

**REVIED AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**Wednesday, June 19, 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 FOR THE MEETING HERE](#)

Or telephone at 5 p.m. for a sound check. Toll Free: (844) 730-0140 / Phone Conference ID 943 181 111#

**CALL TO ORDER**

**STAFF INTRODUCTIONS** **15 min.**

- A. Operator Class 24-03 (*Michael Midstokke*)
- B. Erik Gregory, Travel Training Coordinator (*Kevin Karkoski*)
- C. Katie Cunningham, Project Procurement Materials Mgr. (*Michael Maverick*)
- D. Joe Bell, Maintenance Supervisor (*David Chaffee*)

1) **APPROVAL OF AGENDA** **1 min.**

2) **PUBLIC COMMENT** **3 min.**

3) **APPROVAL OF CONSENT AGENDA** **1 min.**

- A. Minutes – April 17, 2024, May 1, 2024, and May 15, 2024
- B. Payroll May: \$3,272,867.53
- C. Accounts Payable May: \$3,851,171.70  
Warrants: \$3,834,890.57  
ACH Payments: \$16,281.13
- D. **Surplus Property** (*Noelle Gordon*): Staff is requesting the Authority declare the items listed in Exhibit A as surplus. This list includes various parts from Inventory and computer equipment from Information Services which are surplus to our needs. The total value of the items listed in Exhibit A is estimated at \$37,833.34.

4) **NEW BUSINESS**

- A. DEI Committee/Juneteenth Presentation (*Alana Neal*) **20 min.**
- B. New Work Van Purchase (*Katie Cunningham*) **5 min.**
- C. Mid-Year Budget Update (*Jana Brown*) **10 min.**
- D. Amending the Employees' Retirement Plan and Trust Resolution 02-2024 (*Jana Brown*) **10 min.**
- E. Schedule 2024 - 2027 Title VI Public Hearing (*Rob LaFontaine*) **15 min.**
- F. Schedule Public Hearing for 2023 Annual Report & 2024-2029 TDP (*Rob LaFontaine*) **20 min.**
- G. Authority Community Representative Recruitment (*Emily Bergkamp*) **10 min.**
- H. Warehouse Lease (*Jonathon Yee*) **5 min.**

5) **COMMITTEE REPORTS**

- A. Thurston Regional Planning Council (June 7) (*Debbie Sullivan*) **5 min.**
- B. Transportation Policy Board (June 12) (*Justin Belk*) **5 min.**
- C. Community Advisory Committee (June 17) (*Nicole Smit*) **5 min.**

- |    |                                 |               |
|----|---------------------------------|---------------|
| 6) | <b>GENERAL MANAGER’S REPORT</b> | <b>5 min.</b> |
| 7) | <b>AUTHORITY ISSUES</b>         | <b>5 min.</b> |
|    | <b>ADJOURNMENT</b>              |               |

*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).*

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**April 17, 2024**

**CALL TO ORDER**

Chair Gilman called the April 17, 2024, meeting of the Intercity Transit Authority to order at 5:30 p.m. This was a hybrid meeting held at the Pattison Street facility.

**Members Present:** Chair and City of Olympia Councilmember Clark Gilman; Vice Chair and Thurston County Commissioner Carolina Mejia; City of Tumwater Mayor Debbie Sullivan; City of Lacey Councilmember Carolyn Cox; Community Representative Sue Pierce; Community Representative Justin Belk; Community Representative Don Melnick; Kiersten Price, Labor Representative.

**Members Excused:** City of Yelm Councilmember Brian Hess; Labor Representative Mark Neuville.

**Staff Present:** Emily Bergkamp; Amanda Collins, Dena Withrow; Jana Brown; Jason Aguerio; Katie Cunningham; Pat Messmer; Peter Stackpole; Matt Kenney; Michael Maverick; Heather Stafford; Nathan Davis; Alana Neal; Cameron Crass; Brian Nagel; Jessica Gould; Nick Demerice; Jonathon Yee; Tammy Ferris; Fiona Sheehan; Zach Heinemeyer; Thera Black.

**Others Present:** Jeff Myers, Legal Counsel; Harrison Ashby, Community Advisory Committee; Councilmember Kelly Von Holtz, City of Tumwater.

**STAFF INTRODUCTION**

- A. **Operator Class 24-02** (*Cameron Crass*)
- B. **Sarah Ruffini, Transit Trainer** (*Cameron Crass*)
- C. **Lyndzie Parker, Marketing & Communication Rep** (*Nick Demerice*)
- D. **Fiona Sheehan, Development Assistant** (*Peter Stackpole*)

**APPROVAL OF AGENDA**

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

**PUBLIC COMMENT**

Community member Larry Taylor provided public comment regarding concerns about the proposed traffic circle and the impact on traffic flow on Martin Way, specifically from Ridgeview onto Martin Way and Duterrow and Meridian Roads. Mr. Taylor provided copies of letters on this topic signed by other members of the community. These letters will be filed with the Clerk's office.

## APPROVAL OF CONSENT AGENDA

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

- A. **March 6, 2024, and March 20, 2024, Minutes**
- B. **Payroll March:** \$4,901,467.88
- C. **Accounts Payable March:** \$4,970,727.41  
Warrants: \$4,962,507.45  
ACH Payments: \$8,219.96

## NEW BUSINESS

- A. **New Work Truck Purchase.** Senior Procurement and Project Management Coordinator, Katie Cunningham, presented the purchase of two Ford Work trucks. Intercity Transit seeks to purchase two (2) new Ford work trucks, with service bodies, from Bud Clary Ford under Washington State Department of Enterprise Services (DES) Contract 05916. These vehicles will replace two (2) Facilities trucks which have each met their useful life. Intercity Transit expects these two (2) new trucks will be substantially similar to and complement the work trucks currently in use.

As a member of the Washington State Purchasing Cooperative, Intercity Transit is eligible to purchase from DES Contract 05916, which was competitively awarded to Bud Clary Ford for this vehicle class. Staff concurs with DES's assessment regarding fair and reasonable pricing and Bud Clary Ford's ability to perform. Based on our past experience with Bud Clary Ford and Ford work trucks, staff is confident these vehicles are mechanically sound and will serve our agency and staff well.

**It was M/S/A by Sullivan and Belk to authorize the General Manager, pursuant to Washington State Contract 05916, to purchase two (2) Ford work trucks from Bud Clary Ford in the amount of \$217,600 including sales tax.**

- B. **Hydrogen Fuel Cell Electric Bus Purchase.** Senior Procurement and Project Management Coordinator, Katie Cunningham, presented the purchase of five replacement 40' hydrogen fuel cell electric buses. Intercity Transit received a Regional Mobility Grant Program award (\$5,578,261) and Green Transportation Grant Program award (\$3,372,174) from the Washington State Department of Transportation to purchase a total of five (5) replacement Hydrogen Fuel Cell Electric Buses for a hydrogen demonstration project. To utilize these grant awards, Intercity Transit seeks to purchase five (5) 40-foot hydrogen fuel cell electric buses from New Flyer under Washington State Department of Enterprise Services (DES) Contract 06719.

These new buses will replace coaches from our current fleet which have met their useful lives. New Flyer is currently scheduling build and delivery dates for 2025.

To ensure our ability to meet grant requirements, it is imperative that we solidify our position on New Flyer's production schedule as soon as possible.

This request includes the purchase of five (5) hydrogen fuel cell electric buses, through DES Contract 06719, for a purchase price of \$1,588,228 per bus, or a total of \$7,941,139 for all five (5) buses, including sales tax. This request also includes associated diagnostic tools and training, in the amount of \$522,518, which are necessary for Intercity Transit's successful implementation and maintenance of the new coaches. The total purchase value, including sales tax and an approximate 4% contingency to allow for any unforeseen changes during the production process, is \$8,950,435.

DES competitively bid Contract 06719, awarding the lowest responsive and responsible bidders by vehicle category, and New Flyer was selected for this purchase. As a member of the Washington State Purchasing Cooperative, Intercity Transit is eligible to purchase from the DES contract. Staff concurs with DES's assessment regarding New Flyer's ability to perform, and that the contract pricing is fair and reasonable. New Flyer has extensive experience in the bus manufacturing industry, and staff are confident that these vehicles will be mechanically sound and will serve our staff and customers well for many years to come.

**It was M/S/A by Melnick and Cox to authorize the General Manager, pursuant to Washington State Contract 06719, to purchase five (5) replacement 40-foot hydrogen fuel cell electric buses from New Flyer of America, Inc. (New Flyer) in the amount of \$8,950,435, which includes sales tax and an approximate 4% contingency.**

- C. Schedule TIP Public Hearing.** Grants Program Manager, Jessica Gould, presented the 2025-2028 Transportation Improvement Plan. The draft 2025-2028 TIP is consistent with projects that are identified in Intercity Transit's long-range capital and budget planning documents including the *2023- 2028 Transit Development Plan*, and the *2024-2029 Strategic Plan*. Both of these documents are published and available on the agency website. The agency's TIP is the first step in the annual cycle of reviewing and updating Intercity Transit's planning documents and identifying projects that need to be programmed into the state and federally required State Transportation Improvement Program (STIP). Additionally, this process provides an opportunity to encourage public input and participation in the programming of federally funded projects.

Program elements in the draft 2025-2028 TIP include:

- Preventive maintenance of vehicles in IT's fleet.
- Purchase of replacement vanpool vans.
- Continuing progress on Bus Stop Enhancements and Accessibility program

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- Continuing Youth Education Program(s) that foster skills and provides education on using transit, bicycling, and walking as transportation choices.
- Acquisition of heavy-duty coaches to replace models that are at or beyond their expected useful life.
- Purchase of replacement *Dial-A-Lift* vans to meet the needs of our region's eligible clients.
- Planning, design, and capital improvements to provide High Capacity or corridor service consistent with the adopted Long-Range Plan.
- Planning, design, facility, and site improvements for Alternative Fuel Infrastructure systems.
- Planning, design, and construction of the NE Lacey Operational Support Terminal Facility which is also known as the East Martin Way Gateway Roundabout project.
- Real Time and Digital Signage project.

A summary of the proposed schedule and process highlights for this year's TIP review and adoption process is as follows:

- **April 17, 2024** – Brief ITA on schedule and request Public Hearing Date
- **April 18, 2024 – May 15, 2024** –Draft TIP is published & Public Comment period is open.
- **May 15, 2024** – Public Hearing on Draft TIP
- **June 5, 2024** – Consideration of 2025-2028 TIP for adoption by the Authority
- **June 6, 2024** – Submit Approved TIP to MPO and State. Update Projects in STIP.

Projects are identified in the draft TIP for public review, comment, and consideration for ITA adoption on May 15, 2024. They are also subject to review by the Thurston Regional Planning Council and Puget Sound Regional Council (for projects that include secured or anticipated PSRC Earned Share formula funds), for inclusion in the respective regional TIP (RTIP). Federally funded projects must also be included by Intercity Transit through TRPC/PSRC for federal and state approval in the STIP prior to actual funding being available. An updated list of projects and estimated Federal share will be available for the public following the adoption of the schedule and will be reviewed with the ITA at the April 17th regular meeting.

**It was M/S/A by Pierce and Mejia to schedule a public hearing for May 15, 2024, at 5:30 p.m. to receive public comment on the draft Intercity Transit 2025-2028 TIP.**

**D. Capital Improvement Plan Draft Review and Schedule a Public Hearing.** Chief Financial Officer, Jana Brown, presented the draft Capital Improvement Plan for 2025-2029. Intercity Transit has always maintained plans for implementing capital

projects. These plans have been utilized in our Transportation Improvement Program (TIP), Transportation Development Plan (TDP) and Intercity Transit's annual budgeting process. This Capital Improvement Plan (CIP) is a planning tool to further articulate these plans and bring them all together to coordinate with the operating budget. The CIP is updated every year for inclusion in the annual budget process, discussions, and approvals. The CIP must be fiscally constrained and maintain the purpose of keeping all assets at a state of good repair to protect Intercity Transit's capital investments and minimize future maintenance and replacement costs. Five-year forecasts also help mitigate challenges of applying a one-year budget to multi-year projects. Lastly, using this methodology will also help in providing long-range financial forecasting.

**It was M/S/A by Sullivan and Melnick to schedule a public hearing for the Draft Capital Improvement Plan 2025-2029 for 5:30 p.m., Wednesday, May 15, 2024. Final adoption is proposed for June 5, 2024.**

## **COMMITTEE REPORTS**

- A. Thurston Regional Planning Council (Apr. 5):** Sullivan said TRPC received a presentation on the Thurston County Industrial Lands Study. Members received an overview of a recently completed study of countywide industrial lands. The purpose of the study was to determine whether an adequate supply of industrial lands exists to accommodate demand. The report looked at trends, existing supply and projected growth over the next 20 years.

Marc Daily gave a Legislative Session recap on all TRPC-related issues, and the Council received a first review of the Unified Planning Work Program (UPWP). Staff provided an overview of proposed updates to the Regional Transportation Plan related to climate change. The changes are considered part of the overall 2025 update to the RTP.

- B. Transportation Policy Board (Apr. 10).** Belk said the TPB approved the City of Tumwater request to amend the 2024-2027 Regional Transportation Improvement Program to include Somerset Hill Fish Passage Barrier Removal.

Katrina Van Every presented an overview of the State Fiscal Year 2025 Unified Planning Work Program (UPWP), including the eleven unfunded needs identified in the draft and subsequent meetings with Technical Advisory Committee (TAC) members and state and federal partners. TPB recommended Council adopt the UPWP and requested Council to direct Thurston Regional Planning Council (TRPC) staff to initiate a conversation with jurisdictions on coordinating visionary projects for the region.

Belk said there is a long list of unfunded needs TRPC would like to accomplish, mostly planning and programming work, like how to make better use of big data

and move towards multimodal level of service standards, regional carbon reduction strategy, etc. After the end of this presentation, Belk said the passion in the room among the Board was they want TRPC staff and the Board itself to “be bold and unafraid” about other big cross-jurisdictional projects. Given all the money on the table to be had from the federal government and elsewhere, he believes the long-standing members on the Board want to tee up these projects for example Martin Way that spans multiple jurisdictions. TPB recommended the approval of the UPWP but there is a big insistence that the TRPC think “bigger” about capital projects that involve more members across jurisdictions. The full presentation can be found here:

[https://www.trpc.org/DocumentCenter/View/12609/A7\\_UPWP-Presentation](https://www.trpc.org/DocumentCenter/View/12609/A7_UPWP-Presentation)

Belk said following the Transportation Policy Board's review of TRPC's 2024 Call for Projects, key policy directions were established. Members agreed to allocate \$1 million from the Carbon Reduction Program Fund to prioritize the Trail Pavement Preservation Set Aside. Additionally, enhancements to the Active Transportation and Safety Project Selection Criteria were approved, incorporating considerations such as ADA compliance, street lighting, pavement markings, and enhanced street connector features. The TPB review process for scoring and ranking proposals will entail three meetings, including an in-person meeting in November, with the timing of a subcommittee meeting to be determined later. The TPB recommended setting aside money from the carbon reduction program fund for trail preservation. While TRPC has it on the list to do more planning-related to trails, the need for preservation is so high that the money will be a big benefit for the good. The full presentation can be found here: [https://www.trpc.org/DocumentCenter/View/12608/A8\\_2024-Call-for-Projects-TPB-041024](https://www.trpc.org/DocumentCenter/View/12608/A8_2024-Call-for-Projects-TPB-041024)

- C. Community Advisory Committee (Apr. 15):** Harrison Ashby said the CAC received an update on the Zero Fare Program, learning the history surrounding the demo project. The update included ridership levels and a comparison between pre-pandemic levels and now. Members received a presentation on the Winter Bicycle Community Challenge and the upcoming events in May. Members had a good conversation regarding the potential for providing a CAC stipend. At the conclusion of the meeting, members were taken on a tour of the AdOps facility.

## **GENERAL MANAGER’S REPORT**

Bergkamp shared that the Intercity Transit’s Maintenance Rodeo Team took first place at the Pierce Technician Rodeo last weekend. Their closest competitor, Kitsap Transit, was 200 points behind them in 2<sup>nd</sup> place, with Link Transit tying up the rear in 3<sup>rd</sup> place. Congratulations to the Team and their Coach:

- Bryce Reinhardt – Team Coach
- Jonathan Reynolds – Coach Technician



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- Sean Malay – Coach Technician
- Richelle Lokin – Coach Technician

On April 6 through 9, Bergkamp, two ITA Board Members, Chair and City of Olympia Councilmember Clark Gilman, Mayor of Tumwater, Debbie Sullivan and Chief Marketing and Communications Officer, Nick Demerice attended the [American Public Transportation Association's \(APTA\) Legislative Conference](#). This annual visit provides Intercity Transit the opportunity to visit with legislators from both the House and Senate that represent the communities the agency serves, and who also work for continued support and funding of the essential, lifeline services IT provides.

The group met with staffers from the following legislator's offices:

- Naseem Mehyar with [U.S. Senator Maria Cantwell's Office](#)
- Katherine Gillespie with [U.S. Representative Marie Glusenkamp Perez Office](#)
- Elizabeth Beltran with [U.S. Representative Marilyn Strickland Office](#)

The group had a very special opportunity to meet in person with [Senator Patty Murray](#), at the U.S. Capitol Building, inside one of the most beautiful meeting rooms imaginable, where the Committee on Appropriations meets, which she is the Chair. Senator Murray serves on four U.S. Senate Committees and is the first female Senate President Pro Tempore. The group joined fellow Washington State Transit Agencies for our visit, Link Transit, Skagit Transit and Pierce Transit, along with APTA Senior Leadership who bestowed an [Advocacy Champion Award](#) to Senator Murray. The award recognizes members of Congress who led efforts to increase investment in the nation's public transit, passenger rail and multimodal infrastructure and strongly support public transportation.

Bergkamp reminded everyone the Earth Day Market Ride is this Saturday, April 20. Meet your neighbors and enjoy a bike ride to the Farmer's Market. Group rides, including a family-friendly route, start in several different neighborhoods and converge downtown at the Heritage Park fountain. Then the group will ride to the Olympia Farmer's Market. Details can be found at the Bicycle Community Challenge website: [2024 Earth Day Market Ride | BCC \(intercitytransit.com\)](#)

## AUTHORITY ISSUES

Cox said the Thurston Climate Mitigation Collaborative met for a retreat and they discussed two possible directions the organization was going to focus on. One focus centered around transportation and trying to get zoning that was required, fewer parking places and would be more reliant on transit trying to get the jurisdictions to work on their zoning so they required more emphasis on transit. The other direction would be more about the built environment. Cox said Mr. Taylor who provided public comment also provided comment at the Lacey City Council meeting in opposition to the roundabout and asked Lacey to rescind any endorsement of this project.

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Regarding hydrogen fuel cell buses, Melnick said while funding is being made available, he thinks the intent is to get more learning done more quickly than it could be done in any other way by having users involved. In the past, we've been reluctant to explore battery electric because the others we saw buying them couldn't make them run. But he thinks in this case we've done a lot more homework on both battery electric and hydrogen fuel, and from what he's read, Europeans are ahead of us in buying hydrogen fuel buses and the Chinese are ahead of them. He thinks IT would benefit significantly by being part of the experiment as opposed to waiting and in many ways thinks this is more important because of the rapidly changing chaotic times we live in. We can't wait until the answers are sorted out because it's going to delay us taking action in one direction or another.

Melnick mentioned there are two other major agencies in Thurston County who use buses. The two big school districts run buses at the magnitude comparable to what we do, and he thinks it's incumbent upon IT and them to understand what's going on. We're about to make a decision on hydrogen fuel and Melnick thinks there should be some sort of a forum where we could learn from them about their experience with electric buses and they could learn from us about our decisions to move to hydrogen fuel. He encourages staff to start a dialogue.

Sullivan appreciates staff for making the trip to the APTA Legislative Conference in Washington D. C. so successful. She said the group rode the Metro more than ever before, and likely everyone from the East Coast is accustomed to it, and it was pretty amazing. She wished we had a system like that in Washington state.

Pierce said it was interesting to hear public comment on the roundabout project, and she realized it's been a long time since we've had anyone from the public speak before the Board on an issue. She spoke with Bergkamp about the roundabout project thinking it was still in the very early stages and was sure we've thought of some of the issues brought up and Bergkamp reassured her that IT is in the early stages and still in the planning and study phase. Pierce is curious to know more about the project. Also, Pierce represented the ITA at the CAC meeting on Monday, April 15 and was glad to see the agenda item about the CAC stipend, and was pleased the CAC were able to discuss it prior to the ITA making any decisions. She thanked staff and Melnick for pulling that all together.

Gilman asked which agency is handling the transportation, engineering and traffic impact study on the roundabout project. Stackpole said SCJ Alliance is doing the traffic study and after reviewing the scope, we may need to expand it a little bit just to make sure that the verbiage and the scope represents what we want to study in terms of the adjacent neighborhoods and intersections. Gilman asked if Intercity Transit is doing the engineering and traffic analysis rather than the county or Lacey. He also inquired about who is responsible for accepting complaints. Bergkamp said IT is responsible for accepting and responding to complaints.

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Gilman noted the Olympian is the media of record when publishing legal notices and he suggests reconsidering looking at their circulation. He doesn't believe that legal notices are on their website, that you have to pull up the PDF facsimile of the paper and scroll through the pages to get to that section and he's not sure the information reaches any eyes or if it's even relevant at this point. He said the cities are asking the same question about where's the "town crier?"

**ADJOURNMENT**

**With no further business to come before the Authority, Chair Gilman adjourned the meeting at 7:09 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Clark Gilman, Chair**

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**Pat Messmer  
Clerk to the Authority**

**Date Approved: June 19, 2024**

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

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**May 1, 2024**

**CALL TO ORDER**

Vice Chair Mejia called the May 1, 2024, meeting of the Intercity Transit Authority to order at 5:30 p.m. This was a hybrid meeting held at the Pattison Street facility.

**Members Present:** Vice Chair and Thurston County Commissioner Carolina Mejia; City of Lacey Councilmember Carolyn Cox; City of Tumwater Mayor Debbie Sullivan; Community Representative Justin Belk; Community Representative Sue Pierce; Community Representative Don Melnick.

**Members Excused:** Chair and City of Olympia Councilmember Clark Gilman; City of Yelm Councilmember Brian Hess; Labor Representative Mark Neuville.

**Staff Present:** Emily Bergkamp; Daniel Van Horn; Jason Aguero; Pat Messmer; Thera Black; Matt Kenney; Jana Brown; Dena Withrow; Brian Nagel; Peter Stackpole; Jessica Gould; Michael Maverick; Nick Demerice; Ramon Beltran; Steve Swan; Lynn Cunningham; Christina Loomis; Tunisia Price.

**Others Present:** Jeff Myers, Legal Counsel; Betty Hauser and JoAnn Scott, Community Advisory Committee.

**STAFF INTRODUCTIONS**

A. Dena Withrow introduced **Christina Loomis, Operations Assistant.**

**APPROVAL OF AGENDA**

It was M/S/A by Cox and Pierce to approve the agenda as presented.

**PUBLIC COMMENT - None.**

**NEW BUSINESS**

A. **Marketing & Communications Update.** Chief Marketing, Communications and Outreach Officer, Nick Demerice provided an update on activities and plans of the Marketing and Communications team following work with focus groups in late 2023. Demerice reviewed the Goals and Philosophy centered around three primary audiences – Customers; staff; and community members and stakeholders. The philosophy includes the right information at the right time delivered to the right people in the right way.

Demerice said the Marketing team consists of five members: Nicky Upson, Sr. Communications and Marketing Coordinator; Ally McPherson and Tunisia Price,

Communications and Marketing Coordinators; Lyndzie Parker, Communications and Marketing Representative.

