at the Olympia Transit Center. Scott Schoengarth and all the Bus Buddies were on hand to commemorate this big milestone.

**TSA Base**

The Transportation Security Administration recently conducted a review of our security policies and procedures. This is called a Baseline Assessment for Security Enhancement (BASE) and its goal is to help us elevate our security posture in ways that are specific to our system. TSA returned to Intercity Transit on March 8th to provide an executive summary.

**Save the Date: South Sound Regional Roadeo**

June 29 & 30, Intercity Transit will host the regional transit roadeo at the Tumwater Brewery grounds. Regional Roadeos are a unique learning opportunity for Operators and Maintenance Teams to engage with other transit agency professionals and compete in driving skills and maintenance disciplines. Operators and Maintenance Teams with top scores progress to the statewide competition and the international competition.

**Transportation Choices Coalition Visit**

Kirk Hovenkotter, new Executive Director at Transportation Choices Coalition (TCC) visited Intercity Transit for a tour and meet and greet. Hovenkotter and Bergkamp also rode the bus from Pattison St. to the Olympia Transit Center so he could see the system. TCC is a partner in advocating for transit funding and access for both transit agencies and riders alike.

**NEXT MEETING: April 15, 2024, Pattison St.**

- **ADJOURNMENT at 7:30 pm.**