Demerice talked about focus groups, which is the best way to talk with people about what IT knows and doesn't know. We worked through several contractors to convene a group of three focus groups – put out the call and over 130 individuals volunteered for 30 spots via Zoom from October 2 – 6, 2023, and the groups were divided into current riders, potential riders and those unlikely to ride. Here are the key findings:

- *Almost everyone, whether riders, potential riders, or non-riders, view IT and its services positively. Additional information only reinforced their positive perception of IT.*
- *Perceptions of safety is a key differentiator between current and potential riders.*
- *People are interested in alternatives to driving, but some want to take transit for leisure and not necessity.*
- *Regardless of rider category, accessibility, safety, new locations, and expanded service were all identified as desired areas of improvement.*
- *There are very few real “non-riders,” or people who will never use IT services.*

Demerice said the next step was to create a Persona Development – creating fictional characters to represent specific segment of a target audience or user base. He reviewed the four rider groups: Transit Dependent Riders; Choice Riders; Chance Riders; and Captive Drivers.

Demerice talked about branding, which is the overall perception of a product, service, company or individual in the minds of consumers. It's accumulation of all our engagement with potential customers. The purpose of a brand platform ensures brand consistency; drive better teamwork and alignment; guide better decision making; and stand out from the competitors. Brand Elements are:

- **Personality:** (Primary) Sincerity- authentic, down-to-earth, and caring.  
(Secondary) Competence- efficient, reliable, and capable.
- **Voice:** Professional, friendly, humble, straightforward, and approachable. Voice is adjusted based on target audience.
- **Target:** Build trust by sharing meaningful stories about the impact on the individual and the entire community, behind-the-scenes glimpses of our brand and demonstrating our commitment to transparency.

Demerice talked about developing brand messaging “Pillars.” As we're out communicating about the system, we want to make sure all those communications and key messages, and documents we're creating are feeding into “pillars:”

- Providing equitable access
  - Providing equitable access to our service by removing barriers.
- Always putting the customer first

- Customers are our top priority. Each is special with unique reasons to ride. Our services meet customers' needs and we listen, learn and grow alongside our customers, offering safe, friendly, accessible and convenient services.
- Safe and dependable transportation
  - Count on us for safe and reliable transportation that connects them to what matters most. We ensure the journey is safe and worry-free, even in challenging conditions.
- Quality and creativity
  - We deliver the highest level of service in quality and explore ways to better serve customers and enhance the community impact.

Demerice showed a chart of MARCOM's campaign timeline. On the chart is the Zero Fare campaign, working within the local markets through radio and social media to start reminding people about zero fare to be deployed within the next three months. There are many non-riders who do not realize IT is zero fare, so this is a great introduction. Going to tell it through the "lens" of the riders.

Demerice shared the outreach and event calendar. Each month includes specific events with IT out there in the community with such examples like Panorama Volunteer Fair; Spring Arts Walk; Lacey Events; Parades; Fall Fest; and Downtown for the Holidays.

Another key strategy is internal communications. Intercity Transit staff receive clear, timely, and engaging content so everyone feels empowered with information across the organization. Some of these communications include Emails from the General Manager; Operations' Updates; Rider News; The HUB; and the Inside I. T. to name a few.

Lastly, Demerice talked about the creation of an employee intranet known as The Hub launched in summer of '23. It's available to all employees – it contains staff directories, forms, budget and marketing information, Rider News links, committee information, payroll and a lot more.

Demerice said MARCOM is doing the research, and trying figure out where IT has been, where IT is going, and pulling those together to align them to a consistent brand.

**B. Review of May Service Change.** Steve Swan, Senior Planner provided an overview of the May 2024 fixed-route schedule and projections to service in the months ahead. Swan talked about the journey the Planning staff have been on in the past four years and what specifically they'll be doing for the service change taking place this weekend. Swan referred to a Service Restoration Progress diagram showing how service cuts were made due to the pandemic, and how they had to make seven different service cuts in a month and a half to pare down the system to be able to

have the operational support to run the service. Swan said it was a challenging time looking at several options and getting creative by looking at ways to reduce the amount of service on current routes, by not having them run as late in the evening or start early in the morning or run as frequently. Systems had to be shut down and coming back from all of this is challenging for everyone involved. Swan referred back to the diagram and explains how the bars indicate annual number of revenue hours for each service change and the ridership numbers, and it shows we're running service more efficiently.

Swan touched on restoration and said there were seven different service changes in the months of March / April 2020 and each service change involves the help from all areas of the agency, and reducing service seven different times in a short time was difficult, and slowly service is being restored over the past three years.

The upcoming service change this weekend is the ninth of ten service changes since 2020 and we anticipate in September 2024 the service change will bring us back up to where we were in terms of revenue hours and miles, back to where we were pre-pandemic.

Swan said the upcoming service change involves the following:

- More frequency weekday service on *Olympia Express\** (Route 620) between Olympia and Lakewood
- Resume *The One\** high-performance corridor demonstration project
- Other miscellaneous adjustments including swapping the Route 65 and Route 68 Bays at the Lacey Transit Center

Swan said staff is actively drafting the 5-year Transit Development Plan that is updated yearly and contains a high-level forecast of planned changes to service.

Belk asked what could be shared about the upcoming changes to the new Dash Service Multi Phase in September. Swan said it's still a work in progress, but it will involve taking Route 42 that goes to SPSCC and Family Court, and combining that with service to downtown Olympia and the Capitol Campus. The Route 42 is currently on a 45-minute headway and it doesn't connect well with anything else. It will align with a service that goes downtown and line up with the Capitol Campus and add an extra bus to that rotation and run everything on 30-minute frequency.

**C. Community Advisory Committee (CAC) Stipend.** Bergkamp presented a proposal on whether to implement a CAC member stipend. 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. Bergkamp said there were a few members who think this is a good idea, and there were concerns about how it might change the dynamics of the committee.

Discussion ensued by the Board members and staff. Pierce attended the CAC meeting where they discussed this topic and she found it interesting. She feels this topic will take more thinking and digging and conversations before the Board can make a decision. Bergkamp said information was gathered about how this is handled by the cities of Lacey and Olympia, and staff can research more on what's happening statewide. Cox said the City of Lacey recently had a report on this topic and about 40% of the people on the city's various advisory boards and commissions turned down the stipend, and 60% said yes that it would be helpful. She also believes having a stipend will help with future recruitment efforts. Bergkamp said the CAC did discuss having an "opt-out" option versus "opt-in." Belk understands the concerns, but he's not worried about a stipend changing the dynamics of the committee and it could reduce barriers.

- D. Zero Fare Update.** Bergkamp provided an update on the Zero Fare Demonstration Project. 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 93%, 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.

Bergkamp continued with a brief history of the Zero Fare Pilot. The Road Trip was a 2-year community planning process started in 2016, to help create a long-range plan to guide the future of Intercity Transit, and to gauge what kind of public transportation system our community wanted. A special task force was formed to



aid in this process comprised of public and private stakeholders. Part of the Road Trip was to do a lot of outreach and obtain community feedback on the type of public transportation system the community wanted. The outreach was conducted in a variety of ways that included:

- Intercept Surveys
- Idea Boxes
- Social Media
- Open houses
- Online Survey

The information resulted in 3,500 survey participants and overall received 10,000 comments. This helped establish service priorities (Proposition 1 & 9 Promises) and helped guide what the long-range plan would look like.

Bergkamp said 83% of Road Trip participants wanted a transformational transit system, and the nine promises were born. The capital and operational costs of the nine promises determined between \$16M and \$20M of new funding would be needed. 67% of Road Trip participants stated they were supportive of paying for a transformational transit system. A separate Elway poll confirmed community support at an identical 67%. This led to asking voters to increase the sales and use tax within the public transportation benefit area by four-tenths of one percent (0.4%) changing from 0.8% in 2018 to our current 1.2%. Service expansion started in 2018.

Bergkamp shared the nine promises:

1. **Extended Span of Service** – Service starts earlier, ends later, operates on weekends
2. **Improved Frequency** – Busy routes to 15-minute service; all others 30-minute
3. **Service to New Areas** – Bus/Dial-A-Lift will be extended to new and growing areas
4. **On-Time Performance** – Put additional buses into service as congestion increases
5. **Enhanced Capital Facilities** – Better bus stops with shelters, benches, and lighting
6. **Bus Rapid Transit** – High-frequency, direct, comfortable and cost-effective service
7. **Night Owl Service** – On-demand, late night service to and from downtown
8. **Enhanced Commuter Service** – Express from Olympia-Lacey to Lakewood-Tacoma
9. **Fare-Collection Efficiencies** – Easier pay options to reduce delay, simplify access

Bergkamp shared slides visualizing the nine promises starting with the way fares are paid. She then “fast-forwarded” to 2019 and arrived at the resolution of approving a 5-year zero fare demonstration pilot.

Authority and stakeholder workgroups convened to review numerous alternatives for the fare structure and eventually chose the model of “Zero Fare.” They elected to not try and develop alternative revenue streams (i.e. get financial contributions from larger employers or agencies to offset fare revenue loss) as it would deter ridership potential but felt it was “included” as part of the Prop 1 promise and wanted it to be clean and simple to increase the likelihood of long-term success.

Bergkamp shared the anticipated benefits of Zero-Fare:

1. Promote social equity: Fares are disproportionately harmful to those who can least afford to pay them.
2. Increases Ridership: During the first month of implementation IT experienced a 20% increase in ridership.
3. Buses run faster: Fare collection and disputes about fares are some of the top reasons for delays.
4. Lowers operating costs: Eliminates costs for fare collection, fare equipment, ticket management and administration.

Bergkamp talked about equity and provided recent snapshots of what poverty looks like in Thurston County. For a growing number of U.S. households, financial stability is nothing more than a pipe dream, no matter how hard their members work. These households are referred to as “ALICE,” a term the United Way created and stands for: *Asset Limited, Income Constrained, Employed – earning above the Federal Poverty Level yet struggling to afford basic expenses.*

ALICE households span all races, ages, ethnicities, and abilities, though households of color are disproportionately ALICE, include workers whose wages cannot keep up with the rising cost of goods and services. Often includes those who are working two or more jobs and still cannot pay their bills. Includes family members who need care and assistance, which makes it harder for their caregivers to find adequate work. They live paycheck-to-paycheck and are forced to make impossible choices like pay rent or buy food, receive medical care or pay for childcare, pay utility bills or put gas in the car. ALICE may be your relative, friend, colleague, or neighbor. ALICE may also be your healthcare provider, teacher, retail clerk, sanitation worker, and others. ALICE workers are the backbone of our economy, with the pandemic making it crystal clear just how much we need them.

Bergkamp referred to a slide and said the City of Olympia hosted an online survey between July 15-August 16, 2022, entitled “Olympia Strong: A Roadmap for Economic Resiliency” which surveyed approximately 500 respondents. One of the questions asked was, **“In the last year, have you or anyone in your household experienced any of the following.”** Responses are separated by homeowners and renters.

1. Lost a job or business 41% who rent.
2. Lost income or hours 74% who rent.

3. Found it difficult to make rent 78%.
4. Had difficulty buying food/ groceries 96%.

These statistics show our community benefits from having quality public transportation that reduces barriers to access.

Bergkamp continued and said staff was able to gather very helpful information regarding household income levels of our riders through a Title IV Passenger Survey, which was completed recently by Western Washington University Center for Economic and Business Research. The Center for Economic and Business Research, directed by Hart Hodges, Ph.D. and James McCafferty is an outreach center at Western Washington University located within the College of Business and Economics. In addition to publishing the Puget Sound Economic Forecaster, the Center connects the resources found throughout the University to assist for-profit, non-profit, government agencies, quasi-government entities, and tribal communities in gathering and analyzing data to respond to specific questions. They use a collaborative approach to help inform clients like Intercity Transit, so we are better able to hold policy discussions and craft decisions. The Center employs students, staff, and faculty from across the University as well as outside resources to meet the individual needs of agencies like Intercity Transit.

In both the Spanish and English survey results, there is a large majority of those whose annual household income falls below \$16,000. A little over half of the English survey respondents reported earning less than \$16,000 in annual gross income (50.1%). The smallest percentage of respondents reported earning a household income ranging from \$85,000 to \$94,999 (0.6% of the survey population).

As for the Spanish survey respondents, 75% reported a household income of less than \$16,000, and 25% reported a household income of \$35,000 to \$44,999.

Data from the U.S. Department of Housing and Urban Development shows the median family income for Olympia-Tumwater is \$102,500, which includes all family sizes. With only 4.4% of household incomes larger than \$105,000, this median income is unlikely to fit survey respondents. The household incomes of most survey respondents are lower than \$102,500. According to the Housing Authority of Thurston County website updated May 15, 2023, low-income households are those that make 80% of the median income or \$82,000. Very low-income households make 50% of the median income or \$51,250, and extremely low-income households make 30% of the median income or \$30,750. Applying these definitions to the survey responses for this question, a majority of respondents come from extremely low-income households.

Non-profits who purchased bus passes for their clients through IT's discounted bus pass program, were able to reinvest the funding they used for this purchase back into their programs and ultimately their clients.

Bergkamp said staff did get compelling data from the first two months of the pilot indicating our year-over-year increase in ridership for February 2020 was almost 40%. Post pandemic, some commuter ridership owing to remote work, is likely not coming back. 2023 ridership is putting us back at about 90% of pre-pandemic levels. Ridership has been returning at about the same rate as service. We anticipate seeing these numbers continue to grow as we get closer to 100% pre-pandemic service levels. Plus, 2 of our 9 promises of increasing span and frequency will continue making our service for frontline workers and those who rely on transit as their main transportation easier and more reliable to use. This will continue to drive economic recovery and development for our region.

Bergkamp shared a slide showing the benefits where buses run faster and through the new Avail CAD/AVL program we have access to different on-time performance data. This data goes back to July 2023 through March 2024 showing we are about 4% under our goal of overall on-time performance (OTP) of 90%. A lot goes into OTP - increased congestion from a growing population, weather events, construction, temporary congestion increases owing to the school year. Current bus stop improvements to facilitate easier all-door boarding, getting buses underway faster. Fare disputes were and remain one of the leading causes of Operator assaults.

Bergkamp said while we can't tie zero fare directly to on-time performance currently, what we do know is if we added fare collection back, we would need to look at route planning and scheduling to accommodate for the added time.

Bergkamp reviewed the benefits of lower operating costs. When we subtracted the initial investment for a fare collection system and the operational cost of a more sophisticated system (which our community said they wanted), we lost money in a 5-year scenario and what we would gain in a 10-year scenario was not enough to put additional service on the street to get ridership return, let alone all the other potential financial, social and environmental benefits we could see.

#### Upgraded Fare Technology – Intercity Transit Only

- Capital costs ranging from \$2.3M to \$2.8M in 2018 or \$2.8M to \$3.5M in 2024 based on inflation.

#### Next Generation ORCA – Regional Integration

- Based on other regional estimates:
  - Capital costs could range from \$1M to \$3.6M in 2018 or \$1.2M to \$4.5M based on inflation.
  - Additional annual operating costs could range from \$1M to \$1.7M in 2018 or \$1.2M to \$2.1M in 2024 based on inflation.

Bergkamp said, included in the history fare boxes were in dire need of being replaced and taking up a lot of maintenance time. We launched into an alternative fare analysis and in January 2019 the ITA received an analysis scoping session where

we talked about what a consultant would look at and that led to working with Nelson-Nygaard. The revenue we were receiving when we stripped out all of the administrative costs was around 2% of revenue from fares. After the fare analysis, the ITA received a presentation on what it would take to go zero fare and after all of that the pilot was implemented January 1, 2020.

Bergkamp talked about trends across the country. We continue to see nationally and regionally is smaller transit agencies who service small populations see less revenue through fares. Larger systems do receive a large portion of revenue from fares. Locally, Clallam Transit, Mason Transit, Island Transit, Central Transit, Link Transit, Valley Transit, and Lewis County Transit are fare free. Nationally, Chapel Hill Transit, Mountain Line, Corvallis Transit System, Kansas City, Raleigh, Richmond, and Olympia, Tucson, Alexandria, Virginia and other cities are testing dropping fares on their transit systems. This varies across agencies and type of transit. The largest and costliest systems rely the most on fares for funding, while smaller agencies are less dependent on fares.

Discussion ensued among the Board members about the presentation.

## **GENERAL MANAGER'S REPORT**

Bergkamp met with Kyle Kronk, South Sound YMCA President for a meet and greet, and to learn about common areas of interest. Kronk will return for a site tour at a later date.

The Earth Day Market Ride, held April 20, kicked off the beginning of the Bicycle Community Challenge with a whopping 180 participants. Bergkamp attended the event and enjoyed the ride and beautiful weather with her neighbors, members of the community and several co-workers including Nick Demerice, Jeff Peterson, Bill Nevue and his family, David Ocampo and his daughter, Lee Peterson and wife Jessica, A Puri, Kerri Wilson and son Wilder. Several members of the Community Advisory Committee participated - Rachel Wilson, David Payton, and Garrett Fueling. Bergkamp gave a big shout out to Duncan Green, BCC coordinator for the past 16 years, on the successful kickoff of the 37<sup>th</sup> annual BCC!

All Intercity Transit staff now have the opportunity to attend monthly in-person Senior Management Team (SMT) meetings. Anyone in the agency interested in learning more about the work of the SMT can join to observe. There were approximately 25 staff members who attended the first opportunity and SMT looks forward to future meetings with more staff.

We commemorated Administrative Professional's Day on April 24. A big shout out to our Administrative Professionals, Pat Messmer, Amanda Collins, Mike Serrienne, Christina Loomis, Tyler Huey, Fiona Sheehan, and Taylor Slobojan. They consistently

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keep us organized and create a network of support for all staff to thrive in. You all are the best!

Intercity Transit continues its winning tradition by winning top honors in two prestigious categories of competition and being named the overall Grand Champion System at the American Public Transportation Association (APTA) 2024 International Bus Roadeo competition held in Portland, Oregon last weekend. Intercity Transit's Roadeo Competitors battled other top contenders from across the globe to reach the pinnacle of their Roadeo accomplishments. Operators competed for top scores on courses that test every level of their abilities, with a primary focus on safe operations and passenger sensitivity. Maintenance teams compete by diagnosing and repairing various mechanical issues with buses. Both competitions are timed events.

IT Coach Operator, Rob Wood took first place in the driving competition and the IT Maintenance team, comprised of Richelle Loken, Jonathan Reynolds and Sean Malay, took first place in the USSC Bus Inspection.

The driving competition includes a pre-trip inspection, safety habits, smoothness of operation and an obstacle course including the following maneuvers: serpentine, offset street, rear duals clearance, right turn, first customer stop, left hand reverse, left turn, second customer stop, right hand reverse, diminishing clearance, judgement stop.

Maintenance competed in multiple timed modules, such as looking for defects during a vehicle inspection, on engine, transmission, brakes, door, and heating/cooling systems, plus a written test module as well. This year Maintenance took 1st place in the Vehicle Inspection module and took 5th place overall in all the Maintenance Competition modules. All of these high scores from both Wood and the Maintenance Team earned Intercity Transit the title of Grand Champion.

This was the first International Roadeo APTA held since before COVID. Intercity Transit's very own Coach Operator, Rob Wood, represented IT as the REIGNING International Champion in the driving competition. Our new up and coming Coach Technicians Sean Malay, Jonathan Reynolds, and Richelle Loken, who recently dropped the mic at the Pierce Transit Maintenance Roadeo with support from their Coach Bryce Reinhardt, represented IT on the International Stage. Bergkamp also honored the hard work and dedication of IT's Service Interruptions Supervisor, David Dudek, who serves on the International Roadeo Committee, and Operations Supervisor, Bill Miller. Dudek loyally works to make sure every roadeo he touches, whether it be on the regional, state or international stage, is a success. Bill Miller, and his wife Shanaka, provide endless hours of support both with coaching all levels of roadeo competitors and coordinating details of Regional Roadeo operations. And last, but certainly not least, we owe many thanks to our ITA Board member, Sue Pierce, whose love of all things Roadeo shines through everything she does. As a course judge, she volunteered countless hours on the Roadeo course to make sure it was a success.

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Competing at this level takes many hours of these individuals' personal time, with a lot of support from their families. Their families are the true unsung heroes of their, and ultimately, IT's rodeo success. Congrats to our International Rodeo Champions!

Intercity Transit completed the Federal Transit Administration (FTA) [Triennial Review](#) (TR). The TR is one of FTA's management tools for examining how transit agencies that receive federal funding perform and adhere to current FTA requirements and policies. In addition to helping evaluate Intercity Transit, the review gives FTA an opportunity to provide technical assistance on FTA requirements and aids FTA in reporting to the Transportation Secretary, Congress, other oversight agencies, and the transit community on the [Urbanized Area Formula Program](#).

The first step in preparing for a Triennial Review is submitting a required Recipient Information Request Package (RIR). Several staff worked diligently to ensure this was completed and submitted. Grants Program Administrator Jessica Gould coordinated the entire process, and major subject matter expert contributors were:

Development Director	Peter Stackpole
Administrative Services Director	Heather Stafford
Fleet & Facilities Maintenance Director	Jonathon Yee
Operations Director	Dena Withrow
Chief Safety Officer	Jason Hanner
Chief Financial Officer	Jana Brown
Chief Information Officer	Jason Agüero
Deputy Director of Planning	Rob LaFontaine
Deputy Director of Human Resources	Alana Neal
DAL Manager	Kevin Karkoski
Procurement & Special Projects Manager	Michael Maverick

These individuals submitted compliance information on Financial Management & Capacity, Technical Capacity, Property Management, Maintenance, and the Americans with Disabilities Act (ADA) – both general ADA compliance and Complementary Paratransit (DAL).

The Triennial Review went incredibly smoothly, and both review consultants and FTA staff shared high regards for the organized manner in which this review was coordinated and carried out by staff. There were only two areas the review team recommended updates to, which staff will complete and submit in the coming weeks. Big kudos to Jessica Gould and all staff already mentioned for the big lift of getting IT through the review so smoothly.

Bergkamp honored Bus Buddy Coordinator, Scott Schoengarth for receiving an award called the Johnny Appleseed Award which is Catholic Community Services Employee of the Year award.

**AUTHORITY ISSUES**

Sullivan said the Trospen/Capital roundabout may be completed earlier than the August scheduled date.

**ADJOURNMENT**

**With no further business to come before the Authority, Vice Chair Mejia adjourned the meeting at 7:48 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Clark Gilman, Chair**

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**Pat Messmer**  
**Clerk to the Authority**

**Date Approved: June 19, 2024**

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



**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**May 15, 2024**

**CALL TO ORDER**

Chair Gilman called the May 15, 2024, meeting of the Intercity Transit Authority to order at 5:30 p.m. This was a hybrid meeting held at the Pattison Street facility.

**Members Present:** Chair and City of Olympia Councilmember Clark Gilman; City of Tumwater Mayor Debbie Sullivan; City of Yelm Councilmember Brian Hess; City of Lacey Councilmember Carolyn Cox; Community Representative Sue Pierce; Community Representative Justin Belk; Community Representative Don Melnick; Mark Neuville, Labor Representative.

**Members Excused:** Vice Chair and Thurston County Commissioner Carolina Mejia.

**Staff Present:** Emily Bergkamp; Jana Brown; Katie Cunningham; Pat Messmer; Peter Stackpole; Matt Kenney; Heather Stafford; Nathan Davis; Cameron Crass; Brian Nagel; Jessica Gould; Nick Demerice; Jonathon Yee; Amanda Collins; Daniel Van Horn; Peter Stackpole; Matt Kenney; Joy Gerchak; Cameron Crass; Michael Midstokke; David Drew; Steve Swan; Rob LaFontaine; Paul Zierzek; Drew Goffeney.

**Others Present:** Jeff Myers, Legal Counsel; Ty Flint, Community Advisory Committee; James McCafferty, Director with CEBR, Western Washington University.

**STAFF INTRODUCTION**

- A. Cameron Crass introduced new Fixed-Route Manager, Michael Midstokke.
- B. Jonathon Yee introduced David Drew, Facilities Analyst.

**APPROVAL OF AGENDA**

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

**PUBLIC HEARINGS**

- A. **Transportation Improvement Program (TIP) Public Hearing.** Jessica Gould, Grants Program Manager, presented the draft 2025-2028 TIP for public comment. The TIP is Intercity Transit's anticipated or secured federal funds that are identified in projects over the next four years for programming in the local, regional, and state planning documents. None of the projects shown have completely secured funds. Most of the funding in 2026-2028 are place holders for federal direct funding or competitive federal funding that Intercity may decide to apply for at a later date. A project identified in the TIP doesn't mean it will move forward. Rather, it positions the agency to apply for direct or competitive federal funding to a project. If a project is not in the TIP, IT cannot seek federal funding for that project.

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The public comment period was open between April 17 and May 15, 2024. The legal notice for the public hearing was published in the Olympian and the public comment period was published on social media, our website, in an official news release sent through GovDelivery, and the info was highlighted in the May Rider News.

For the record, six public comments were received by email or phone, but none were specific to the TIP. These comments were focused on service planning and suggestions for improvement. Additionally, a petition with 99 signatures and 40 plus letters in opposition to TIP Project 22-1, was delivered to the Pattison Street office today. This project is known as Northeast Lacey Operational Support Terminal Facility/East Martin Way Gateway Roundabout.

The TIP is consistent with projects identified in Intercity Transit's long-range capital and budget planning documents including the 2023-2028 Transit Development Plan, and the 2024-2029 Strategic Plan. The agency's TIP is the first step in the annual cycle of reviewing and updating Intercity Transit's planning documents and identifying projects that need to be programmed into the state and federally required State Transportation Improvement Program (STIP). Projects in the TIP are included if they are anticipated to receive Federal Funding during the Plan years. 2025-2028 TIP projects total more than \$112 million with more than \$90 million of federal funding. Program elements in the draft 2025-2028 TIP include:

- Preventive maintenance of vehicles in IT's fleet.
- Purchase of replacement vanpool vans.
- Continuing progress on Bus Stop Enhancements and Accessibility program.
- Continuing Youth Education Program(s) that foster skills and provides education on using transit, bicycling, and walking as transportation choices.
- Acquisition of heavy-duty coaches to replace models that are at or beyond their expected useful life.
- Purchase of replacement *Dial-A-Lift* vans to meet the needs of our region's eligible clients.
- Planning, design, and capital improvements to provide High Performance or corridor service consistent with the adopted Long-Range Plan.
- Planning, design, facility, and site improvements for Alternative Fuel Infrastructure systems.
- Planning, design, and construction of the NE Lacey Operational Support Terminal Facility which is also known as the East Martin Way Gateway Roundabout project.
- Real Time and Digital Signage project.

*Chair Gilman opened the TIP public hearing at 5:45 p.m.*

Several members of the public (Jim Thornton; Ray Jensen; Larry Taylor; Dave Gibson) provided testimony regarding opposition to the East Martin Way Gateway Roundabout project – NE Lacey Operational Support Terminal Facility.

Gilman briefly read the emailed comments that were sent to the Authority prior to the meeting, which are on file for the official record.

*Chair Gilman closed the TIP public hearing at 5:59 p.m.*

**B. Capital Improvement Plan Public Hearing.** Jana Brown, Chief Financial Officer presented the draft 2025-2029 Capital Improvement Plan for public comment. When Brown originally brought this before the Authority last month there was a total of \$63.8M for 2025 and \$156.9M for all five years. However, Brown said since the draft was posted last month, there have been four additional changes to be incorporated. Those changes are:

- **AdOps Audio/Visual Redesign:** An effort to make our board room more effective in hosting virtual meetings, the Information Services Division submitted a request to add \$150,000.
- **Plotter/Printer Equipment:** Current equipment needs replacing. The Development Division requested \$12,000 over the next two years.
- **West Olympia Transit Facility:** There has been conversation about not having a transfer station in West Olympia and there is a placeholder in the amount of \$9M over the next five years.
- **Lacey Transit Center Expansion & Restroom Project:** Add \$570K increase due to engineers estimates which include code compliance and incorporate technology such as signage.

Brown said this brings a revised total for 2025 to \$65.6M and a total of \$166.6M for all five years.

Brown said along with detailing the proposed projects along with their costs, this plan also provides the funding resource planning to accomplish these goals. 2025 reflects the awarded 49% funding coverage with state and federal grants and 51% coverage with local funds. The remaining years are estimates based on historical and known funding objectives.

This information will be posted on the website for public review beginning next week and public comment will be accepted through noon of June 5, 2024.

*Chair Gilman opened the CIP public hearing at 6:05 p.m.*

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Several members of the public (Larry Taylor; Jim Thornton; Stephanie Johnson) provided testimony regarding opposition to the East Martin Way Gateway Roundabout project – NE Lacey Operational Support Terminal Facility.

*Chair Gilman closed the CIP public hearing at 6:12 p.m.*

**PUBLIC COMMENT – None.**

### APPROVAL OF CONSENT AGENDA

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

- A. Minutes** – April 3, 2024, Minutes
- B. Payroll April:** \$3,562,019.42
- C. Accounts Payable April:** \$6,802,650.05
  - Warrants: \$6,791,881.47
  - ACH Payments: \$10,768.58

### NEW BUSINESS

- A. 2023 Title VI Passenger Survey.** Matt Kenney, Senior Planner, provided a presentation about the results of the passenger intercept survey conducted in November 2023. As a requirement under Title VI of the U. S. Civil Rights Act, transit agencies routinely survey passengers in order to collect and analyze information related to travel patterns and demographics. The results of the survey influence adopted Service Standards and Policies that guide the design and operation of transit services.

Kenney said Intercity Transit partnered with The Center for Economic and Business Research (CEBR) at Western Washington University (WWU). Director of CEBR, James McCafferty, who also attended this meeting, and the team conducted data analysis and reported on the findings. Temporary workers were hired in Olympia through Express Employment Professionals to implement the on-board survey.

Kenney explained the Federal requirements. FTA circular C4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, provides guidance that IT must follow. Transit providers with 50 or more vehicles in fixed route service that are located in large UZAs must conduct an onboard passenger survey approximately once every three years. IT is now designated a “large urban” transit agency as of October 2023.

IT is required to prepare and submit a Title VI program update once every three years. IT’s Title VI plan is required to be updated later in 2024. Survey findings will be incorporated and used to guide the plan update.

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Kenney said according to project summary, the survey is about collecting feedback and information about passenger demographics and travel patterns as required by the FTA circular. The goal was the collection of a minimum of 500 responses through in-person intercept surveys throughout the week on routes and at transit centers thus avoiding using the online survey method because of the potential of outside interference and the goal was to talk to people riding the bus. Two pop-up table events were held at OTC and LTC to engage with the public. CEBR conducted data analysis and reported on the findings.

Field staff were recruited and trained by CEBR to collect responses from passengers on bus routes and at transit centers using paper surveys. Paper surveys were made available in English, Spanish, German, Korean and Vietnamese. Survey responses were collected from 6 a.m. on Monday, November 13 through 7 p.m. Sunday, November 19, 2023. There was a survey incentive of a \$5 coffee gift card offered while supplies lasted.

The goal was to keep the survey simple and easy to answer the questions because people have things to do and places to go. Kenney showed a sample of the survey which was one page front and back which was easier for CEBR to analyze the results as most questions were fill in the box.

Kenney shared key findings. The most common Intercity Transit bus rider identifies as Caucasian and is an English speaker. 8.4% of respondents identify as American Indian/Alaskan Native. A large majority of riders state their household income falls below \$16,000 per year. This is considered "Extremely Low-Income" as defined by the Housing Authority of Thurston County. The most common way to get to and from the bus stop is walking. 85.7% of survey respondents use a smartphone. Spanish was the only other translated survey instrument used by CEBR surveyors.

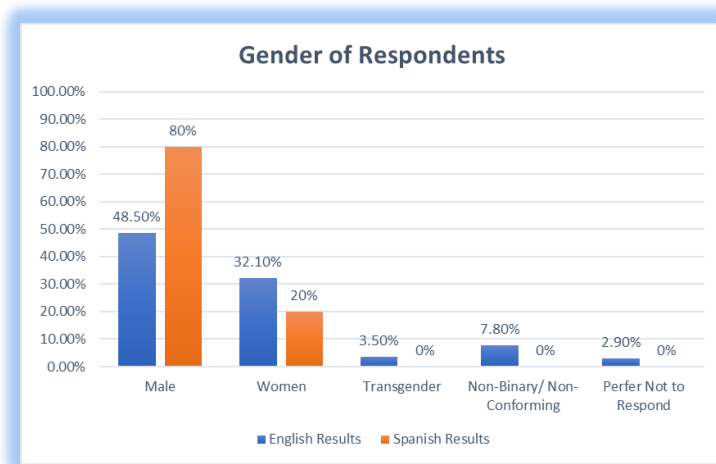
When survey respondents were asked where they came from and where they were going many respondents stated they were coming from or going home. 46.9% of respondents expect their bus trip to take under 30 minutes. Over half of the surveyed riders reported using bus services almost daily. The Intercity Transit Website (48.2% of English survey respondents) was the most frequent response to the question, "What is the best way to get you information about Intercity Transit?"

Kenney reviewed a series of slides showing statistics:

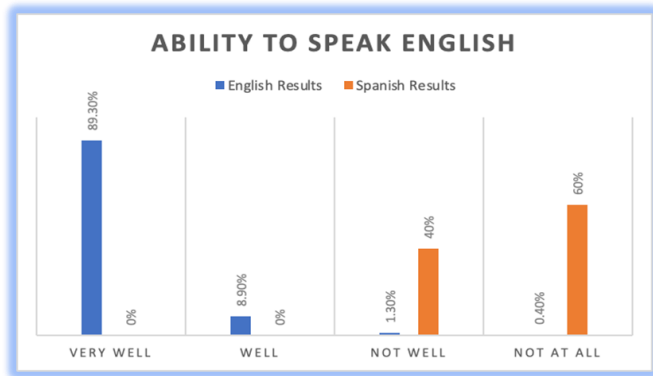
Race/ Ethnic Identity	English Results	Spanish Results
African American	11.50%	0%
American Indian/Alaskan Native	8.40%	0%
Asian	4.60%	0%

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**May 15, 2024**  
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<b>Caucasian</b>	64.10%	0%
<b>Hispanic or Latina/Latino</b>	10.80%	100%
<b>Native Hawaiian/Pacific Islander</b>	2.70%	0%
<b>Other</b>	8.60%	0%
<b>Total Responses</b>	<b>553</b>	<b>5</b>



<b>Household Income</b>	<b>English Results</b>	<b>Spanish Results</b>
<b>Less than \$16,000</b>	50.10%	75%
<b>\$16,000 to \$24,999</b>	9.40%	0%
<b>\$25,000 to \$34,999</b>	5.20%	0%
<b>\$35,000 to \$44,999</b>	15.40%	25%
<b>\$45,000 to \$54,999</b>	5.20%	0%
<b>\$55,000 to \$64,999</b>	1.90%	0%
<b>\$65,000 to \$74,999</b>	3.50%	0%
<b>\$75,000 to \$84,999</b>	2.30%	0%
<b>\$85,000 to \$94,999</b>	0.60%	0%
<b>\$95,000 to \$104,999</b>	1.90%	0%
<b>\$105,000 or more</b>	4.40%	0%
<b>Total Responses</b>	<b>479</b>	<b>4</b>

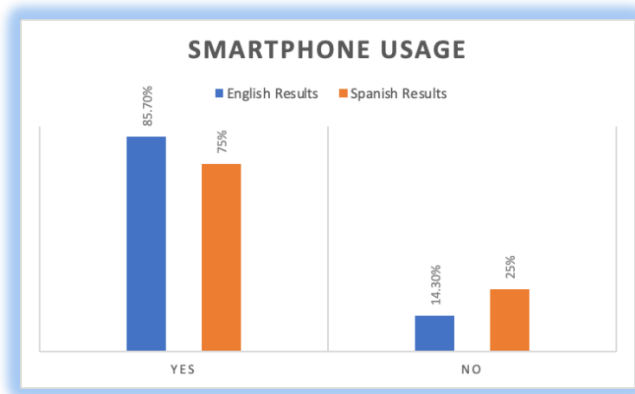


## TRANSIT USAGE

Intercity Transit Bus Usage (per month)	English Results	Spanish Results
6-7 days per week	55.40%	50%
4-5 days per week	28.50%	25%
1-3 days per week	10.90%	25%
Less than 10 days per month	2.90%	0%
I rarely ride	2.30%	0%
Total Responses	487	4

## RIDE LENGTH

Intercity Transit Bus Usage (per month)	English Results	Spanish Results
6-7 days per week	55.40%	50%
4-5 days per week	28.50%	25%
1-3 days per week	10.90%	25%
Less than 10 days per month	2.90%	0%
I rarely ride	2.30%	0%
Total Responses	487	4



### HOW DID RIDERS GET TO THE BUS STOP?

Where are you going now?	English Results	Spanish Results
Home	37.90%	40%
Work	14.00%	0%
School	5.40%	0%
Errands (Shopping, appointment, etc.)	28.20%	60%
Visiting family/friends	6.50%	0%
Attending a special event	1.30%	0%
Other	6.70%	0%
Total Responses	478	5

### WHERE WERE RIDERS GOING?

Travel to Bus Stop	English Results	Spanish Results
Walked	80.20%	80%
Biked	2.70%	0%
Carpooled & Parked	0.20%	0%
I was dropped off	3.10%	20%
Transferred from IT Route	10.20%	0%
Drove to an area Park & Ride	0.80%	0%
Transferred from a non-IT Route	1.50%	0%



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Other	1.20%	0%
Total Responses	481	5

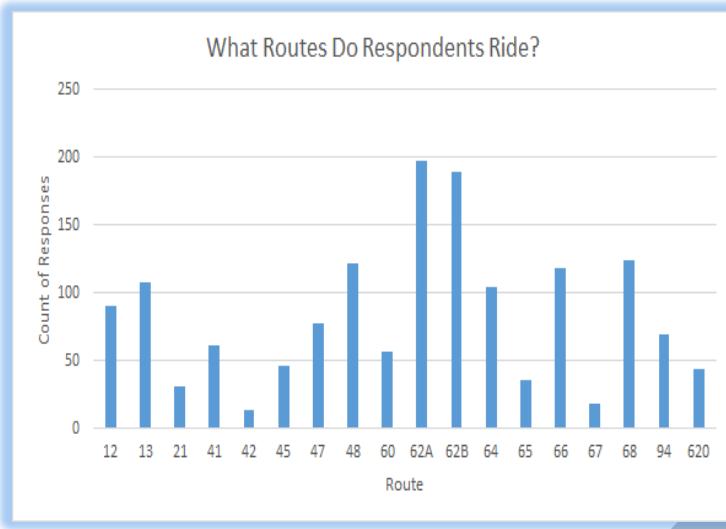
### HOW DID RIDERS GET TO FINAL DESTINATIONS?

How will you get to your final destination?	English Results	Spanish Results
I will walk	67.70%	60%
I will bike	3.20%	0%
I will transfer to another route	23.90%	40%
Uber/Lyft	0.60%	0%
I will get a ride from someone	2.10%	0%
Other	2.40%	0%
Total Responses	468	5

### CURRENT WORK STATUS

Current Work Status	English Results	Spanish Results
Work from home	6.30%	0%
Work outside the home	34.50%	50%
Student (full or part time)	10.40%	0%
Unemployed or not working	21.40%	50%
Retired or semi-retired	8.80%	0%
Unable to work	12.60%	0%
Not working for pay or not looking for employment	2.70%	0%
Other	3.40%	0%
Total Responses	444	4

### MOST USED ROUTES



CEBR performed a crosstab analysis on the basis of race/ethnicity and gender identity. This kind of analysis, which compares the results for one or more variables with the results of another variable, enabled them to compare responses among demographic groups and identify areas that might disproportionately affect one group over another.

#### HOW DID YOU GET TO THE BUS STOP TO BOARD THIS BUS?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latino/Latina	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Walked	80.2%	78.9%	87.2%	81.8%	79.2%	84.0%	76.9%	80.4%	81.8%	76.5%	73.2%
Biked	2.7%	3.5%	0.0%	0.0%	3.2%	4.0%	0.0%	3.8%	1.9%	5.9%	2.4%
Carpooled & Parked	0.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
I was dropped off	3.1%	7.0%	5.1%	9.1%	1.3%	2.0%	7.7%	3.8%	3.9%	5.9%	0.0%
Transferred from IT Route	10.2%	3.5%	5.1%	4.5%	12.5%	8.0%	7.7%	8.5%	9.1%	11.8%	14.6%
Drove to an area Park & Ride	0.8%	3.5%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%	0.0%	4.9%
Transferred from a non- IT Route	1.5%	3.5%	2.6%	4.5%	1.3%	0.0%	7.7%	2.6%	0.0%	0.0%	2.4%
Other	1.2%	0.0%	0.0%	0.0%	1.6%	2.0%	0.0%	0.9%	1.9%	0.0%	0.0%

#### HOW WILL YOU GET TO YOUR FINAL DESTINATION?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latino/Latina	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Walked	67.7%	63.5%	87.5%	85.0%	65.8%	68.5%	80.0%	65.8%	68.0%	86.7%	75.0%
Biked	3.2%	1.9%	0.0%	0.0%	4.3%	5.6%	0.0%	3.1%	3.3%	0.0%	2.5%
Transfer to another route	23.9%	28.8%	10.0%	10.0%	25.6%	22.2%	20.0%	26.8%	23.5%	6.7%	20.0%
Uber/Lyft	0.6%	3.8%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
Get a ride from someone	2.1%	1.9%	0.0%	5.0%	2.3%	1.9%	0.0%	1.8%	2.6%	6.7%	2.5%
Other	2.4%	0.0%	2.5%	0.0%	1.7%	1.9%	0.0%	2.6%	2.0%	0.0%	0.0%

#### HOW LONG WILL YOUR TRIP TAKE FROM START TO FINISH?

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	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Less than 15 minutes	21.7%	22.9%	31.6%	16.7%	23.8%	18.9%	18.2%	22.9%	21.1%	0.0%	23.8%
15-30 minutes	25.2%	16.7%	23.7%	27.8%	21.8%	37.7%	18.2%	26.5%	23.1%	38.9%	31.0%
30-60 minutes	26.3%	31.3%	18.4%	38.9%	27.7%	30.2%	27.3%	22.9%	30.6%	33.3%	31.0%
1-2 hours	17.4%	18.8%	15.8%	5.6%	17.8%	7.5%	18.2%	17.5%	17.7%	16.7%	11.9%
More than 2 hours	9.3%	10.4%	10.5%	11.1%	8.9%	5.7%	18.2%	10.3%	7.5%	11.1%	2.4%

Gilman asked about the significance or confidence testing that was done about cross tabulation and was surprised about Asian Pacific Islanders riding more than two hours because that is farther than Seattle. McCafferty said the cross-tabulation results are not based on statistical testing. But it can be calculated. The challenge is the base population and census data. There are many nuances and statistical testing can be problematic. Gilman followed up asking what confidence IT would have in addressing the long trips taken by Asian Pacific Islanders. McCafferty mentioned the easiest way to understand is to have IT go ride the bus or ask drivers. It is difficult to understand the why's. Gilman responded by asking if there was anything IT should do to address inequalities. McCafferty responded IT should map out areas where populations such as Asian Pacific Islanders or Native American populations live based on census data. Map the households into census blocks and look at commuting patterns. If there is a mismatch, ask why. Is it due to housing prices? But start with secondary data then go from there. Gilman asked about the wealth of riders. That the IT riders are low-income, and that fact was eye opening. McCafferty mentioned mapping out census data in GIS to look at ethnicity and low-income populations. Then overlay IT routes to see what areas routes serve.

Cox asked if an equity gap could be seen in the survey information. McCafferty mentioned that equity could be difficult to analyze and limited to how far down the equity "bus" we could go. There were route quotas for surveys on each route that the surveyors were instructed to ride. There was oversampling on each route. To understand equity, IT should look at peer agencies to see if they see the same patterns. The "why" and the "where" need to be answered to make strategic decisions on bus service. Also get a larger survey sample and do different data collection techniques.

Gilman asked how this survey and the related planning work for the agency and what is the body of work that we need to do for our federal accountability. Kenney said it will be part of the Title VI update and mapping and censusing blocks.

### COMMITTEE REPORTS

- A. **Thurston Regional Planning Council (May 3).** Sullivan said the Council conducted the Executive Director's annual evaluation. Staff briefed the Council

on TRPC's upcoming Call for Projects including details on the schedule, the grant programs and their funding levels, regional funding priorities, evaluation and scoring criteria, and funding request and award limits. Members received details about funding set aside for the Rural Community Support Program and Regional Shared Use Trail Pavement Preservation. On May 8, the TPB was scheduled to provide final feedback on the process details and prepare a recommendation for consideration. The council is scheduled to take action to approve the 2024 Call for Projects Process. Staff presented on the Congestion Management Process which is a new federal transportation requirement for the region.

- B. Transportation Policy Board (May 8).** Belk said TPB covered the same presentations the TRPC received and also, they walked through the remaining conversation about the Call for Projects and made the recommendation to proceed with those, setting aside \$1M from the Carbon Reduction Program for trail preservation and the changes discussed earlier about criteria for safety and ADA access. Belk said there was an interest among the members of TPB to think big about big regional proposals and take advantage of grant money, and while there is some debate about how to approach that, there's an idea about making progress on the regional trail system and discussion about that.
- C. Community Advisory Committee.** Ty Flint said the CAC is extraordinary this year with great volunteers, attendance is up and there are many younger members who are active transit users or bike riders. This is Flint's fourth year on the CAC, and this is the best group in regard to participation and active interest.

## **GENERAL MANAGER'S REPORT**

Bergkamp gave a special thanks to all Intercity Transit Board members, volunteers and staff who participated in the Annual Planning Session on Friday, May 10, 2024. The session provided an opportunity to revisit elements of IT's long-range plan and how upcoming service changes continue the work towards creating a truly transformational transit system that will serve generations to come. She also thanked Executive Assistant and Clerk of the Board, Pat Messmer, for all the coordination that goes into making a planning session a success.

Rain or shine, Bergkamp invites fellow bicyclists to join a fun morning ride in the local celebration of National Bike to Work Day, **Thursday, May 16**. This "Early Bird" (7 a.m. to 9 a.m.) event promotes bicycling as a healthy option for getting to work or just getting ready for your day. Visit the Bike Refresher Stations with free treats, bike swag, and your morning coffee. Bike stations are supported by Intercity Transit and our amazing local bike shops and other businesses, volunteers, and organizations. To find the location of the refresher stations visit the Bicycle Community Challenge website. Thursday is also the interagency bike ride. People from state and local agencies ride to

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Tumwater Historic Park. Everyone meets at noon to enjoy free snacks, a prize drawing and a group photo. Bring a bag lunch.

The Earth Day Market Ride, held on April 20, 2024, kicked off the beginning of the Bicycle Community Challenge with a whopping 180 participants. Bergkamp attended the event and enjoyed the ride and beautiful weather with her neighbors, members of the community and several co-workers including Nick Demerice, Jeff Peterson, Bill Nevue and his family, David Ocampo and his daughter, Lee Peterson and his wife Jessica, A Puri, Kerri Wilson and her kiddo Wilder. We also had a great showing from the Community Advisory Committee, Rachel Wilson, David Payton, and Garrett Fueling. Bergkamp gave a big shout out to Duncan Green, BCC coordinator for the past 16 years, on the successful kickoff of the 37<sup>th</sup> BCC.

New Operator Class 24-03 started Monday, May 13, 2024, welcoming nine new smiling faces. You'll meet them at a future meeting when they're introduced.

May 15, 2024, is Peace Officers Memorial Day and to commemorate National Police Week, Executive Assistant and Public Records Officer Amanda Collins, along with Operator Nicole Jones, collected employee signatures on banners which were delivered to our local law enforcement partners, along with some tasty treats. This was Intercity Transit's way of showing gratitude and appreciation for our local law enforcement partners in their continued aid and support of our daily transit operations.

We are so fortunate to have a true partnership with local law enforcement. In fact, last year, Olympia Police Department honored IT with their "Community Partner" award. Now it's Intercity Transit's turn to share that gratitude back with them and their amazing local law enforcement colleagues.

It is said that bravery is not the absence of fear but action in the face of fear. We know when we call for support, our law enforcement partners consistently respond, making sure we get the assistance that best meets our needs.

### **AUTHORITY ISSUES**

Cox invited everyone to participate in the Lacey Spring Fun Fair, Saturday and Sunday, May 18 and 19. Cox and City Manager Rick Walk will be there greeting folks.

Cox said there is a Lacey Youth Council that has been in place for several years and it just took off this year and is currently accepting applications through June 30. It's a great opportunity for youth to learn public speaking skills, how government works and be part of some processes. There are youth representatives on the equity commission, parks commission, historic and housing commissions and the Lacey City Council hears from youth council monthly. Cox encourages sophomores and seniors from North Thurston Public Schools or private schools in Lacey to apply on the city's website.

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Melnick thanked staff and consultants for a fantastic planning session, and thanked Flint for his kind words about the CAC.

Pierce said she's on Intercity Transit's Pension Committee and the group meets several times a year, and it's currently a work-in-progress. Jana Brown, Chief Financial Officer heads the committee, and currently there are experts re-writing the pension plan and in April they met to discuss education to access through Vanguard Investment Plan and also the importance of naming beneficiaries.

Sullivan thanked staff and consultants for the planning session coordination. It was a day well spent.

Hess said the Yelm planners met with the IT planners for discussion about increasing ridership within Yelm.

Gilman appreciated so many staff engaging in the planning session. He feels like he has a better understanding both where IT is going and sitting currently. He is interested in having quarterly work sessions. Years ago, the ITA alternated between regular meetings and work sessions, and he'd like to see meetings quarterly that are more of a conversational nature, along with the return of an annual planning session.

### **ADJOURNMENT**

**With no further business to come before the Authority, Chair Gilman adjourned the meeting at 7:08 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Clark Gilman, Chair**

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**Pat Messmer  
Clerk to the Authority**

**Date Approved: June 19, 2024**

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

**Intercity Transit  
Payroll Disbursement List  
May 2024**

**Pay Periods:**

PP 10 (April 21 - May 4)

PP11 (May 5- 18)

<u>Date</u>	<u>Payee</u>	<u>Amount</u>
5/4/2024 ACH	PR DIRECT DEPOSIT	1,049,300.36
5/4/2024 39813 - 39818	PR PAPER CHECKS	11,728.05
5/4/2024 ACH	IRS	169,350.48
5/4/2024 ACH	HEALTH SAVING	92.59
5/4/2024 ACH	VANGUARD	128,257.34
5/4/2024 ACH	PERS	236,492.03
5/4/2024 ACH	DEF COMP	46,251.23
5/4/2024 ACH	ICMA	15,016.22
5/4/2024 ACH	CHILD SUPPORT	3,408.10
5/24/2024 ACH	PR DIRECT DEPOSIT	1,002,970.84
5/24/2024 39914 - 39924	PR PAPER CHECKS	11,964.97
5/24/2024 ACH	IRS	162,117.16
5/24/2024 ACH	HEALTH SAVING	92.59
5/24/2024 ACH	VANGUARD	127,348.83
5/24/2024 ACH	PERS	231,297.98
5/24/2024 ACH	DEF COMP	44,798.05
5/24/2024 ACH	ICMA	14,930.49
5/24/2024 ACH	CHILD SUPPORT	3,408.10
5/30/2024 ACH	AFLAC	14,041.78
5/24/2024 ACH	PERS split month rounding	0.34
<b>Total Payroll Disbursements</b>		<b>3,272,867.53</b>

**INTERCITY TRANSIT  
A/P DISBURSEMENT LIST  
MAY 2024**

<u>Check No.</u>	<u>Reference Date</u>	<u>Vendor No.</u>	<u>Payee</u>	<u>Amount</u>
39579	05/06/24	11933	JESSE ORNDORFF - VOID	(\$2,782.40)
39773	05/06/24	01309	ACCURATE EMPLOYMENT SCREENING LLC	\$2,687.40
39774	05/06/24	01405	ADVANCE GLASS INC.	\$1,546.20
39775	05/06/24	01885	A-L-S AMERICAN LANDSCAPE SERVICES LLC	\$118.55
39776	05/06/24	02580	ASSOCIATED PETROLEUM PRODUCTS INC.	\$2,804.82
39777	05/06/24	05320	CAPITOL CITY PRESS INC	\$1,929.78
39778	05/06/24	05933	CENTER FOR TRANSPORTATION AND THE ENVIRO	\$13,100.36
39779	05/06/24	06120	CITY OF OLYMPIA (UTILITIES)	\$9,171.71
39780	05/06/24	06610	COMMERCIAL BRAKE & CLUTCH INC.	\$412.41
39781	05/06/24	06836	CONTINENTAL BATTERY SYSTEMS	\$1,997.51
39782	05/06/24	07120	GORDON PRODUCTS INC.	\$48.31
39783	05/06/24	07220	CUMMINS INC.	\$3,161.06
39784	05/06/24	07350	CW JANITORIAL SERVICE LLC	\$44,465.75
39785	05/06/24	07640	DAY MANAGEMENT CORP	\$4,336.01
39786	05/06/24	09575	FASTENAL COMPANY	\$83.11
39787	05/06/24	09662	FERRELLGAS LP	\$3,405.60
39788	05/06/24	10477	GALLS PARENT HOLDINGS LLC	\$0.00
39789	05/06/24	10477	GALLS PARENT HOLDINGS LLC	\$1,524.67
39790	05/06/24	10660	GILLIG LLC	\$8,544.88
39791	05/06/24	10759	GORDON TRUCK CENTERS INC	\$5,495.55
39792	05/06/24	10880	GRIMM COLLECTIONS	\$1,842.40
39793	05/06/24	11825	INTRACOMMUNICATION NETWORK SYSTEMS INC	\$3,936.15
39794	05/06/24	11933	JESSE ORNDORFF	\$1,043.10
39795	05/06/24	11943	JOANNA GRIST	\$4,000.00
39796	05/06/24	14670	MNS MARKETING LLC	\$5,131.61
39797	05/06/24	14750	MULLINAX FORD OF OLYMPIA LLC	\$444.32
39798	05/06/24	15140	NISQUALLY AUTOMOTIVE SERVICES INC	\$324.90
39799	05/06/24	15545	PROFESSIONAL BUSINESS SERVICES INC.	\$1,798.53
39800	05/06/24	16701	PEAK INDUSTRIAL INC.	\$1,782.39
39801	05/06/24	16765	PETROCARD INC.	\$61,070.14
39802	05/06/24	17505	RAINIER DODGE INC.	\$41.88
39803	05/06/24	17893	SCHEDULE MASTERS INC.	\$9,099.68
39804	05/06/24	17900	SCHETKY NORTHWEST SALES INC.	\$1,844,693.83
39805	05/06/24	17965	SEATTLE AUTOMOTIVE DISTRIBUTING INC.	\$437.54
39806	05/06/24	18530	STANDARD PARTS CORP.	\$899.37
39807	05/06/24	18540	STANTEC CONSULTING SERVICES INC	\$52,607.53
39808	05/06/24	21650	THE GOODYEAR TIRE & RUBBER COMPANY	\$8,841.71
39809	05/06/24	21950	TITUS-WILL CHEVROLET	\$431.08
39810	05/06/24	21985	TOTAL FILTRATION SERVICES INC.	\$39.74
39811	05/06/24	22010	ROTTERS INC.	\$137.80
39812	05/06/24	24755	WA ST HEALTH CARE AUTHORITY	\$706,196.04
39819	05/13/24	01855	AMERICAN HERITAGE LIFE INSURANCE COMPANY	\$4,742.18



39820	05/13/24	02060	AMERISAFE INC.	\$321.87
39821	05/13/24	02580	ASSOCIATED PETROLEUM PRODUCTS INC.	\$9,113.26
39822	05/13/24	03023	BACKUPIFY INC.	\$1,111.50
39823	05/13/24	06040	CITY OF LACEY	\$1,399.58
39824	05/13/24	07120	GORDON PRODUCTS INC.	\$9,469.70
39825	05/13/24	07220	CUMMINS INC.	\$3,259.10
39826	05/13/24	07619	DAVID S FOSTER	\$2,000.00
39827	05/13/24	08006	DK BOOS GLASS INC.	\$1,290.07
39828	05/13/24	09662	FERRELLGAS LP	\$4,082.34
39829	05/13/24	09824	FLEMING KIRLAN	\$40.57
39830	05/13/24	10251	FRUITION GROWTH LLC	\$3,908.75
39831	05/13/24	10477	GALLS PARENT HOLDINGS LLC	\$0.00
39832	05/13/24	10477	GALLS PARENT HOLDINGS LLC	\$0.00
39833	05/13/24	10477	GALLS PARENT HOLDINGS LLC	\$2,917.34
39834	05/13/24	10659	GILMAN CLARK	\$299.50
39835	05/13/24	10660	GILLIG LLC	\$7,320.84
39836	05/13/24	10758	GORDON THOMAS HONEYWELL LLP	\$8,000.00
39837	05/13/24	10759	GORDON TRUCK CENTERS INC	\$3,578.55
39838	05/13/24	11097	HART HEALTH AND SAFETY INC.	\$1,467.84
39839	05/13/24	11231	HERC RENTALS INC.	\$1,836.76
39840	05/13/24	11310	HOGAN MFG. INC.	\$1,102.00
39841	05/13/24	11892	J ROBERTSON AND COMPANY	\$1,900.00
39842	05/13/24	11930	JERRY'S AUTOMOTIVE & TOWING INC.	\$1,470.85
39843	05/13/24	11933	JESSE ORNDORFF	\$3,907.85
39844	05/13/24	13440	LAW LYMAN DANIEL KAMERRER BOGDANOVICH PS	\$3,710.45
39845	05/13/24	14381	METROPOLITAN LIFE INSURANCE COMPANY	\$13,948.90
39846	05/13/24	14405	MICHAEL G. MALAIER TRUSTEE	\$315.69
39847	05/13/24	14590	MOHAWK MFG & SUPPLY CO.	\$138.37
39848	05/13/24	14750	MULLINAX FORD OF OLYMPIA LLC	\$1,707.10
39849	05/13/24	14879	NANDO P. MERLINO	\$118,867.06
39850	05/13/24	16490	HAROLD LEMAY ENTERPRISES	\$917.44
39851	05/13/24	16765	PETROCARD INC.	\$61,852.36
39852	05/13/24	16841	PIONEER FIRE & SECURITY INC.	\$145.00
39853	05/13/24	17255	PUBLIC UTILITY DIST #1 OF THURSTON COUNT	\$342.70
39854	05/13/24	17290	PUGET SOUND ENERGY	\$20,829.06
39855	05/13/24	17505	RAINIER DODGE INC.	\$161.56
39856	05/13/24	17861	SAMBA HOLDINGS INC.	\$460.00
39857	05/13/24	17965	SEATTLE AUTOMOTIVE DISTRIBUTING INC.	\$99.73
39858	05/13/24	18066	SHI INTERNATIONAL CORP.	\$7,179.55
39859	05/13/24	18530	STANDARD PARTS CORP.	\$2,434.50
39860	05/13/24	18651	STORMANS INC.	\$694.00
39861	05/13/24	18683	SULLIVAN DEBBIE	\$309.50
39862	05/13/24	21659	THERMO KING NORTHWEST INC.	\$6,000.00
39863	05/13/24	21950	TITUS-WILL CHEVROLET	\$116.22
39864	05/13/24	22010	ROTTERS INC.	\$381.01
39865	05/13/24	22420	ALLEN WALTON	\$246.83
39866	05/13/24	23420	U.S. BANK or CORPORATE PAYMENT SYSTEMS	\$0.00
39867	05/13/24	23420	U.S. BANK or CORPORATE PAYMENT SYSTEMS	\$0.00
39868	05/13/24	23420	U.S. BANK or CORPORATE PAYMENT SYSTEMS	\$0.00
39869	05/13/24	23420	U.S. BANK or CORPORATE PAYMENT SYSTEMS	\$0.00
39870	05/13/24	23420	U.S. BANK or CORPORATE PAYMENT SYSTEMS	\$119,042.55

39871	05/13/24	23621	TFORCE FREIGHT INC.	\$332.50
39872	05/13/24	23800	VESTIS GROUP INC.	\$1,098.04
39873	05/13/24	24528	WA ST DEPT OF SOCIAL AND HEALTH SERVICES	\$40.00
39874	05/13/24	25560	WASHINGTON STATE TRANSIT ASSOCIATION	\$250.00
39875	05/13/24	25909	WEX BANK	\$46,134.96
39876	05/20/24	01298	ACCESS INFORMATION INTERMEDIATE HOLDINGS	\$1,314.01
39877	05/20/24	01405	ADVANCE GLASS INC.	\$1,803.90
39878	05/20/24	01895	ECOLUBE RECOVERY LLC	\$969.10
39879	05/20/24	02060	AMERISAFE INC.	\$999.18
39880	05/20/24	05320	CAPITOL CITY PRESS INC	\$483.66
39881	05/20/24	05340	CAPITOL COURIER SERVICE	\$216.06
39882	05/20/24	05946	CERTEZA ANDREW	\$12.00
39883	05/20/24	06610	COMMERCIAL BRAKE & CLUTCH INC.	\$329.93
39884	05/20/24	06836	CONTINENTAL BATTERY SYSTEMS	\$1,391.78
39885	05/20/24	07220	CUMMINS INC.	\$1,948.04
39886	05/20/24	08960	ERGOMETRICS & APPLIED PERSONNEL RESEARCH	\$566.36
39887	05/20/24	09662	FERRELLGAS LP	\$3,203.07
39888	05/20/24	10477	GALLS PARENT HOLDINGS LLC	\$0.00
39889	05/20/24	10477	GALLS PARENT HOLDINGS LLC	\$0.00
39890	05/20/24	10477	GALLS PARENT HOLDINGS LLC	\$4,794.35
39891	05/20/24	10660	GILLIG LLC	\$10,200.36
39892	05/20/24	10759	GORDON TRUCK CENTERS INC	\$448.38
39893	05/20/24	11615	INDUSTRIAL HYDRAULICS INC.	\$55.55
39894	05/20/24	11933	JESSE ORNDORFF	\$823.50
39895	05/20/24	12845	KNIGHT FIRE PROTECTION INC.	\$646.87
39896	05/20/24	13726	M & S COLLISION LLC	\$2,374.64
39897	05/20/24	14750	MULLINAX FORD OF OLYMPIA LLC	\$1,347.66
39898	05/20/24	16623	PALAMERICAN SECURITY INC.	\$85,689.61
39899	05/20/24	16701	PEAK INDUSTRIAL INC.	\$463.60
39900	05/20/24	16765	PETROCARD INC.	\$58,430.25
39901	05/20/24	16888	REXEL USA INC.	\$362.34
39902	05/20/24	17290	PUGET SOUND ENERGY	\$6,952.13
39903	05/20/24	17900	SCHETKY NORTHWEST SALES INC.	\$68.28
39904	05/20/24	17965	SEATTLE AUTOMOTIVE DISTRIBUTING INC.	\$512.74
39905	05/20/24	18530	STANDARD PARTS CORP.	\$727.48
39906	05/20/24	18697	SUMMIT TOWING INC.	\$205.88
39907	05/20/24	21650	THE GOODYEAR TIRE & RUBBER COMPANY	\$8,832.86
39908	05/20/24	21950	TITUS-WILL CHEVROLET	\$1,099.75
39909	05/20/24	21985	TOTAL FILTRATION SERVICES INC.	\$103.10
39910	05/20/24	21992	TOWN SQUARE PUBLICATIONS LLC	\$1,245.00
39911	05/20/24	22010	ROTTERS INC.	\$95.92
39912	05/20/24	22100	TRANSIT SOLUTIONS LLC	\$356.76
39913	05/20/24	23741	USSC ACQUISITION CORP.	\$802.94
39925	05/28/24	01567	CANON FINANCIAL SERVICES INC.	\$4,057.88
39926	05/28/24	01780	AMALGAMATED TRANSIT UNION 1765	\$25,005.16
39927	05/28/24	01885	A-L-S AMERICAN LANDSCAPE SERVICES LLC	\$4,779.73
39928	05/28/24	02580	ASSOCIATED PETROLEUM PRODUCTS INC.	\$3,628.19
39929	05/28/24	05720	CDW GOVERNMENT INC	\$19,140.86
39930	05/28/24	05988	CHICAGO TITLE OF WASHINGTON	\$383.25
39931	05/28/24	06120	CITY OF OLYMPIA (UTILITIES)	\$5,698.85
39932	05/28/24	06781	COMPUNET INC.	\$2,887.77

39933	05/28/24	07220	CUMMINS INC.	\$4,433.01
39934	05/28/24	07520	DAILY JOURNAL OF COMMERCE	\$142.10
39935	05/28/24	07547	DANIELS JANICE	\$20.00
39936	05/28/24	07780	DELL MARKETING LP	\$11,971.56
39937	05/28/24	08091	DSI MEDICAL SERVICES	\$4,323.00
39938	05/28/24	08745	ELLIOTT AUTO SUPPLY CO INC.	\$1,158.74
39939	05/28/24	09662	FERRELLGAS LP	\$3,715.61
39940	05/28/24	10660	GILLIG LLC	\$6,135.32
39941	05/28/24	11165	HCM.MECHANICS.LLC	\$11,562.12
39942	05/28/24	11281	HK CURRY LLC	\$1,425.13
39943	05/28/24	11805	ITERIS INC	\$14,495.76
39944	05/28/24	11831	INTRADO LIFE & SAFETY INC.	\$273.75
39945	05/28/24	11905	JANEK CORPORATION - THE	\$1,006.00
39946	05/28/24	12875	KPFF CONSULTING ENGINEERS INC	\$16,341.13
39947	05/28/24	13701	LUMINATOR TECHNOLOGY GROUP GLOBAL LLC	\$1,756.80
39948	05/28/24	14405	MICHAEL G. MALAIER TRUSTEE	\$315.69
39949	05/28/24	14670	MNS MARKETING LLC	\$416.75
39950	05/28/24	14750	MULLINAX FORD OF OLYMPIA LLC	\$1,293.00
39951	05/28/24	15089	NELSON NYGARD CONSULTING ASSOCIATES INC.	\$10,811.02
39952	05/28/24	15255	NORTHWEST PUMP & EQUIPMENT CO.	\$102.73
39953	05/28/24	16765	PETROCARD INC.	\$28,497.47
39954	05/28/24	16841	PIONEER FIRE & SECURITY INC.	\$131.40
39955	05/28/24	16873	PITNEY BOWES GLOBAL FINANCIAL SVCS LLC	\$685.63
39956	05/28/24	17505	RAINIER DODGE INC.	\$51.49
39957	05/28/24	17965	SEATTLE AUTOMOTIVE DISTRIBUTING INC.	\$957.54
39958	05/28/24	18052	SHEA CARR & JEWELL INC.	\$47,493.58
39959	05/28/24	18066	SHI INTERNATIONAL CORP.	\$42,904.92
39960	05/28/24	18298	SOLOMON DEBRA	\$74.30
39961	05/28/24	18530	STANDARD PARTS CORP.	\$1,256.63
39962	05/28/24	18669	STRUCTURED COMMUNICATION SYSTEMS INC	\$11,231.45
39963	05/28/24	18695	SUMMIT LAW GROUP PLLC	\$197.50
39964	05/28/24	21630	THE ATHENA GROUP LLC	\$10,820.00
39965	05/28/24	21650	THE GOODYEAR TIRE & RUBBER COMPANY	\$5,686.15
39966	05/28/24	21655	THE W.W. WILLIAMS COMPANY LLC	\$7,209.00
39967	05/28/24	21830	THURSTON COUNTY SOLID WASTE	\$127.00
39968	05/28/24	21865	THURSTON ECONOMIC DEVELOPMENT COUNCIL	\$2,000.00
39969	05/28/24	22010	ROTTERS INC.	\$382.78
39970	05/28/24	23635	UNITED RENTALS (NORTH AMERICA INC.)	\$444.20
39971	05/28/24	23660	UNITED WAY OF THURSTON COUNTY	\$420.00
39972	05/28/24	23770	VANNER INC.	\$2,999.57
39973	05/28/24	23800	VESTIS GROUP INC.	\$1,122.15
39974	05/28/24	23984	WAKPAMNI LAKE COMMUNITY CORPORATION	\$256.71
39975	05/28/24	24000	W. W. GRAINGER INC.	\$45.82
39976	05/28/24	24030	WA ST AUDITOR'S OFFICE	\$2,030.86
39977	05/28/24	24528	WA ST DEPT OF SOCIAL AND HEALTH SERVICES	\$40.00
39978	05/29/24	24740	WA ST EMPLOYMENT SECURITY DEPARTMENT	\$21,519.92
ACH	05/02/24		AUTHORIZE.NET	\$241.86
ACH	05/03/24		BAIR ALYSIA	\$398.13
ACH	05/03/24		DAPRANO SHAWN	\$148.00
ACH	05/03/24		GLAVE TERRENCE A.	\$85.00
ACH	05/03/24		IT PROJECT ASSISTANCE	\$776.00

ACH	05/03/24	IT WELLNESS	\$1,118.50
ACH	05/03/24	LOOMIS CHRISTINA	\$252.11
ACH	05/03/24	REVEL STACI A.	\$118.11
ACH	05/03/24	SLAVIN RICHARD	\$148.00
ACH	05/03/24	YEE JONATHON	\$264.77
ACH	05/10/24	BARRY SEAN	\$18.49
ACH	05/10/24	BERGKAMP EMILY	\$408.32
ACH	05/10/24	DEMERICE NICOLAS	\$310.40
ACH	05/10/24	LANCE RUBY	\$20.00
ACH	05/10/24	VANMANSART CARMEN	\$70.00
ACH	05/17/24	DUDEK DAVID	\$885.26
ACH	05/17/24	INTERNATIONAL ASSOCIATION OF MACHINISTS	\$2,670.00
ACH	05/17/24	MESSMER PATRICIA	\$208.40
ACH	05/17/24	MIDSTOKKE II MICHAEL	\$400.26
ACH	05/17/24	MILLER WILLIAM	\$474.26
ACH	05/17/24	WITHROW DENA	\$328.76
ACH	05/17/24	WOOD ROBERT D.	\$502.26
ACH	05/23/24	DEPARTMENT OF REVENUE	\$539.34
ACH	05/24/24	ALFONSO CHRISTOPHER	\$55.50
ACH	05/24/24	CROW TOMMY	\$55.50
ACH	05/24/24	MIDSTOKKE II MICHAEL	\$1,090.44
ACH	05/24/24	RANDALL DAVID	\$120.00
ACH	05/31/24	COLLINS AMANDA	\$139.70
ACH	05/31/24	DUDEK DAVID	\$668.85
ACH	05/31/24	IT PROJECT ASSISTANCE	\$499.00
ACH	05/31/24	IT WELLNESS	\$736.00
ACH	05/31/24	JOHNSON JEFFREY J.	\$136.00
ACH	05/31/24	MEIERHOFF AMY	\$356.50
ACH	05/31/24	MILLER WILLIAM	\$422.07
ACH	05/31/24	NEAL ALANA	\$356.50
ACH	05/31/24	REINHARDT BRYCE	\$286.00
ACH	05/31/24	SLAVIN RICHARD	\$277.25
ACH	05/31/24	SMITH HEATHER	\$356.50
ACH	05/31/24	YEE JONATHON	\$339.09

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**\$3,851,171.70**

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 3-D**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Noelle Gordon, Procurement and Project Management Coordinator,  
(360) 705 - 5857

**SUBJECT:** Surplus Property

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- 1) **The Issue:** Whether to declare the property listed on Exhibit A as surplus.
- 
- 2) **Recommended Action:** Declare the property listed in Exhibit A as surplus.
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- 3) **Policy Analysis:** Resolution No. 04-2020 states that the Authority must declare property valued over \$5,000 as surplus to our needs prior to disposition. As a collective group, the items listed in Appendix A are valued at over \$5,000.
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- 4) **Background:** Staff is requesting the Authority declare the items listed in Exhibit A as surplus. This list includes various parts from Inventory and computer equipment from Information Services which are surplus to our needs. Once declared as surplus these items will be offered for direct purchase by other public agencies, and items not sold in this manner will then be either sold competitively through public auction or provided to DES surplus. The total value of the items listed in Exhibit A is estimated at \$37,833.34.
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- 5) **Alternatives:**
- A. Declare the items surplus. Staff determined there is no longer a need to retain these items.
  - B. Declare a portion of the items as surplus.
  - C. Defer action. Storage availability on-site and off-site storage costs are an issue.
  - D. Retain all items. Storage availability and off-site storage costs are an issue.
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- 6) **Budget Notes:** Funds generated by the sale of surplus property are deposited in the Intercity Transit cash account.
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- 7) **Goal Reference:** Goal No. 3: *"Maintain a safe and secure operating system."*
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- 8) **References:** Exhibit A - Surplus Property – June 2024.
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**EXHIBIT A**  
**SURPLUS PROPERTY – JUNE 2024**

**INVENTORY DEPARTMENT**

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
1	Lamp, clear back up, dialight ((dal))	82-79102-000	6	\$15.97	\$95.82
2	Lamp, red brake & taillight dialight ((dal))	82-79103-000	3	\$18.13	\$54.38
3	Lamp, amber turn dialight (((dal)))	82-81280-000	6	\$13.05	\$78.29
4	Lamp, auxillary interior light w/o switch	61641	3	\$1.73	\$5.18
5	Light, clear reverse & docking	61e41	2	\$13.85	\$27.69
6	Light assy, license plate, led	10229119/g	1	\$7.34	\$7.34
7	Lamp, led amber, for flashing top light	64039-03	4	\$16.84	\$67.35
8	Light, led amber marker	19250y	1	\$2.42	\$2.42
9	Lamp, led red marker	19031r	4	\$2.99	\$11.97
10	Lamp, led red marker	19250r	1	\$1.98	\$1.98
11	Light assy, center brake, 3rd	60250r	1	\$8.64	\$8.64
12	Lamp, clear led, wheel chair ramp	65040-1	1	\$2.16	\$2.16
13	Light, 4" oval led push lens	63889	1	\$12.82	\$12.82
14	Circuit breaker, 10 amp	30055-10	3	\$0.87	\$2.60
15	Circuit breaker, 20 amp	30055-20	1	\$0.81	\$0.81
16	Circuit breaker, 30 amp	30055-30	1	\$1.11	\$1.11
17	Circuit breaker, 15amp	30409-15	2	\$1.10	\$2.20
18	Solenoid, continuous duty, 80 amp 12v 3 terminal	St95	1	\$11.26	\$11.26
19	Wiper, passenger	10329206	3	\$2.19	\$6.58
20	Wiper, front r. & l.	Wb000022ag	2	\$2.18	\$4.37
21	Counter, 5 position passenger	1x5	2	\$6.69	\$13.37
22	Line, brake off master cylinder, rear port	20784608	2	\$18.09	\$36.19
23	Line, brake off master cylinder, front	20784610	3	\$20.67	\$62.00
24	Springs. Leaf	22799636	2	\$0.00	\$0.00
25	Belt, serpentine	25-061369hd	2	\$19.28	\$38.56
26	Hose, lower radiator	19351811	1	\$40.84	\$40.84
27	Wire, 18/2 w/c lift electrical	7422k2	406	\$0.06	\$24.51

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
28	Strap, w/c restraint	45-13951	2	\$3.07	\$6.15
29	Bushing, vertical knuckle link	25386	23	\$0.82	\$18.88
30	Pendant, ricon kit	33022	1	\$59.54	\$59.54
31	Buckle asm female, w/ switch	22017	1	\$10.02	\$10.02
32	Seat belt, passenger outer	0023396	1	\$6.42	\$6.42
33	Belt, w/c extensions	22920	4	\$22.68	\$90.72
34	Belt, w/c, integrated	Fe200595	3	\$12.03	\$36.08
35	Belt, w/c restraint	Fe200855s	1	\$35.52	\$35.52
36	Panel, mirror switch gmt membrane	0030376-20	1	\$21.19	\$21.19
37	Control, power mirror switch, rosco	0035126	1	\$47.42	\$47.42
38	Mirror glass, flat	2204	3	\$5.53	\$16.58
39	Arm, mirror	605755	3	\$4.40	\$13.20
40	Timer, heated mirror	68343	1	\$6.41	\$6.41
41	Mirror, convex	708156	4	\$5.08	\$20.33
42	Mirror,driver/passenger w/heat	709006	1	\$17.15	\$17.15
43	Rubrail endcap, aluminum	0001113	3	\$0.78	\$2.35
44	Filter, oil	12691158	7	\$3.06	\$21.43
45	Filter, fuel	19259309	3	\$17.33	\$51.98
46	Filter, fuel	Tp3018	3	\$14.89	\$44.68
47	Filter, oil	51516	1	\$0.94	\$0.94
48	Sensor, water in fuel, bottom of f. Filter	12676436	2	\$8.95	\$17.91
49	Screen, fuel screen kit	19259252	1	\$17.13	\$17.13
50	Pigtail connector, water ib fuel sensor	Ec263	1	\$5.54	\$5.54
51	Filter, fuel	33097	1	\$2.44	\$2.44
52	Filter, air	42385	1	\$1.21	\$1.21
53	Bolt, air cleaner, also radiator top mount	N606675-s439	4	\$0.38	\$1.50
54	Filter, air	20815924	2	\$30.75	\$61.50
55	Connector, transmission cooler	15724728	2	\$4.61	\$9.22
56	Cooler, transmission	70273	1	\$18.75	\$18.75
57	Cable, transmission shift at tranny, lower	25939774	1	\$6.57	\$6.57

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
58	Hose, hydraulic, hydroboost to pump, pressure	22792984	1	\$10.23	\$10.23
59	Hose, p/s hydroboost to steering box	84371432	1	\$12.85	\$12.85
60	Hydroboost, brakes (has core)	19371364	1	\$119.82	\$119.82
61	Lines, transmission cooler (set)	20916868	1	\$24.64	\$24.64
62	Control arm, upper l.h.	25793550	1	\$55.40	\$55.40
63	Control arm, upper r.h.	25793553	1	\$55.40	\$55.40
64	Bushing, upper control arm	267-4457	8	\$3.08	\$24.64
65	Box, steering gear, has a core	39-1191	1	\$77.74	\$77.74
66	Shock, front extended, testing	76868	2	\$12.77	\$25.54
67	Shock, rear	84301668	2	\$16.99	\$33.98
68	Shock, front	84334623	2	\$17.14	\$34.28
69	Reinforcement, left front upper shock tower	23208009	1	\$66.87	\$66.87
70	Reinforcement, right front upper shock tower	23208010	2	\$66.11	\$132.22
71	Reservoir, power steering assy	19257561	1	\$9.92	\$9.92
72	Insulator, front coil spring upper	25751134	4	\$2.96	\$11.85
73	Pump, power steering	84023339	1	\$61.66	\$61.66
74	Microphone, mobile, mounted in holder	Mic-102	2	\$13.00	\$26.00
75	Module, transmission control (tcm)	24275874	1	\$145.13	\$145.13
76	Plate, 1-2-3-4 steels transmission	24248007	1	\$16.84	\$16.84
77	Seal kit, transmission case	24260146	1	\$18.27	\$18.27
78	Plate, valve body	24272467	1	\$2.51	\$2.51
79	Gasket, transmission pan	8677743	1	\$10.35	\$10.35
80	Bolt, trans pan	11515756	13	\$0.27	\$3.54
81	Gasket, cooler line to transmission	15251488	1	\$1.24	\$1.24
82	O-ring, front pump	24224577	2	\$1.46	\$2.91
83	Seal ring, turbine shaft	24224655	6	\$0.77	\$4.62
84	Seal kit, transmission control module	24236927	1	\$3.43	\$3.43
85	Seal, front pump	24237531	1	\$4.89	\$4.89
86	Dipstick, transmission	25828609	1	\$4.40	\$4.40



Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
87	O-ring, tranny dipstick center	26020642	1	\$2.09	\$2.09
88	Seal, ext. Housing, trans, 4l80e booted	8677463	2	\$1.94	\$3.88
89	Module assy, def pump, sets on top	22902634	1	\$113.31	\$113.31
90	Plug, spark	7440	7	\$1.00	\$6.97
91	Seal kit, all ornigs & seals def tank	22902626	1	\$11.52	\$11.52
92	Seal kit, def tank	22902627	1	\$3.64	\$3.64
93	Def reservoir oring kit, 2 small orings	84412928	1	\$66.45	\$66.45
94	Gasket, egr valve	12635466	2	\$1.69	\$3.39
95	Valve, egr	12639422	1	\$75.94	\$75.94
96	Injector, def includes gasket	12647372	1	\$60.62	\$60.62
97	Cooler, egr	12656036	1	\$153.14	\$153.14
98	Gasket, intake manifold round	97368325	1	\$4.66	\$4.66
99	Gasket, intake manifold to throttle body	97375503	1	\$2.60	\$2.60
100	Gasket, egr valve to cooler	98062923	1	\$1.24	\$1.24
101	Gasket, egr cooler	98070023	2	\$1.23	\$2.46
102	Sender, fuel level in tank	19329220	1	\$31.17	\$31.17
103	Solenoid, evap purge	12581282	1	\$7.71	\$7.71
104	Bolt, throttle body	11611133	4	\$0.82	\$3.26
105	Injector, direct fuel # 1 through # 8	19210900	3	\$89.59	\$268.78
106	Injector, fuel, indirect	19421482	1	\$57.61	\$57.61
107	Nut, glow plug	11601765	2	\$1.23	\$2.47
108	Glow plug	12639701	3	\$6.84	\$20.51
109	Switch, engine fuel vacuum	12641590	1	\$9.84	\$9.84
110	Module, glow plug control	12652113	1	\$81.16	\$81.16
111	Sensor, exhaust pressure differential	12630257	1	\$25.87	\$25.87
112	Sensor, exhaust gas temp pos.2	12643373	1	\$22.81	\$22.81
113	Sensor, egt exhaust temp position 3 & 4 only	19418900	1	\$13.44	\$13.44
114	Sensor, egt position 1 only, exhaust gas temp	19418988	1	\$10.63	\$10.63
115	Sensor, maf, mass air flow	23259883	1	\$28.65	\$28.65
116	Hose, dpf, position 1	25892627	1	\$3.44	\$3.44

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
117	Hose, dpf, position 2	25892628	1	\$3.44	\$3.44
118	Gasket, oil cooler, triangular, left	12640849	1	\$1.83	\$1.83
119	Gasket, oil cooler, triangular, right	12640850	1	\$1.83	\$1.83
120	Sensor, nitrogen oxide, position 1, nox	12671387	2	\$67.04	\$134.08
121	Sensor, nitrogen oxide, position 2, nox	12671388	1	\$77.10	\$77.10
122	O-ring, water pump outlet pipe	94011702	1	\$6.21	\$6.21
123	O-ring, oil cooler adapter to block,outlet	94399279	3	\$1.06	\$3.19
124	Gasket, steel rectangular, oil cooler to block	97192666	1	\$4.83	\$4.83
125	Seal, rectangular, oil cooler adapter to block	97192667	1	\$1.19	\$1.19
126	O-ring, oil cooler adapter to block, inlet	97216175	1	\$1.30	\$1.30
127	Gasket, engine oil cooler	97358847	2	\$3.10	\$6.20
128	Cylinder, overhead cabinet door lock, 5/8"	10232462	1	\$1.18	\$1.18
129	Latch, battery tray	Sl-2105zn-kf	2	\$1.37	\$2.74
130	Gasket, cat converter exhaust 4 hole, dpf	15126137	1	\$2.27	\$2.27
131	Pipe, dpf, pressure sensor position 2	20803214	1	\$2.41	\$2.41
132	Pipe, dpf, pressure sensor position 1	20803219	1	\$2.49	\$2.49
133	Battery tray and slides	Sp60-111	1	\$382.22	\$382.22
134	Module, cover kit, wiper motor	19169126	1	\$25.49	\$25.49
135	Pump, hvac electric vacuum pump	23490194	1	\$51.21	\$51.21
136	Switch, turn signal,wipers,headlights	D811c	1	\$4.96	\$4.96
137	Relay, flasher timer, adjust 1-1000 sec	0029497	2	\$17.01	\$34.01
138	Circuit board, rear a/c includes fuses & relays	10211525	1	\$104.51	\$104.51
139	Knob, temp snowflake	10231268	2	\$0.57	\$1.13
140	Retainer, brake switch	11548247	1	\$1.48	\$1.48
141	Sensor, brake pedal position	13579088	1	\$2.22	\$2.22
142	Switch, brake light on pedal	15861245	2	\$5.59	\$11.17
143	Chime, multifunction module	20901252	1	\$25.51	\$25.51
144	Sensor, rear backup in bumper module	S-sh02	2	\$28.98	\$57.96
145	Weatherstrip l.h. b-pillar	25867740	1	\$10.85	\$10.85

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
146	Filter, rear a/c	Ftr-001	2	\$7.10	\$14.20
147	Weatherstrip, drivers door on body	84979904	1	\$28.17	\$28.17
148	Clutch fan electric	20788261	1	\$59.59	\$59.59
149	Motor, rear hvac fan	Blw-206p	2	\$31.48	\$62.96
150	Hose, a/c compressor to condenser, discharge	23364123	1	\$21.60	\$21.60
151	Foot, mounting, condensor fan	Ta8000065	50	\$0.10	\$4.80
152	A/c belt tensioner	12580196	1	\$12.50	\$12.50
153	Seal, front crank	97209341	1	\$8.78	\$8.78
154	Tensioner, serpentine belt	98094201	1	\$22.88	\$22.88
155	Pulley, idler, alternator	98057284	2	\$8.19	\$16.37
156	Fan, rear heater 5" puller, 12 volt low profile	10232858	2	\$32.09	\$64.17
157	Motor, blower front	84360848	1	\$18.38	\$18.38
158	Connector, blow mtr resistor	15306007	1	\$12.64	\$12.64
159	Control head, front factory heater	84793087	2	\$41.59	\$83.18
160	Actuator, outside air vacuum, 1 vac line	1996835	1	\$1.82	\$1.82
161	Valve, defroster actuator, 2 vacume lines, a pille	89018674	1	\$13.48	\$13.48
162	Circuit board, a/c with relays & fuses	0031539-4	1	\$42.64	\$42.64
163	Compressor, front a/c with clutch, factory	84208258	1	\$80.99	\$80.99
164	Hose, lo press. A/c compressor	25918384	1	\$20.01	\$20.01
165	Gasket, oil cooler pan	15203889	1	\$1.31	\$1.31
166	Microphone kit, wireless	X10dr-pu2	1	\$132.00	\$132.00
167	Filter, 30 amp	75074	1	\$18.47	\$18.47
168	Cable, radio interface adaptermoto 26 pin	Xca-m26	1	\$10.50	\$10.50
169	Thermostat, 185 degrees	97241129	2	\$10.16	\$20.31
170	Thermostat, 180 degree	97241130	2	\$8.67	\$17.35
171	Gasket, water pump outlet to oil cooler pipe	12635594	1	\$1.11	\$1.11
172	Pump, water	12637105	1	\$59.46	\$59.46
173	O-ring, w/p pump pipe to t.stat housing	94011602	1	\$0.74	\$0.74

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
174	Seal, pipe to water pump	94011603	1	\$0.68	\$0.68
175	O-ring, waterpump mounting	94013304	1	\$3.30	\$3.30
176	Bolt, crankshaft balancer	97329601	1	\$3.39	\$3.39
177	Tank, coolant w/sensor	22892637	1	\$30.01	\$30.01
178	Nut, degas bottle	N623332-s439	3	\$0.20	\$0.61
179	Line, trans cooler - radiator to cooler	15808252	1	\$16.91	\$16.91
180	Tube, engine oil dipstick includes oring	12631778	1	\$10.91	\$10.91
181	Seal, engine cover, (doghouse)	89045152	1	\$18.40	\$18.40
182	Dipstick, engine oil	12631777	1	\$8.60	\$8.60
183	Oring, engine oil dipstick tube	94036238	2	\$0.73	\$1.45
184	Gasket, oil pan	12612350	1	\$6.98	\$6.98
185	Gasket, flywheel housing cover, engine cover	97229043	1	\$1.30	\$1.30
186	Sensor, cac air temp	12625041	1	\$7.39	\$7.39
187	Oring, oil fill tube, engine	12625100	1	\$4.14	\$4.14
188	Clamp, cac cleaner outlet hose	15297854	1	\$1.16	\$1.16
189	Hose, cac cleaner outlet	15849822	1	\$32.48	\$32.48
190	Tube, engine fill includes oring	98090962	1	\$9.46	\$9.46
191	Plug, engine oil drain includes seal, duramax	11569943	1	\$1.22	\$1.22
192	Cap, engine oil	12573337	1	\$3.19	\$3.19
193	Hose, cac inlet connector	22865371	1	\$27.89	\$27.89
194	Starter assembly with solenoid	12721722	1	\$60.99	\$60.99
195	Regulator	Px-6000	3	\$27.91	\$83.72
196	Stator, 14v	Px-4290	4	\$25.84	\$103.34
197	Brush holder assy.	Px-4283	15	\$5.25	\$78.68
198	Cover, rear rectifier, black	Px-4285	4	\$2.12	\$8.48
199	Bolt, alternator mounting bolts 10x1.25x90	11516360	2	\$0.82	\$1.63
200	Insulator, heat sink stud	Px-1039	23	\$0.82	\$18.75
201	Stud, heat sink	Px-1040	25	\$0.10	\$2.57
202	Nut, sb rotor	Px-1060	12	\$0.24	\$2.85

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
203	Insulator, heat sink stud	Px-1091	6	\$0.06	\$0.33
204	Nut, keps	Px-1099	22	\$0.03	\$0.56
205	Washer, flat	Px-1116	7	\$0.02	\$0.12
206	Insulator, gray fiber washer	Px-4221	6	\$0.56	\$3.36
207	Insulator, w/shoulder bolt	Px-4227	8	\$0.15	\$1.16
208	Pigtail assy, 2 wire	Px-4273	3	\$1.22	\$3.67
209	Bearing, rear	Px-4279	13	\$3.25	\$42.19
210	Washer, rear cover bearing, (px-4v-220)	Px-4280	13	\$0.56	\$7.28
211	Bolt. Thru	Px-4286	20	\$0.27	\$5.45
212	Ring, metal tolerance	Px-4297	11	\$0.94	\$10.29
213	Diode strap, negative	Px-5335	12	\$1.42	\$17.04
214	Alternator, penntex	Px-4v-220-10	0	\$0.00	\$0.00
215	Alternator, denso internal parts	Px4vhp-240a	1	\$127.49	\$127.49
216	Housing, fuel filler, round l. Rear	0023839	1	\$15.28	\$15.28
217	Cable & handle, hood latch release	22759325	1	\$9.23	\$9.23
218	Cover, rear bumper lh end	25962247	1	\$9.42	\$9.42
219	Cover, rear bumper rh end	25962248	1	\$11.48	\$11.48
220	Gear, with bushing, for entry door	0029581-15	2	\$15.84	\$31.69
221	Motor, for entry door	0029581-51	1	\$50.62	\$50.62
222	Module, pc board for entry door	10205270	1	\$73.88	\$73.88
223	Knob, lumbar adjusting	55913	1	\$1.11	\$1.11
224	Lever, recliner rh curved	55992	1	\$0.27	\$0.27
225	Lever, recliner rh curved	55993	1	\$0.30	\$0.30
226	Spacer, recliner lever	55994	3	\$0.07	\$0.20
227	Screw, recliner lever	55995	6	\$0.32	\$1.91
228	Handle, recliner passenger front seat	88981429	1	\$1.56	\$1.56
229	Cylinder, def door lock, 1"	Tbb67000779	1	\$3.65	\$3.65
230	Guard, door edge	730-2521	1	\$0.78	\$0.78
231	Latch kit, side window	87916	2	\$3.53	\$7.05
232	Handle, driver door outer	25942271	1	\$9.07	\$9.07

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
233	Panel, modesty 24 x 20, color #672 gray	0024212-1	1	\$37.41	\$37.41
234	Actuator, sliding door pass	12362544	2	\$10.31	\$20.62
235	Hook, coat	1760a1	2	\$0.19	\$0.37
236	Hook, drivers visor retainer hook	25840046	1	\$2.95	\$2.95
237	Bluetooth, in-car speakerphone, visor	Jabra tour	1	\$0.00	\$0.00
238	Keyless entry, avital	3100lx	2	\$8.18	\$16.36
239	Circuit breaker, main	1010	3	\$7.00	\$21.00
240	Lens, w/c lift & interior	18-1011	1	\$0.22	\$0.22
241	Box, fuse panel, under hood	22765296	1	\$40.71	\$40.71
242	Add a circuit, ato	Fha200	1	\$2.94	\$2.94
243	Bulb, fog lamp	15200611	2	\$3.29	\$6.58
244	Fare box lock cylinder assy, retrofit kit	M165796	2	\$16.75	\$33.50
245	Mud flap, front molded set	12496340	2	\$10.80	\$21.59
246	Switch, rotary foot	Tig31066	1	\$12.71	\$12.71
247	Harness, telma foot switch, chevy	Tik10315	1	\$37.72	\$37.72
248	Harness, telma foot switch	Tik10685	1	\$44.40	\$44.40
249	Shield, inner fender splash, l.h. front	23507604	2	\$7.72	\$15.44
250	Gasket, rear axle hub	12471641	2	\$2.75	\$5.50
251	Seal, oil, rear axle hub	15823962	2	\$7.45	\$14.90
252	Stud, wheel front	11588810	3	\$1.40	\$4.19
253	Retainer, spindle nut	390622s	1	\$0.27	\$0.27
254	Nut, rear wheel axle stud	9591924	8	\$2.71	\$21.70
255	Master cylinder, brake	15936936	1	\$23.50	\$23.50
256	Kit, park brake shoes	23380398	2	\$23.96	\$47.92
257	Shoes, park brake	25904969	2	\$12.07	\$24.15
258	Seal kit, rear includes caliper slide pin rubbers	20777347	2	\$3.61	\$7.21
259	Pin / bolt kit rear calipers	20826650	1	\$8.70	\$8.70
260	Kit, bolts & bushings, front brakes	83266	2	\$1.43	\$2.86
261	Cable & handle assy, park brake	15226270	1	\$6.13	\$6.13
262	Cover, brake pedal pad	15706042	1	\$2.18	\$2.18

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
263	Pigtail, connector for abs jumper harness	13586114	1	\$6.06	\$6.06
264	Harness, r.h. rear speed sensor	25828206	1	\$3.57	\$3.57
265	Bearing & hub assy, front wheel l.h. & r.h.	84915033	1	\$46.54	\$46.54
266	Caliper, brake, right front	2502xa	1	\$18.21	\$18.21
267	Caliper, brake, left front	2502xb	1	\$18.21	\$18.21
268	Pads, front brake	84292733	1	\$33.96	\$33.96
269	Seatbelt, kit, rr	19181658	2	\$15.44	\$30.89
270	Seatbelt, kit, lr	19181660	2	\$16.01	\$32.03
271	Seatbelt, kit	19181897	1	\$39.51	\$39.51
272	Buckle, drivers seat belt, ((see notes))	19258472	1	\$20.71	\$20.71
273	Retractor, seat belt drivers l.h. factory	19258748	1	\$31.71	\$31.71
274	Cover, seat belt height adjuster, driver l.h.	22913924	1	\$14.57	\$14.57
275	Seatbelt adjuster assy	20872732	1	\$7.46	\$7.46
276	Clip, seatbelt comfort	25748088	2	\$4.03	\$8.05
277	Extender, rear seat, 9"	19207608	5	\$0.00	\$0.01
278	Extender, front only, 15"	22730279	18	\$0.00	\$0.00
279	Cable, seat release, z-end	19333	1	\$30.78	\$30.78
280	Truss lock	21329	7	\$2.63	\$18.39
281	Cap, truss lock, red	21477	3	\$1.30	\$3.90
282	Cover, driver side dump, flip up seat	21320	2	\$3.18	\$6.36
283	Cover, passenger side dump, flip up seat	21466	1	\$3.10	\$3.10
284	Armrest, drivers seat	56046	2	\$22.33	\$44.65
285	Armrest, freedman lemans sport seat	71806	2	\$14.99	\$29.98
286	Gasket, differential	26067159	2	\$1.97	\$3.94
287	Plug, drain, rear differential	12471479	1	\$3.33	\$3.33
288	Bolt, for strap on u-joint	15734903	4	\$0.71	\$2.85
289	Strap, u-joint	23170499	2	\$1.82	\$3.65
290	Plug, drain rear differential	92230583	1	\$2.18	\$2.18
291	Flange, mounts rear driveline to telma	Tif01081	1	\$20.24	\$20.24

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
292	Nut, pinion	15552844	2	\$2.99	\$5.99
293	Bearing, outer pinion	23243839	1	\$16.03	\$16.03
294	Sleeve, crush	26008741	2	\$2.52	\$5.04
295	Seal, pinion	26064030	1	\$6.44	\$6.44
296	Bearing, pinion pilot (3rd)	7451870	1	\$13.04	\$13.04
297	Bearing, inner pinion	9414917	1	\$19.33	\$19.33
298	Bearings, case	9436881	2	\$20.60	\$41.20
299	Ring & pinion kit	19210704	1	\$127.30	\$127.30
300	Carrier, bare rear diff case, 10.5, 14 bolt	26067357	1	\$170.55	\$170.55
301	Gear kit, differential side & pinion	12471687	2	\$100.67	\$201.34
302	Converter, catalytic (has core) cat	19420268	1	\$362.25	\$362.25
303	Mirror assembly, l.h. power, velvac	718747	1	\$85.27	\$85.27
304	Bracket, rear bumper r/h	10228873	1	\$31.99	\$31.99
305	Bracket, rear bumper l/h	10228874	1	\$15.99	\$15.99
306	Radiator	22805590	1	\$95.26	\$95.26
307	Hvac filter, 14x20, single	050142001	3	\$1.32	\$3.97
308	Hvac filter, ac 21" x 33 1/2"	0502133d01	1	\$3.08	\$3.08
309	Cover, l.h. passenger bottom fold down	1000/288	1	\$34.78	\$34.78
310	Cover, pass side first seat, bottom cover	1000/79-11	1	\$47.57	\$47.57
311	Cover, seat bottom 2pl/am2/fw/ntch ss, row123	1000-288-62108089	4	\$23.21	\$92.85
312	Cover, seat bottom 2pl/fw/ntch/ cs row 1&2	1000-289-62108089	2	\$19.82	\$39.65
313	Cover, seat cushion, very rear only	1000-81-62108089	2	\$10.56	\$21.12
314	Cover, seat back 2pl/am2/fw/ntch ss, row 1,2,3	1001-288-62108089	2	\$31.56	\$63.11
315	Cover, seat back 2pl/am2/fw/ntch, cs rows 1&2	1001-289-62108089	1	\$32.10	\$32.10
316	Cover, seat back, very rear only	1001-81-62108089	2	\$11.63	\$23.25
317	Cover, dr seat, complete	1005-120	1	\$67.79	\$67.79
318	Caliper, rh front	68157610aa	2	\$23.82	\$47.64
319	Caliper, lh front	68157611aa	2	\$31.24	\$62.48



Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
320	Hvac filter, 16x24, single	050162401	12	\$1.99	\$23.88
321	Filter, hvac9 16" x 18"	313htpn1618	5	\$1.36	\$6.80
322	Hvac filter, 25x40	050252002	2	\$3.16	\$6.32
323	Hvac filter, 32 x 40, dble	050322002	3	\$7.14	\$21.42
324	Hvac filter, 40 x 40 1 fold	050402002	3	\$7.44	\$22.32
325	Hvac filter, 11 x 15, single	050111501	2	\$1.54	\$3.08
326	Filter, ac 14" x 33 1/2"	0501433d01	1	\$1.59	\$1.59
327	Filter, ac 21" x 33 1/2"	0502133d01	1	\$3.08	\$3.08
328	Hvac filter, 14x20, single	050142001	3	\$1.32	\$3.96
329	Hvac filter, 16x30 trailer	050163001	4	\$2.19	\$8.76
330	Hvac filter 20 x 28, single	050202801	6	\$3.11	\$18.66
331	Hvac filter, 15x15, single	050151501	4	\$1.52	\$6.08
<b>INVENTORY DEPARTMENT TOTAL</b>					<b>\$9,032.46</b>

#### **INFORMATION SYSTEMS DEPARTMENT**

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
1	Dell powervault md1200	2y8pjh2, fjnnkb2	2	\$150.00	\$300.00
2	Dell md3800i	8rh9382	1	\$299.88	\$299.88
3	Dell poweredge r520	1tfwl02	1	\$119.99	\$119.99
4	Dell poweredge r730	2p94382, 2p8b382, cb65jh2, 2p95382	4	\$484.99	\$1,939.96
5	Emc jtfr-2, vnx 5200	Fcnjc150500033	1	\$199.99	\$199.99
6	Dell poweredge r530	42cbc42	1	\$300.00	\$300.00
7	Dell poweredge r720	Cf1yhx1, cf1xhx1, cf2whx1	3	\$119.99	\$359.97
8	Dell poweredge r720xd	856c6w1, 522s6x1	2	\$379.99	\$759.98
9	Emc ktn-stl3	Cf24y151200392	1	\$109.99	\$109.99
10	Revcord	Mcs6182015-7	1	\$500.00	\$500.00
11	Brightsign xt244	Tye06k000127, tye06r000134, tye06t000152, tye06j000118	4	\$700.00	\$2,800.00

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
12	Apc ups smt1500rm2uc	3s1834x14943, 3s1835x03430, 3s1834x14929	3	\$100.00	\$300.00
13	Apc ups smt1500rm2u	As1314220475, as1146220402	2	\$488.99	\$977.98
14	Apc ups surta2200rmxl2u	Qs1224131650,	1	\$159.99	\$159.99
15	Apc ups surta48xlbp	5s1226t07717	1	\$59.99	\$59.99
16	Shoretel 530	00104900bcc0, 00104900bc55, 00104900bcc1, 00104900bc53	4	\$23.45	\$93.80
17	Corning connector shelf w/blank cch panels	9004366999	1	\$99.00	\$99.00
18	Altronix ebridge	Ebridge1600pcrm	1	\$2,454.19	\$2,454.19
19	Altonix	R2432600ul	1	\$49.95	\$49.95
20	Axis 291 1u video serv rack	Hw0194218765, hw0194236088	2	\$89.95	\$179.90
21	Yellow cat 6 ethernet cable (11boxes, various lengths)	N/a	1100	\$3.80	\$4,180.00
22	Dish network vip211k	R0101238262, r00095385479	2	\$99.00	\$198.00
23	Dell monitor attachment speakers	Various	16	\$12.99	\$207.84
24	Axis q1755-e camera	00408ce463b7, acc8e2c35e1	2	\$550.00	\$1,100.00
25	Arecont camera	Av20185dn (model#)	3	\$224.99	\$674.97
26	Motorola centracom	0954500460069, 0954500450117, 0954500460069	3	\$49.00	\$147.00
27	Jvc camera (pelco enclosure)	10140546, 16033064, 10140538, 16033058	4	\$213.50	\$854.00
28	Pelco camera enclosure	Eh3512-2hd	1	\$99.99	\$99.99
29	Cayan verifone genius injection station mx925	284-517-664	1	\$250.00	\$250.00
30	Brother dcp7060d multi function copier	U62711e1n419214	1	\$115.71	\$115.71
31	Meraki mv12w	Q2gv-du5z-mafp, q2gv-dc9s-a3ay	2	\$125.00	\$250.00
32	Trendnet giga fiber converter	Nt08312m00218	1	\$36.49	\$36.49
33	Pettite 2-port usb kvm switch	F3g7-060-0715	1	\$11.87	\$11.87
34	Avocent switch view 2svpua20	0637000185v44n	1	\$41.40	\$41.40
35	Netgear 5-port sitch	2n21193t019d1	1	\$15.00	\$15.00
31	Dell docking station pr02x	4238875401211, 4379428300065	2	\$19.99	\$39.98

Item	Description	Serial / Part #	Qty	Est. Fair Market Unit Value	Est. Total Value
32	Craftsman tool box	706-596013-78360	2	\$149.99	\$299.98
33	Hp deskjet 2755e	Cn21pcz099	1	\$49.99	\$49.99
34	Motorola mc2000 phone	124cfu1213	1	\$88.88	\$88.88
35	Berkley wireless yellowjacket scanner (case)	025848	1	\$130.48	\$130.48
36	8 in one out usb kvm switch mt-801hk-c	X002nwm2pz	1	\$149.99	\$149.99
37	Watchdog 15-p	Tb17030747, tb17030717, tb16020778	3	\$343.57	\$1,030.71
38	Watchdog 100-p	Hx13100447	1	\$100.00	\$100.00
39	Apc cabinet system	E242296	2	\$1,875.00	\$3,750.00
40	Brightsign xd234	D1e95r001548	1	\$99.00	\$99.00
41	Brightsign hd224	44d94f00089	1	\$125.00	\$125.00
42	Interlogix fiver switch	Ge-dssg-244	1	\$1,130.04	\$1,130.04
43	Panasonic toughbook laptop cf29 (no h/d)	5lksa95091	1	\$50.00	\$50.00
44	Dell latitude e7470 (no hard drive)	Dmy4pf2	1	\$75.00	\$75.00
45	Dell latitude e7470 (no h/d)	1jy4pf2	1	\$75.00	\$75.00
46	Dell latitude e7470 (no h/d)	8nf9pf2	1	\$75.00	\$75.00
47	Dell latitude e7470 (no h/d)	71s4pf2	1	\$75.00	\$75.00
48	Dell latitude e7470 (no h/d)	Gny4pf2	1	\$75.00	\$75.00
49	Dell latitude 7275 (no h/d)	Hs7fqc2	1	\$50.00	\$50.00
50	Dell latitude 7490 (no h/d) (no bat)	42rqsq2	1	\$80.00	\$80.00
51	Dell latitude 7490 (no h/d)	2hkqsq2	1	\$100.00	\$100.00
52	Optiplex 9010 (no h/d)	J218sw1	1	\$75.00	\$75.00
53	Dell precision tower 3620 (no h/d)	Dpx3gk2	1	\$50.00	\$50.00
54	Dell precision tower 3620 (no h/d)	Dpvzfk2	1	\$50.00	\$50.00
55	Dell precision tower 3620 (no h/d)	Dpv1gk2	1	\$50.00	\$50.00
56	Dell precision tower 3630 (no h/d)	Db4khq2	1	\$120.00	\$120.00
57	Dell precision tower 3630 (no h/d)	F9ylhq2	1	\$120.00	\$120.00
58	Dell precision tower 3630 (no h/d)	Db4jhhq2	1	\$120.00	\$120.00
59	Dell precision tower 3630 (no h/d)	Db4lhq2	1	\$120.00	\$120.00
60	Dell precision tower 3620 (no h/d)	Dq12gk2	1	\$50.00	\$50.00
61	Dell precision tower 3620 (no h/d)	Dpx0gk2	1	\$50.00	\$50.00
62	Dell precision tower 3620 (no h/d)	Dq02gk2	1	\$50.00	\$50.00
63	Dell precision tower 3620 (no h/d)	Dpw4gk2	1	\$50.00	\$50.00
64	Canon imageformula cr-190i	Fg313672	1	\$50.00	\$50.00
<b>INFORMATION SYSTEMS TOTAL</b>					<b>\$28,800.88</b>
<b>TOTAL ESTIMATED SURPLUS VALUE</b>					<b>\$37,833.34</b>

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-A**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Alana Neal, Human Resources Deputy Director, 564.233.1982

**SUBJECT:** DEI Committee – Juneteenth Presentation

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1) **The Issue:** Brief the ITA on the agency’s Diversity, Equity, and Inclusion (DEI) Committee, introduce committee members, and highlight the importance of recognizing Juneteenth and how the agency celebrated this holiday.

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

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3) **Policy Analysis:** The HR Deputy Director is Chair of the DEI Committee and will introduce available committee members. The DEI Committee is responsible for leading efforts to develop a culture of belonging for our workforce so that every employee feels valued and safe to be their authentic selves.

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4) **Background:** N/A.

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

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

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7) **Goal Reference:** Building a culture of belonging for our workforce and recognizing important historical milestones such as Juneteenth supports the agency’s ability to meet each of the agency’s goals. However, it especially aligns with Goal 8:

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

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

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

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-B**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Katie Cunningham, Project, Procurement & Materials Manager,  
360-705-5837

**SUBJECT:** New Work Van Purchase

- 
- 1) **The Issue:** Consideration of the purchase of one (1) Ford work van.
- 
- 2) **Recommended Action:** Authorize the General Manager, pursuant to Washington State Contract 05916 and City of Seattle Contract 5535, to purchase and upfit one (1) Ford work van in the amount of \$108,250 including sales tax.
- 
- 3) **Policy Analysis:** The procurement policy states the Authority must approve any expenditure over \$100,000.
- 
- 4) **Background:** Intercity Transit seeks to purchase one (1) new Ford work van from Bud Clary Ford under Washington State Department of Enterprise Services (DES) Contract 05916. This vehicle will expand the Facilities work vehicle fleet to accommodate additional staff and departmental needs. This van will also include cargo upfits through Al-Van Equipment Northwest, under City of Seattle Contract 5535, to accommodate tools, operational supplies, and equipment needed for the performance of essential job duties. Intercity Transit expects this new work van will be substantially similar to and complement the work vans currently in use.

As a member of the Washington State Purchasing Cooperative, Intercity Transit is eligible to purchase from DES Contract 05916, which was competitively awarded to Bud Clary Ford for this vehicle class. Through a cooperative purchasing agreement, Intercity Transit is also eligible to purchase from City of Seattle Contract 5535, which was competitively awarded to Al-Van Equipment Northwest. Staff concurs with DES's and City of Seattle's assessments regarding fair and reasonable pricing for each firm. Based on our past experience with both firms, staff is confident this vehicle and the upfits will be mechanically sound and will serve our agency and staff well.

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5) **Alternatives:**

- A. Authorize the General Manager, pursuant to Washington State Contract 05916 and City of Seattle Contract 5535, to purchase and upfit one (1) Ford work van in the amount of \$108,250, including sales tax.
- B. Defer action. Deferring order placement would result in a significant delay in vehicle production and delivery.

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6) **Budget Notes:** The purchase of this new work van falls within the 2024 budget allocation for non-revenue vehicles and equipment.

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7) **Goal Reference:** **Goal #2:** *"Provide outstanding customer service."* and **Goal # 4:** *"Provide responsive transportation options within financial and staffing limitations."*

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

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-C**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Jana Brown, Deputy Director – Chief Financial Officer, (360) 705-5816  
Emily Bergkamp, General Manager, (360) 705-5838

**SUBJECT:** 2024 Mid-Year Budget Update and FTE Adjustment

- 
- 1) **The Issue:** Mid-Year review of the 2024 Budget and increase 2024 Full-Time Equivalent (FTE) allocation.
- 
- 2) **Recommended Action:** Approve an increase of 2024 FTE budgeted numbers from 537.5 to 541.5, to include 1 Accounting Specialist, 1 Senior Web Developer, 1 grant- funded Walk N Roll (WNR) Program Representative, 1 grant-funded WNR Assistant.
- 
- 3) **Policy Analysis:** Intercity Transit Authority Bylaws Article III Powers, Rights, Responsibilities, states, the Authority shall be responsible for establishing and monitoring the policies of Intercity Transit, its budget, and its service levels. The Intercity Transit Authority adopted the 2024 budget on December 6, 2023. The additional FTEs being requested will not surpass the previously approved 2024 budget allocation but will exceed the number of FTEs the Authority approved in the 2024 budget. The 2024 budget documents rely heavily on the corresponding Strategic Plan which states the Authority’s policies regarding service levels and projects.
- 
- 4) **Background:** The Intercity Transit Authority Board may revise the annual budget anytime throughout the year. Historically, budget performance and adjustments are reviewed annually. In the spirit of promoting transparency and accountability, the General Manager is requesting the Intercity Transit Budget be reviewed mid-year by staff to identify unexpected projects or initiatives, revised costs, identify changes to funding resources and provide an update to the board and bring forward any additional needs.

Staff has performed this review, and the following are the changes:

<b>Expenditures</b>		
Fuel Expenditures - Thurston Schools	\$	10,000
Rent/Lease Increase - Maint Storage during construction		60,000
Land Acquisition - 210 Olympia purchase		275,000
Software Implementation - Service Planning Software		70,000
Software Implementation - Pre/Post Check pilot program		15,000
Walk N Roll Expenditures - Cascade Grant		130,158
Cut Commute Expenditures - post Covid adjustment		16,750
<b>Total Expenditure Increase</b>	<b>\$</b>	<b>576,908 *</b>
<b>Funding Sources</b>		
Interest Income increase	\$	2,000,000
Website Enhancement Profes. Svcs. Budget Decrease		110,000 *
ILA Thurston Schools - Fuel Reimbursement		10,000
Grant income increase- Cascade/WNR		246,558
Salaries and Benefits Budget Decrease *		550,000 *
<b>Total Funding Sources Increase</b>	<b>\$</b>	<b>2,916,558</b>

*\* All changes to Expenditure lines items result in an overall decrease, no resolution adjustment is needed.*

Changes to Salaries and Benefits incorporate the following FTE increase needs:

- **1 Accounting Specialist:** Owing to the increase in the use of protected leaves, increase in agency staffing levels and the corresponding increase in workload, along with the antiquated software tools available, there is a need for additional support to administer payroll. Current staffing levels are struggling to keep pace and assure accuracy.
- **1 Web Developer:** This would bring the current contracted website development function in-house. Although the current contractor has performed well, an Intercity Transit employee will give the organization better flexibility and create better value for program funding such as the improvements to the operator website, The HUB, recognition website, etc. The current budget for contracted services will be reallocated to support this position.
- **1 Walk N Roll Program Representative and 1 Assistant:** Intercity Transit received a Cascade grant to fund 2 staff members. These two will manage all aspects of the bike club program, Intercity's bike fleet, and recruit and train volunteers. Staff has coordinated with Grants Program Manager Jessica Gould and confirmed the program anticipates sufficient grant funding to support these positions. Given this will increase our total 2024 budgeted FTEs, it is also included in this FTE increase request.

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5) **Alternatives:**

- A. Approve an increase to 2024 FTE budgeted numbers from 537.5 to 541.5, to include 1 Accounting Specialist, 1 Senior Web Developer, and 2 grant funded Walk N Roll staff members.
- B. Delay a decision regarding an FTE increase until the 2025 budget process.

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6) **Budget Notes:** Though the additional FTEs being requested will not surpass our 2024 adopted budget, this is an increase that will exceed the number of FTEs the Authority approved in the 2024 budget in December 2023.

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

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



**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-D**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Jana Brown  
Deputy Director, Chief Financial Officer, 360- 705-5816

**SUBJECT:** Amending the Intercity Transit Employees' Retirement Plan and Trust – Resolution 02-2024

- 
- 1) **The Issue:** Amend the Intercity Transit Employee's Retirement Plan and Trust.
- 
- 2) **Recommended Action:** Adopt Resolution 02-2024 amending the Intercity Transit Employees' Retirement Plan and Trust to allow Roth 401(k) contributions, including an in-plan conversion feature and procedures on the treatment of missing participants.
- 
- 3) **Policy Analysis:** Changes to the 401(k) plan must be adopted by Authority resolution.
- 
- 4) **Background:** In 2022, legislation passed the *Setting Every Community Up for Retirement Enhancement* (SECURE) 2.0 Act. Its stated goals are to expand and increase retirement savings and to simplify retirement plan rules. The passage affects most retirement plans and increases conformity across different types of plans. The SECURE 2.0 Act contains over 90 changes to retirement plans and tax laws and these changes have different effective dates that have been continually pushed out, as the IRS is still working to finalize several of these changes.

Intercity Transit is working with our legal partners at Davis Wright Tremaine LLP (DWT) to implement these requirements into our 401(k) Trust Plan. This will be a process over the next few years. However, incorporating the Roth option was something that could be implemented today to match what the State Deferred Compensation 457 plan and the MissionSquare 457 plan have also implemented. This keeps all of our supplemental Retirement options consistent and easier to manage.

The Roth option provides participants with the option to make after-tax contributions.

Participation in the 401(k) Supplemental Retirement Plan is optional for Intercity Transit Staff. Participants will still have the option to make pre-tax contributions.

The Missing Participant section is an administrative change due to best practices prescribed by Department of Labor and the Employee Benefits Security Administration.

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5) **Alternatives:**

- A) Keep the 401(k) plan as it currently is written.
- B) Amend the 401(k) plan to allow Roth contributions and the administrative change on how to respond to missing participants.

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

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

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8) **References:** Resolution 02-2024, Amendment re Roth Contributions and SMM-Roth Contributions

**INTERCITY TRANSIT  
RESOLUTION NO. 02-2024  
AMENDING THE  
INTERCITY TRANSIT EMPLOYEES' RETIREMENT PLAN AND TRUST**

WHEREAS, Management has recommended to the Transit Authority of Intercity Transit (the "Board") that the Intercity Transit Employees' Retirement Plan and Trust (the "Plan") be amended (1) to provide that a Roth 401(k) Contribution feature be added to the Plan as of a date determined by Management that follows the establishment of such a feature by the Plan Administrator and communication to Plan Participants, including adding an in-Plan Roth conversion feature, and (2) to add procedures to the Plan regarding the treatment of missing participants;

WHEREAS, the Board has determined that this recommendation should be approved and implemented;

NOW, THEREFORE, BE IT RESOLVED, that the amendment to the Plan, attached hereto as Exhibit "A" and incorporated herein by this reference, is hereby adopted as of the date stated therein.

BE IT FURTHER RESOLVED, that any authorized officer is hereby authorized to execute such amendment on behalf of the Employer.

**ADOPTED: This 19th day of June 2024.**

**INTERCITY TRANSIT AUTHORITY**

\_\_\_\_\_  
**Clark Gilman, Chair**

**ATTEST:**

\_\_\_\_\_  
**Pat Messmer**  
**Executive Assistant/Clerk of the Board**

**APPROVED AS TO FORM**

\_\_\_\_\_  
**Jeffrey S. Myers**  
**Legal Counsel**

**EXHIBIT A**

**AMENDMENT TO THE  
INTERCITY TRANSIT  
EMPLOYEES' RETIREMENT PLAN AND TRUST**

Intercity Transit (the “Employer”), pursuant to Article XVII, Section 17.1, of the Intercity Transit Employees’ Retirement Plan and Trust (the “Plan”), does hereby amend the Plan in the following respects, to add a Roth 401(k) Contribution feature and an in-Plan Roth conversion feature to the Plan, to add procedures to the Plan regarding the treatment of missing participants, and to make other related changes, effective July 1, 2024:

1. Article II, Section 2.17, is hereby amended to in its entirety to read as follows:

**2.17 Participant Elected Contribution.**

Participant Elected Contribution means the contribution made by the Employer from salary or wage deferrals elected by the Participant in accordance with this Plan. Participant Elected Contributions may be made either on a pre-tax basis as Tax-Deferred Contributions (as defined in Article 4.1(A)(1)) or on an after-tax basis as Roth 401(k) Contributions (as defined in Article 4.1(A)(2)).

2. Article IV, Section 4.1, is hereby amended in its entirety to read as follows:

**4.1 Plan Contributions.**

- A. Participant Elected Contribution Definitions.** The types of Participant Elected Contributions permitted under this Plan are defined as follows:

- 1. Tax-Deferred Contributions.**

The term “Tax-Deferred Contributions” means the portion of a Participant’s Participant Elected Contribution (as defined in Section 2.17) that is withheld from the Participant’s pay before federal income taxes have been computed, in accordance with the Participant’s election. A Participant’s Tax-Deferred Contributions and withdrawals thereof will be separately accounted for, as will gains and losses attributable to those Tax-Deferred Contributions and shall be held in that Participant’s Tax-Deferred

Contributions Account. Forfeitures may not be allocated to such account. No contributions other than Tax-Deferred Contributions and properly attributable earnings thereon will be credited to each Participant's Tax-Deferred Contributions Account.

## **2. Roth 401(k) Contributions**

The term "Roth 401(k) Contributions" means the portion of a Participant's Participant Elected Contribution (as defined in Section 2.17) that is withheld from the Participant's pay on an after-tax basis, are includible in the Participant's gross income at the time deferred and have been irrevocably designated as Roth 401(k) Contributions by the Participant in his or her deferral election. A Participant's Roth 401(k) Contributions and withdrawals thereof will be separately accounted for, as will gains and losses attributable to those Roth 401(k) Contributions and shall be held in that Participant's Roth 401(k) Contributions Account. Forfeitures may not be allocated to such account. No contributions other than Roth 401(k) Contributions and properly attributable earnings thereon will be credited to each Participant's Roth 401(k) Contributions Account. Notwithstanding any provision of this Plan to the contrary, Roth 401(k) Contributions shall be available under the Plan only after the establishment by the Committee and communication to Participants

## **B. Participant Elected Contribution Amount and Procedures.**

### **1. Election to Defer Compensation.**

A Participant may elect to defer a portion of his or her Compensation as Participant Elected Contributions on a pre-tax basis as Tax-Deferred Contributions, on an after-tax basis as Roth 401(k) Contributions, or a combination of both by signing a Salary Deferral Agreement or through such other means as designated by the Committee, which shall provide for contribution of the minimum required amount as follows:

- (a) Participants Not Contributing to Medicare.** The minimum required Participant Elected Contributions for a Participant who is not contributing for hospital insurance under the Social Security Act as determined under Section 3121(u) of the Internal Revenue Code shall be equal to the

sum of the percentage required for old age survivors and disability insurance under Section 3101(a) of the Code and the percentage required for hospital insurance under Section 3101(b) of the Code without regard to the social security wage base. Notwithstanding the foregoing, effective January 1, 2011, the percentage required for old age survivors and disability insurance under Section 3101(a) of the Code shall not be less than 6.2%.

- (b) Participants Contributing to Medicare.** The minimum required Participant Elected Contributions for a Participant who is contributing for hospital insurance under the Social Security Act as determined under Section 3121(u) of the Internal Revenue Code shall equal the percentage required for old age survivors and disability insurance under Section 3101(a) of the Code without regard to the social security wage base. Notwithstanding the foregoing, effective January 1, 2011, the percentage required for old age survivors and disability insurance under Section 3101(a) of the Code shall not be less than 6.2%.

## **2. Additional Contributions.**

A Participant may elect to contribute an additional amount of Participant Elected Contributions up to the maximum amount permitted by law. No Participant shall be permitted to have Participant Elected Contributions made under this Plan, or any other qualified plan maintained by the Employer during any taxable year, in excess of the dollar limitation contained in Section 402(g) of the Code in effect for such taxable year (e.g., \$23,000 for 2024 and as adjusted by the Secretary of the Treasury and applicable law in future years), except to the extent permitted under Article 4.1(B)(4) and under Section 414(v) of the Code, if applicable.

A Participant may increase, decrease or suspend his or her contributions by notification to the Committee pursuant to such procedures as the Committee shall adopt and communicate to Participants from time to time.

## **3. Excess Deferrals.**

A Participant who makes contributions to more than one eligible retirement plan in a calendar year in excess of this dollar limit must submit to the Committee by March 1 of the year following the year of the excess deferrals a written statement including the amount of the excess deferrals to be allocated to this Plan. Any excess deferrals allocated to this Plan shall be distributed, together with income attributable thereto, by April 15 of the year following the year of the excess deferrals.

Gap period income shall not be distributed. Income or loss allocable to excess deferrals distributed in a taxable year, shall be computed through the end of the Plan Year to which the excess deferral related, using any reasonable allocation method(s); provided, however, that the process for calculating the income or loss must be used consistently for all Participants and for all corrective distributions for the Plan Year.

Notwithstanding the foregoing, a Participant may elect the order in which Tax-Deferred Contributions and Roth 401(k) Contributions are to be distributed in the event the Participant makes excess deferrals for a Plan Year. If the Participant makes no such election, then the Participant's Tax-Deferred Contributions shall be distributed first.

#### **4. Catch-up Contributions.**

All employees who are eligible to make Participant Elected Contributions under this Plan and who have attained age 50 before the close of the taxable year shall be eligible to make catch-up contributions in accordance with, and subject to the limitations of, Section 414(v) of the Code (i.e., \$7,500 for 2024). Such catch-up contributions shall not be taken into account for purposes of the provisions of the Plan implementing the required limitations of Sections 402(g) and 415 of the Code. The Plan shall not be treated as failing to satisfy the provisions of the Plan implementing the requirements of Section 401(k)(3), 401(k)(11), 401(k)(12), 410(b), or 416 of the Code, as applicable, by reason of the making of such catch-up contributions.

#### **5. Payment to Trustee.**

The Employer shall transmit the Participant Elected Contributions to the Trustee as soon as administratively

possible and, in any event, not later than the date required by applicable law.

**6. Limitation on Deferral of Compensation.**

A Participant Elected Contribution shall be taken into account for a Plan Year only if the Participant Elected Contributions of the Participant under the Plan is allocated as of a date within that Plan Year. A Participant Elected Contributions is considered allocated as of a date within the Plan Year only if:

- (i) The allocation is not contingent upon the Participant's participation in the Plan or performance of Services on any date subsequent to that date, and
- (ii) The Participant Elected Contributions are actually paid to the Trust no later than the end of the twelve-month period immediately following the Plan Year to which the contribution relates.

Participant Elected Contributions shall be taken into account only if it relates to Compensation that either:

- (i) Would have been received by the Participant in the Plan Year but for the Participant's election to defer; or
- (ii) Is attributable to services performed by the Participant in the Plan Year and, but for the Participant's election to defer, would have been received by the Participant within two and one-half months after the close of the Plan Year.

**C. Special Rules Applicable to Roth 401(k) Contributions.**

Upon the establishment by the Committee and communication to Participants, a Participant may designate all or a portion of his or her Participant Elected Contributions to this Plan as Roth 401(k) Contributions.

**1. Catch-up Contributions.**

A Participant who is eligible to make catch-up contributions pursuant to Article 4.1(B)(4) of this Plan may



designate all or a portion of his or her catch-up contributions as Roth 401(k) Contributions.

2. **Ordering Rules for Total Distributions.** In the case of a Participant who receives a total distribution from this Plan, the Roth 401(k) Contributions will be distributed last.
3. **Employer Matching Contributions.** Roth 401(k) Contributions will be eligible for Employer Matching Contributions in the same manner as Tax-Deferred Contributions are eligible for such Employer Matching Contributions, pursuant to Article 4.1(E) of this Plan, provided that the limit on the amount of such Employer Matching Contributions shall be applied to the Participant's combined Tax-Deferred Contributions and Roth 401(k) Contributions.
4. **Other Distribution Provisions.** Earnings distributed from a Participant's Roth 401(k) Contributions Account are not taxed if the distribution is made at least five taxable years after the first Roth 401(k) Contributions are made by the Participant, and if the distributions occur after the Participant's attainment of age 59½, death, or disability.
5. **Loans.** For purposes of loans to Participants as set forth in Article XXI of this Plan, a Participant may elect to take a loan from any portion of their Roth 401(k) Contributions Account.
6. **In-Service Withdrawals.** For purposes of any in-service withdrawals permitted under this Plan pursuant to Article 4.3, a Participant may not elect to take any portion of the in-service withdrawal from his or her Roth 401(k) Contributions Account.
7. **Direct Rollover Provisions.** A Participant who is entitled to receive a Plan distribution (other than a hardship withdrawal) may elect a direct rollover of his or her Roth 401(k) Contributions Account to a Roth 401(k) Contribution Rollover Account in another employer's Eligible Retirement Plan or to a Roth IRA in accordance with the applicable provisions of Article XX of this Plan, applying the limits for minimum rollover amounts separately to the Roth 401(k) Contributions Account. The Committee shall establish terms and conditions upon which this Plan will accept direct rollovers from a Participant's Roth 401(k) Contributions Account in another employer's

Eligible Retirement Plan to the extent permitted under Code Section 402(c). The five-year period referenced in Paragraph 4 above shall commence to run as of the first taxable year for which the Participant made the Roth 401(k) contribution to such previously established account of the other plan. A separate Roth 401(k) Contribution Rollover Account shall be established in this Plan on behalf of the Participant for such a Roth 401(k) Contributions Account rollover.

8. **Operational Compliance.** The Committee will administer Roth 401(k) Contributions in accordance with applicable regulations or other binding authority not reflected in this Article 4.1. Any applicable regulations or other binding authority shall supersede any contrary provisions of this Section 4.1.
9. **Changes to Deferral Elections.** A Participant may change his or her Roth 401(k) Contribution deferral election in accordance with the same procedures and timeframes as set forth in Article 4.1(B)(2), as amended.

**D. In-Plan Roth Conversions.**

Upon the establishment by the Committee and communication to Participants, this Plan permits a Participant to make an election to convert all or a portion of his or her vested and nonforfeitable Plan Accounts (other than amounts held in a Roth 401(k) Contribution Account) to Roth 401(k) Contributions to be held in an In-Plan Roth Conversion Account on behalf of the Participant, in accordance with Code Section 402A(c)(4)(E) and the Treasury Regulations promulgated thereunder. Such conversion shall be known as an In-Plan Roth Conversion and shall be permitted whether or not the Participant is eligible to take a distribution from the Plan as of the date of the transfer. Such conversion shall be treated as a taxable distribution which was rolled over into this Plan as an In-Plan Roth Conversion.

In-Plan Roth Conversions shall remain subject to the respective distribution restrictions that were applicable prior to the In-Plan Roth Conversion. To the extent necessary, the Plan shall establish subaccounts for conversions of different types of contributions within the In-Plan Roth Conversion Account to account for any different distribution restrictions.

The Committee will maintain such records as are necessary for the proper reporting of In-Plan Roth Conversions and will administer the In-Plan Roth Conversion Accounts in accordance with the Code, IRS guidance and Plan provisions.

The Committee shall have the authority to determine whether In-Plan Roth Conversions may include a Plan loan, provided that, if permitted and if a Participant elects an In-Plan Roth Conversion that includes a Plan loan, (1) there will be no change in the loan's repayment schedule, (2) the loan will not be treated as a new loan, and (3) the loan will be subject to the Plan's loan rules and the Plan's loan policy.

For purposes of determining eligibility for In-Plan Roth Conversions, the Plan will treat a Participant's surviving Spouse or alternate payee Spouse or former Spouse as a Participant. A non-spouse beneficiary may not make In-Plan Roth Conversions.

#### **E. Employer Matching Contributions.**

The Employer shall contribute on behalf of each Participant each pay period an amount equal to that Participant's Participant Elected Contributions described in Article 4.1(B)(1) of the Plan. No matching contribution will be made for a Participant's additional contributions described in Article 4.1(B)(2).

3. A new Article 9.13 is hereby added to the Plan to read as follows:

#### **9.13 Missing Participants.**

In the event that all, or any portion, of the distribution payable to a Participant or Beneficiary hereunder shall, at the later of the Participant's attainment of age 62 or Normal Retirement Age, remain unpaid solely by reason of the inability of the Committee to ascertain the whereabouts of such Participant or Beneficiary, the amount so distributable may, in the sole discretion of the Committee, either be forfeited or be paid directly to an individual retirement account described in Code Section 408(a) or an individual retirement annuity described in Code Section 408(b). In addition, if the value of a Participant's Vested benefit derived from Employer and Employee contributions does not exceed \$1,000, then the amount distributable may, in the sole discretion of the Committee, either be treated as a forfeiture, or be paid directly to an individual retirement account described in Code Section 408(a) or an individual retirement annuity described in Code Section 408(b) at the time it is determined that the whereabouts of the Participant or the Participant's Beneficiary cannot be ascertained. In the event a Participant or Beneficiary is located subsequent to the benefit being forfeited, such benefit shall be restored

unadjusted for earnings or losses. However, regardless of the preceding, a benefit which is lost by reason of escheat under applicable state law is not treated as a forfeiture for purposes of this Section nor as an impermissible forfeiture under the Code.

The Committee shall endeavor to ascertain the whereabouts of such Participant or Beneficiary by all of the following means as needed: (1) provide a distribution notice to the lost Participant at the Participant's last known address by certified or registered mail; (2) check with other employee benefit plans of the Employer that may have more up-to-date information regarding the Participant's whereabouts; (3) identify and contact the Participant's designated Beneficiary; (4) use free Internet search tools; and (5) use a commercial locator service, credit reporting agencies, other Internet tools or other search method. Regarding search methods (2) and (3) above, if the Plan encounters privacy concerns, the Plan may request that the Employer or other plan fiduciary (under (2)), or the designated Beneficiary (under (3)), contact the Participant or forward a letter requesting that the Participant contact the Plan. The purpose of this Section is to reflect Department of Labor (DOL) Guidance regarding locating missing or unresponsive Participants as of the date the Plan was written, which have changed over time. The Committee should use the search methods which applied and were available at the time of the search.

If the Plan terminates, the accounts of missing participants will be distributed in accordance with Article XVII or handled as permitted by DOL and Pension Benefit Guaranty Corporation (PBGC) Guidance regarding missing or unresponsive Participants as of the date of termination.

4. The last sentence of Article 20.3, as amended, is hereby amended to read as follows:

Notwithstanding any provision of this Plan to the contrary, this Plan will accept rollovers of Roth 401(k) Contributions, following the establishment of terms and conditions for such rollovers by the Committee.

IN WITNESS WHEREOF, the Employer has caused this amendment to be executed as of this \_\_\_\_\_ day of \_\_\_\_\_ 2024.

INTERCITY TRANSIT

By \_\_\_\_\_  
Its \_\_\_\_\_

# **INTERCITY TRANSIT EMPLOYEES' RETIREMENT PLAN AND TRUST**

## **SUMMARY OF MATERIAL MODIFICATIONS**

This Summary of Material Modifications (SMM) is a supplement to the Summary Plan Description (SPD) for the Intercity Transit Employees' Retirement Plan and Trust (the "Plan") and modifies some of the information found in that SPD, effective July 1, 2024. Please keep a copy of this SMM with your copy of the SPD.

### **Roth 401(k) Contributions**

Effective July 1, 2024, if you are eligible to make Participant Elected Contributions (salary deferrals) to the Plan, you may elect to designate all or a portion of your Participant Elected Contributions as after-tax Roth 401(k) Contributions ("Roth 401(k) Contributions"). You may continue to make Participant Elected Contributions to the Plan on a pre-tax basis ("Tax-Deferred Contributions") if you prefer, or you may make a combination of Tax-Deferred Contributions and Roth 401(k) Contributions.

Roth 401(k) Contributions are made with after-tax dollars instead of pre-tax dollars. This means that you pay federal income tax on your Roth 401(k) Contributions at the time they are withheld from your pay. This is different from the Tax-Deferred Contributions you have been able to make to the Plan, for which federal income taxes are generally deferred until you take a distribution or in-service withdrawal from the Plan.

The following answers some commonly asked questions about Roth 401(k) Contributions. Please refer to the SPD for additional information about the other provisions of the Plan. Consult with your own tax advisor to determine whether Roth 401(k) Contributions are appropriate for you.

**Q: Is It Better to Make Participant Elected Contributions as Tax-Deferred Contributions, Roth 401(k) Contributions, or a Combination of Both?**

**A:** It depends on your individual tax situation now and your expected tax situation at retirement. You will want to consider your age, time to retirement, rate of return on investments, federal income tax rates, annual amount of required retirement income, and whether you will invest or spend the annual tax savings from making regular Tax-Deferred Contributions. Please consult with your tax advisor to determine which contribution method is appropriate for you and your family.

**Q: How Are Roth 401(k) Contributions Taxed?**

**A:** Roth 401(k) Contributions are taxable at the time they are deducted from your paychecks. Roth 401(k) Contributions and any investment earnings on those contributions are not taxable at the time they are distributed if the distribution is a "qualified distribution" as defined below. Any investment earnings on Roth 401(k) Contributions are taxable at the time they are distributed if a distribution is taken before these requirements are met.

**Q: What Is a Qualified Distribution from a Roth 401(k) Contributions Account?**

**A:** A qualified distribution from your Roth 401(k) Contributions account is a payment made both after you have had a Roth 401(k) Contributions Account in the Plan for a period of at least five taxable years and after your attainment of age 59½, death, or permanent and total disability. This five-year period begins on January 1 of the year your first contribution was made to your Roth 401(k) Contributions Account. Payments from your Roth 401(k) Contributions Account that are attributable to earnings but are not qualified distributions will be taxed as ordinary income, including the 10% additional tax on early distributions (unless an exception applies).

**Q: How Do I Elect to Make Roth 401(k) Contributions?**

**A:** To start making Roth 401(k) Contributions, you must fill out an election form indicating the percentage of pay you wish to have contributed to the Plan. You may elect to make Participant Elected Contributions as Tax-Deferred Contributions, Roth 401(k) Contributions, or a combination of both (up to certain IRS limits). You may change the amount of Participant Elected Contributions (whether Tax-Deferred Contributions or Roth 401(k) Contributions) being taken from your pay at any time.

Changes are permitted anytime. Typically, written elections to make or change contributions must be returned no later than eleven (11) working days before the pay date in which the election will take effect. You may stop Participant Elected Contributions (including Roth 401(k) Contributions) at any time by filling out an election form and returning it to the Finance Division. Elections must be in writing and submitted to the Finance Division.

**Q: What Is the Maximum Amount I May Contribute as Roth 401(k) Contributions?**

**A:** The sum of the contributions you make to the Plan for any Plan Year may not exceed the annual contribution limit established by the IRS. In 2024, this limit is \$23,000 (and as adjusted by the IRS for changes in the cost of living in future years).

If you are age 50 or older by the end of the taxable year (the calendar year), you are eligible to make additional Catch-up Contributions to the Plan. You may designate all or a portion of your Catch-up Contributions as either Tax-Deferred Contributions or as Roth 401(k) Contributions. The sum of these Catch-up Contributions may not be more than \$7,500 in 2024 (and as adjusted by the IRS for changes in the cost of living in future years).

**Q: What Compensation Is Counted for Roth 401(k) Contribution Purposes?**

**A:** Eligible Compensation for purposes of determining your Roth 401(k) Contributions to the Plan is the same as your eligible Compensation for purposes of determining any other Participant Elected Contributions, as described in the SPD.

**Q: Are Roth 401(k) Contributions Treated the Same Way as Tax-Deferred Contributions for Plan Purposes?**

**A:** As noted above, there are different tax consequences to making Roth 401(k) Contributions than Tax-Deferred Contributions. However, for other Plan purposes, Roth 401(k) Contributions are treated like Tax-Deferred Contributions in many respects, such as:

- (1) You become eligible for Roth 401(k) Contributions and can start, stop, increase, or decrease your Roth 401(k) Contributions in the same way as you can Tax-Deferred Contributions.
- (2) Roth 401(k) Contributions are invested the same way as Tax-Deferred Contributions.
- (3) As with your Tax-Deferred Contributions, you are always 100% vested in the value of the Roth 401(k) Contributions (including any Catch-up Contributions that you have designated as Roth 401(k) Contributions), as adjusted for any investment gains or losses, in your Plan account.
- (4) Roth 401(k) Contributions are subject to the required minimum distribution rules as Tax-Deferred Contributions.

**Q: Are Roth 401(k) Contributions Eligible for Employer Matching Contributions?**

**A:** In order to receive any Employer Matching Contributions, the Plan requires you to contribute an amount of Participant Elected Contributions equal to that amount you would be required to contribute if you were covered under the Social Security System. Only these required Participant Elected Contributions are eligible for Employer Matching Contributions. Additional contributions you make above the required Participant Elected Contribution are not eligible for Employer Matching Contributions. This said, Roth 401(k) Contributions are eligible for Employer Matching Contributions in the same manner they are for required Participant Elected Contribution made as Tax-Deferred Contributions, subject to the limitations of the Plan and applicable law. Roth 401(k) Contributions count toward any Employer Matching Contribution limits apply to the sum of your Tax-Deferred Contributions and your Roth 401(k) Contributions.

**Q: May I Take an In-Service Withdrawal of My Roth 401(k) Contributions Account in the Same Way as I Can My Tax-Deferred Contributions Account?**

**A:** Yes, in-service withdrawals of Roth 401(k) Contributions are permitted at age 59 ½.

**Q: May I Take a Plan Loan of My Roth 401(k) Contributions Account in the Same Way as I Can with My Tax-Deferred Contributions Account?**

**A:** You are eligible to take a loan from the Plan from your Roth 401(k) Contribution account like you can from your Tax-Deferred Contributions Account. Loans are subject to certain

limitations imposed by the Plan and applicable law (as described in greater detail in the SPD).

**Q: If I Have a Roth 401(k) Contributions Account in Another Employer's Eligible Retirement Plan, May I Roll Over That Roth 401(k) Contributions Account to the Plan?**

**A:** Yes, the Plan accepts incoming direct rollovers from a participant's Roth 401(k) Contributions Account in another employer's eligible retirement plan. However, if you made a direct rollover to a Roth 401(k) Contributions Account in the Plan from a designated Roth 401(k) Contributions account in the plan of another employer, the five-year period for determining eligibility to take a tax-free distribution of your Roth 401(k) Contributions Account (described earlier in these questions and answers) begins on January 1 of the year your first contribution was made to the Roth 401(k) Contributions Account in the Plan or, if earlier, to the designated Roth 401(k) Contribution account in the plan of the other employer.

**Q: May I Convert Part or All of My Current Plan Account to Roth 401(k) Contributions?**

Yes, the Plan has been amended to permit you to make a special type of rollover known as an "In-Plan Roth Conversion." By electing an In-Plan Roth Conversion, the amount you roll over will be treated as after-tax Roth 401(k) Contributions when you ultimately take a distribution of these amounts from the Plan.

You may make an In-Plan Roth Conversion of any portion of your vested Plan account balance (other than amounts that are already held in your Roth 401(k) Contributions Account).

The Plan Administrator has the authority to determine whether In-Plan Roth Conversions may include a Plan loan. If permitted and if you elect an In-Plan Roth Conversion that includes a loan amount, (1) there will be no change in the loan's repayment schedule, (2) the loan will not be treated as a new loan, and (3) the loan will be subject to the Plan's loan rules and the Plan's loan policy.

The money you roll over in an In-Plan Roth Conversion will continue to be subject to any distribution restrictions that applied prior to the In-Plan Roth Conversion. The Plan recordkeeper will set up separate recordkeeping subaccounts as necessary to track these restrictions.

The following explains the tax implications of an In-Plan Roth Conversion.

- If you elect an In-Plan Roth Conversion, the amount of the payment rolled over will be taxed. However, the 10% additional tax on early distributions will not apply (unless you take the amount rolled over out of the In-Plan Roth Conversion Account within the five-year period that begins on January 1 of the year of the rollover).



- If you elect an In-Plan Roth Conversion, later payments from your Roth 401(k) Contributions Account that are qualified distributions will not be taxed (including earnings after the rollover). A qualified distribution from a Roth 401(k) Contributions Account is a payment made both after you have had an after-tax Roth 401(k) Contribution Account in the Plan for a period of at least five years and after your attainment of age 59½, death, or permanent and total disability. This five-year period begins on January 1 of the year your first contribution was made to the after-tax Roth 401(k) Contributions Account. However, if you made a direct rollover to an after-tax Roth 401(k) Contributions Account in the Plan from a Roth 401(k) Contributions account in the plan of another employer, the five-year period begins on January 1 of the year your first contribution was made to the Roth 401(k) Contributions Account in the Plan or, if earlier, to the Roth elective deferral account in the plan of the other employer. Payments from the Roth 401(k) Contributions Account that are not qualified distributions will be taxed to the extent allocable to earnings after the rollover, including the 10% additional tax on early distributions (unless an exception applies).

### **Missing Participants**

If you have terminated employment and the Plan Administrator cannot locate you after a good faith effort to do so, the vested portion of your Plan account balance may be forfeited. If this occurs and you are later located, your vested Plan account balance will be reinstated, without any adjustment for investment gains or losses after the forfeiture.

The Plan contains certain provisions about what happens to your benefits if the Plan Administrator attempts to locate you but cannot do so after following applicable Department of Labor guidance. If you are at least age 62, and a distribution of your benefits remains unpaid, in the sole discretion of the Plan Administrator, the distributable amount may either be forfeited or paid directly to an individual retirement account or individual retirement annuity (IRA). If the value of your vested Plan does not exceed \$1,000, and the Plan Administrator cannot locate you, in the sole discretion of the Plan Administrator, the distributable amount may either be treated as a forfeiture or paid directly to an individual retirement account or individual retirement annuity (IRA). If your benefit is forfeited under the rules described in this paragraph and you are later located, your benefit will be restored but will not be adjusted for earnings or losses. If any benefit is lost due to state escheat laws, it is not treated as a forfeiture for this purpose. If the Plan terminates, the accounts of missing participants will be handled as permitted under applicable law regarding missing or unresponsive participants.

For more information or to request a copy of the Plan's Summary Plan Description (SPD), contact the Finance Division. The SPD contains additional details about the Plan provisions described in this Notice.

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-E**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

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

**SUBJECT:** Draft 2024 - 2027 Title VI Program, Set Public Hearing

- 
- 1) **The Issue:** Present the Draft Intercity Transit Title VI 2024 - 2027 Program for public comment; schedule a public hearing.
- 
- 2) **Recommended Action:** Authorize a public hearing on the 2024 - 2027 Title VI Program for Wednesday, July 17, 2024, at 5:30 PM.
- 
- 3) **Policy Analysis:** Prior to final adoption and submission to the FTA, Intercity Transit will present a draft of the updated Title VI Program and invite public comment including a formal public hearing with the Intercity Transit Authority Board.
- 
- 4) **Background:** As a requirement under Title VI of the US Civil Rights Act, transit agencies update their Title VI Programs every three years. Intercity Transit will submit an updated Program to the FTA on or before October 1, 2024. The forthcoming Program must reflect specific Standards and Policies required of transit systems operating in urban areas exceeding 200,000 in population. One of the more significant updates for 2024 are definitions of a Major Service Change, as well as metrics and thresholds needed to detect disparity of minority populations and disproportionate financial burdens on low-income populations. Other updates in the 2024 - 2027 Program are specific to Public Participation, Language Assistance, Service Standards and Service Policies.
- 
- 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 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:** FTA Circular 4702.1B.

# **Intercity Transit**

## **Title VI Program 2024 – 2027**

**[COVER PHOTO]**

*Adopted:*

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**Appendix A: Notice of Rights**

**Appendix B: Discrimination Complaint Form**

**Appendix C: Passenger Intercept Survey, November 2023**

**Appendix D: LEP Population Maps**

# An Introduction to Intercity Transit's Title VI Program

According to the Section 601 of the Civil Rights Act of 1964:

*No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

The Civil Rights Restoration Act of 1987 further solidified the Civil Rights Act of 1964 and stated that organizations that receive federal funding must obey civil rights laws in all areas of their organization, not just the department, program, or activity that received the funding. This made sure that no federal money goes to organizations that discriminate on the basis of race, religion, gender, age, disability, or nationality.

Intercity Transit complies with all applicable federal requirements under Title VI which include updating its Title VI Program every three years per the Federal Transit Administration's (FTA) Title VI Requirements and Guidelines for Federal Transit Administration Recipients, Circular 4702.1B. Intercity Transit's outgoing Title VI Program, which went into effect October 1, 2021, expires as of September 30, 2024. Unless otherwise amended, the term of the updated Title VI Program reflected in this document is October 1, 2024, through September 30, 2027.

It should be noted that with the verification of the 2020 U.S. Census, the Olympia-Lacey Urban Area surpassed 200,000 in population, thus prompting additional standards, definitions, and processes from Intercity Transit to demonstrate adequate evidence of compliance with Title VI principles. The update for 2024 is Intercity Transit's first Title VI Program containing sections specific to transit providers serving an urbanized area with more than 200,000 in resident population. Chapter 7 regarding *Public Engagement*, Chapter 9 regarding *Systemwide Service Standards and Service Policies* reflect new definitions of Major Service Changes, Disparate Impact, and Disproportionate Burden, as well as substantially updated Standards and Policies intended to be measured with a formalized *Monitoring Program* (Chapter 10).

## Information about Intercity Transit

**Mission:** *To provide and promote public transportation choices that support an accessible, sustainable, livable, healthy, and prosperous community.*

**Vision:** *To be a leading transit system in the country recognized for our well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for citizens.*

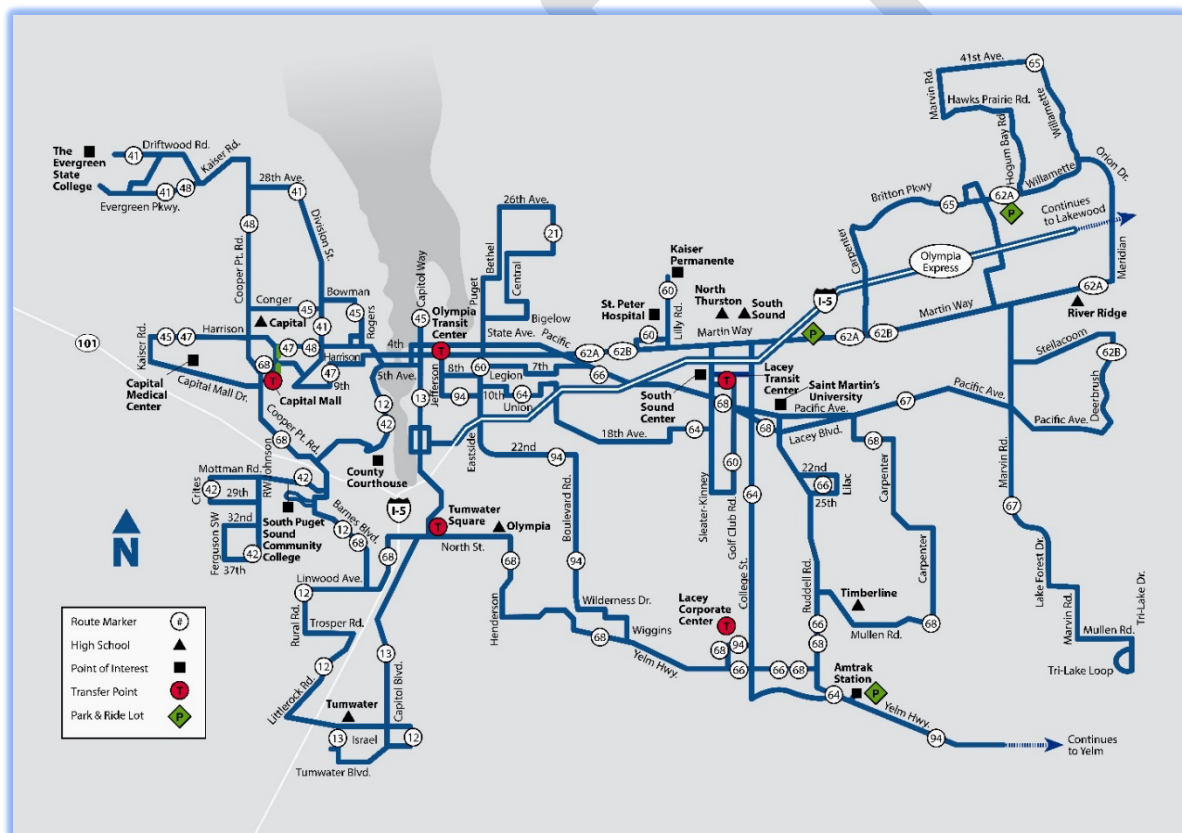
### **Service Area – Public Transportation Benefit Area (PTBA)**

Located in Thurston County, Washington, Intercity Transit is a nationally recognized public transit system serving the urbanized areas of Thurston County. For 40 years, Intercity Transit

(IT) has operated reliable public transportation for people who live and work in the Public Transportation Benefit Area (PTBA). The PTBA is a municipal corporation organized under RCW 36.57A and encompasses the city limits and urban growth areas of Olympia, Lacey, Tumwater, and Yelm; an area of approximately 100 square miles.

The PTBA is located at the southern end of the Puget Sound and is currently a *Zero-Fare* transit system, which includes Dial-A-Lift, Intercity Transit's branded ADA Paratransit service. It should be noted that fares are required for the Vanpool and Community Van programs. However, other area transit systems including Grays Harbor Transit and Mason Transit have followed the lead of Intercity Transit and do not charge customers to ride on public transit vehicles.

**Estimated PTBA Population:** 203,133 (According to the Office of Financial Management September 2023 estimates);  
<https://ofm.wa.gov/sites/default/files/public/dataresearch/pop/special/ptba.pdf>).



System Map as of 2024

# Chapter 1 – Title VI Notices

## Intercity Transit Title VI Statement of Policy

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Intercity Transit program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259).

For more information Intercity Transit's civil rights program and the procedures to file a complaint, please contact 360-786-1881, (TTY 360-943-5211); email [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com); or visit Customer Service at Customer Service 205 Franklin St. NE, Olympia, WA 98501.

If you need information in another language, please call 360-786-1881.

Si necesita información en otro idioma, llame al 360-786-1881.

## Intercity Transit's objectives are to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high, and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

## Printed Notices

Intercity Transit publicly disseminates the following Title VI Notice (Appendix A):

Intercity Transit ensures no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.

For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com).

## **Public Meetings**

Intercity Transit incorporates Title VI notices and related information on all printed materials and public meeting agendas for Board of Directors and Community Advisory Committee (CAC) meetings.

## **Customer Service Office – Olympia Transit Center**

Notices of Title VI rights are posted at all public entrances of the Customer Service Office located within the Olympia Transit Center (OTC).

## **Agency Website**

<https://www.intercitytransit.com/business/civil-rights-title-vi>

The public facing website of Intercity Transit includes multiple prompts and links advising visitors of Intercity Transit's compliance with Federal regulations, including Title VI. A dedicated webpage for Title VI provides general information about Title VI compliance, as well as access to a discrimination-specific complaint form and instructions for how to file a Title VI complaint.



# Chapter 2 – Filing a Complaint

## Intercity Transit's Designated Title VI Officer

Any person who believes that their Title VI protection has been violated may file a complaint with Intercity Transit's Title VI Officer within 180 days of the alleged discrimination:

Peter Stackpole, Title VI Officer and Director of Development

P.O. Box 659

Olympia, WA 98507-0659

By phone: 360-786-8585 (Business Office)

360-786-1881 (Customer Service)

By fax: 360-357-6184

Email: [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com)

## Discrimination Complaint Form

Intercity Transit maintains a separate complaint form specific to discrimination. The form may be completed and submitted electronically via Intercity Transit's agency website or completed as a printable document to then be mailed, emailed, or physically delivered.

## Procedures on Filing a Title VI Complaint

*As published on Intercity Transit's Agency Website (See Appendix B for full form)*

Any person or entity can make a complaint of discrimination based on race, color, or national origin within 180 days of the alleged discrimination by:

1. Filing your complaint in writing.
2. Using our online Discrimination Complaint form, completing and sending the printable Discrimination Complaint form, or sending an email or letter with the following information:
  - Name, address, and telephone number of the complainant.
  - Name and address of the person, agency, or office alleged to have engaged in a discriminatory act.
  - A description of how, why, and when the discrimination occurred, including as much background as possible about the allegations; and
  - A signature by the complainant.

Send complaints submitted by letter to:

Attention: Title VI Officer

P.O. Box 659

Olympia, WA 98507-0659

3. A copy of the Agency's Discrimination Complaint form may be obtained by:
  - Accessing our online form.
  - Downloading and printing the form.
  - Emailing a request for the form to: [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com)
  - Calling us at 360-786-1881.
  - Visiting Customer Service at the Olympia Transit Center, which is located at 205 Franklin St. NE in Olympia.
  - The form is available in other languages upon request.

In addition to the Title VI process at Intercity Transit, Title VI complaints can be filed with the Federal Transit Administration, Office of Civil Rights, Region X, 915 Second Avenue, Suite 3142, Seattle, WA 98174, or call 888-446-4511. If a complaint is filed with Intercity Transit and an external entity at the same time, the external complaint will take priority over the Intercity Transit complaint and Intercity Transit's complaint procedures will be suspended pending the external entity's findings.

### **What Happens After Filing a Title VI Complaint?**

After a Title VI complaint is received, Intercity Transit follows a set process to respond to the complaint. *As shown on Intercity Transit's agency website:*

Within 15 business days of Intercity Transit receiving your complaint:

1. The Title VI Officer will review and acknowledge your complaint and will let you know:
  - a. If your complaint will be investigated, or
  - b. If your complaint will be closed.

If your complaint is filed within 180 days of the alleged discrimination, we will:

1. Make every effort to investigate your complaint within 60 days.
2. If additional information is needed, the Title VI Officer will contact you for a meeting or interview.
  - a. You will have ten business days from the date of the request to provide the requested information, attend a meeting or interview.
  - b. If you do not provide the requested information within 10 business days or do not participate in a meeting or interview, your complaint will be closed.
3. When the investigation is complete, the Title VI Officer will issue a report summarizing the investigation and findings, and also explain any corrective actions. Your complaint will then be closed.

If your complaint is not filed within 180 days of the alleged discrimination, it will be closed.

# Chapter 3 – List of Investigations

The following information reflects records between October 1, 2021 and April 30, 2024

Status	Issue ID	Issue Date	Resolved Date	Category	New Category	Subject	Ticket Link
In progress	50720	2/11/2024	2/22/2024	Title VI	Operations	Hate speech	<a href="https://comments.intercitytransit.com/Ticket/50720">https://comments.intercitytransit.com/Ticket/50720</a>
Pending	51002	2/7/2024	2/22/2024	Title VI		Neighborhood "watch groups"	<a href="https://comments.intercitytransit.com/Ticket/51002">https://comments.intercitytransit.com/Ticket/51002</a>
Pending	46291	1/23/2024	2/23/2024	Civil Rights Issues	Public Records Request	Rule clarification	<a href="https://comments.intercitytransit.com/Ticket/46291">https://comments.intercitytransit.com/Ticket/46291</a>
Resolved	43057	7/21/2023	2/24/2023	Title VI		[Discrimination Complaint] – Disability	<a href="https://comments.intercitytransit.com/Ticket/43057">https://comments.intercitytransit.com/Ticket/43057</a>
Resolved	43132	2/19/2023	3/3/2023	Title VI		Senior Discrimination	<a href="https://comments.intercitytransit.com/Ticket/43132">https://comments.intercitytransit.com/Ticket/43132</a>
Resolved	43309	2/15/2023	2/24/2023	Title VI		[Discrimination Complaint] – Disability	<a href="https://comments.intercitytransit.com/Ticket/43309">https://comments.intercitytransit.com/Ticket/43309</a>
Resolved	46386	2/2/2023	9/21/2023	Title VI		[Contact us] Need clarification on policy	<a href="https://comments.intercitytransit.com/Ticket/46386">https://comments.intercitytransit.com/Ticket/46386</a>
Resolved	35679	1/30/2023	11/30/2023	Civil Rights Issues		Mask Policy & Race	<a href="https://comments.intercitytransit.com/Ticket/35679">https://comments.intercitytransit.com/Ticket/35679</a>
Resolved	41140	9/27/2022	1/13/2023	Civil Rights Issues		[Discrimination Complaint] - Race / Color National Origin	<a href="https://comments.intercitytransit.com/Ticket/41140">https://comments.intercitytransit.com/Ticket/41140</a>
Resolved	43364	11/23/2021	2/20/2023	Title VI	DAL Operations Eligibility	I exaggerated TOO MUCH on the walking ~ & now I sport CANE because of my FALL that U may have heard of??	<a href="https://comments.intercitytransit.com/Ticket/43364">https://comments.intercitytransit.com/Ticket/43364</a>

## Title VI Complaints, Investigations, and Lawsuits Title VI investigations

No Title VI investigations have occurred since the last Title VI Program submission.

(source: IT's Legal Counsel)

## Title VI lawsuits

No Title VI lawsuits have occurred since the last Title VI Program submission.

(source: IT's Legal Counsel)

# Chapter 4 – Public Participation Plan

## Public Information & Communication

Providing timely communication to customers is important to Intercity Transit. We provide information in a variety of ways so they can choose when and how they receive it. We have direct communication options, as well as static options that provide the most up-to-date information about the agency, bus and other services we provide.

Intercity Transit's public communications are focused on a broad social, ethnic, age, and economic spectrum that makes up the population of our service area. The agency website and printed materials make it clear that comments and feedback are solicited, encouraged and addressed. Intercity Transit routinely uses a variety of communication tools that are intentionally non-exclusionary by nature and means of their distribution and include direct reference to the agency's adherence to Title VI requirements.

### *Outreach*

#### **Operations Staff**

Intercity Transit's Operations team provides direct communication in response to inquiries about transit services. Operations staff include the following:

- Bus Operators
- Customer Service Representatives (Olympia Transit Center)
- Dial-A-Lift Dispatchers
- Operations Supervisors, Managers and Directors
- Travel Trainers
- Vanpool Coordinators
- Village Vans Coordinators

#### **Public Events**

[summary of recent outreach events]

#### **Market Surveys and Focus Groups**

[summary of focus group research]

#### **Village Vans – Low Income**

Village Vans is a unique demand-response program intended to provide critical job access transportation to qualified members of the public. Village Vans staff engage directly with low-income workers in segments of Intercity Transit's service area population.

### *Public Comments*

Intercity Transit encourages, solicits, and accepts customer comments in a variety of forms.

Customer comment opportunities are available in-person at the Olympia Transit Center (OTC) Customer Service Center, on customer comment cards which can be found on our buses and Dial-A-Lift vehicles, online, by phone, and by email.

- Mail comments to P.O. Box 659, Olympia, WA 98507
- Email comments to [tellus@intercitytransit.com](mailto:tellus@intercitytransit.com)
- Call Intercity Transit's comment line at 360-705-5852

#### *Authority Board – Call to the Public & Public Hearings*

Public comment can also be given at Authority Board meetings that take place twice monthly at the Intercity Transit Administration and Operations building. Authority Board meetings are held at 5:30 pm and may be attended either in person or virtually via internet stream.

#### *Publications*

##### **Agency Website**

Intercity Transit's website provides the highest level of on-demand access to agency information, including a fillable customer comment form, ADA paratransit application, and a dedicated webpage to Title VI notice and complaint procedures:

<https://www.intercitytransit.com/business/civil-rights-title-vi>

##### **General Public Comment Form**

Available at transit facilities, onboard buses, at Authority Board meetings and referenced on meeting agendas. These forms allow for submission of concerns and questions, as well as an opportunity for voluntary disclosure and collection of demographic information.

##### **Rider News**

Rider News is a monthly publication that includes information about upcoming events, impacts to bus service, opportunities to submit public comment, and more. The newsletter is one page front and back. A PDF of each Rider News is posted on the website at [intercitytransit.com/about-us/news-and-alerts](https://www.intercitytransit.com/about-us/news-and-alerts). Rider News is sent to roughly 8,000 subscribers each month. A link to the newsletter is also posted on our social media sites, Facebook and X.

##### **Route Maps and Schedules**

In addition to the website, emailed or printed route maps and schedules are available from the Customer Service staff within the Olympia Transit Center.

##### **Service Alerts**

- *Rider/Stop Alerts*

Service information, including route detours and changes to bus stops or schedules, are posted at affected stops and at transit centers (if applicable), on the agency website, sent to subscribers, and posted in our CAD/AVL system which is consumed by Google and other apps. Service information is also provided to Customer Service so they can assist customers and answer questions.

- *govDelivery*  
govDelivery is a subscription-based service that allows Intercity Transit to provide up-to-date information by text and/or email. Customers can sign-up to be quickly notified of detours for the route(s) they ride or other impacts to service. Intercity Transit implemented the GovDelivery in July 2018, and as of 2024 nearly 18,000 people have subscribed to notifications across nine topics and 48 categories. In addition to service alerts, subscription topics include Public Hearings, Project Updates, and News Releases.

### **Accessible Formats**

<https://www.intercitytransit.com/bus/accessible-services>

- *Audio*  
Each month, Intercity Transit staff creates a voice recording of Rider News. Additionally, all bus stops, transfer points, major cross streets, as well as other safety or campaign related information are announced using an Automatic Voice Annunciation (AVA) system onboard all fixed route vehicles. Digital signage is also a feature onboard each bus that duplicates automated announcements in written text.
- *Braille*  
Intercity Transit maintains braille versions of schedule information and bus stop signage.

# Chapter 5 – Language Assistance Plan

## Four Factor Analysis

In accordance with FTA guidance, Intercity Transit has applied a Four-Factor Analysis to determine the specific language services most appropriate for translation assistance.

### *Factor 1: Limited English Proficiency and Identifying LEP Populations*

Intercity Transit is committed to assisting customers who speak languages other than English in accessing transit services and has used 2022 American Community Survey data to assess linguistic groups and English language proficiency within the Public Transportation Benefit Area of Thurston County, Washington. LEP populations are defined by the American Community Survey as those who have rated their spoken English proficiency as less than “very well”. As of 2022, LEP populations make up 4.5% of the population residing within census tracts located partially or completely within Intercity Transit’s service area. Consistent with the Federally recognized *Safe Harbor Provision*, Intercity Transit provides language assistance to populations with limited-English proficiency whose native language is spoken by more than 1,000 residents (or 5%) within the service area (i.e. Intercity Transit’s PTBA). According to population estimates, languages meeting the Safe Harbor Provision threshold are Spanish, Vietnamese, and Korean.

### Language Assistance Required under the Safe Harbor Threshold

Language	Population with Limited English Proficiency (2022)	Percentage of Total Population
Spanish	2,783	1.26%
Vietnamese	2,010	0.91%
Korean	1,230	0.56%

### Analysis of LEP Communities within the Service Area

Community members and area visitors interact with Intercity Transit in a variety of ways, most commonly as passengers aboard a fixed route transit vehicle; however, other opportunities for more direct and purposeful interaction relate to the following:

- Customer Service Representatives answering questions either in-person at the Olympia Transit Center (OTC), or on the phone.
- Operations Supervisors patrolling the service area and responding to requests for support in a variety of circumstances.
- Dial-A-Lift Dispatchers coordinating reservations for eligible passengers.
- Vanpool Coordinators supporting the needs of organized vanpool group members.

*Census & American Community Survey (ACS)*

Using available Census/ACS data Intercity Transit identifies the locations with above-average concentrations of residents indicating limited-English proficiency and a preference for Spanish, Vietnamese, or Korean (see Appendix D: LEP Population Maps).

#### *Passenger-intercept Survey*

In November 2023, Intercity Transit conducted a passenger intercept survey for the purpose of measuring multiple demographic metrics, including English proficiency. The survey was made available in a variety of languages including Spanish, Vietnamese, and Korean. Sample data collected from the surveys provide a basis for comparing the proportion of specific language proficiencies and preferences among passengers relative to the community at large. Results from the 2023 survey indicate a percentage of Spanish-speaking passengers that is approximately twice the proportionate percentage measured within the community; a finding that supports convenient and valuable assistance to Spanish language speakers. Conversely, results from the 2023 passenger survey measured percentages of both Vietnamese and Korean transit passengers proportionately less than the community at-large; a finding that encourages purposeful language assistance, as well as strategic engagement and outreach specific to Vietnamese and Korean speaking populations to assess barriers to transit access and any significant unmet needs.

#### *Literacy skills of LEP populations*

Determination of native-language literacy is obtained primarily through inferences of Census/ACS data, as well as anecdotal reports from Intercity Transit staff, namely Bus Operators and Customer Service Representatives. Note, amongst other forums, Intercity Transit maintains a weekly meeting between Departmental Management and a panel of Bus Operators; the Operator Communication and Policy Committee (OCPC) is a standing tradition intended to foster open communication and exchange between front-line and managerial staff. Passenger surveys can serve to measure the proportionate percentage of transit users with varying literacy skills.

### *Factor 2: Frequency of LEP Populations Seeking Intercity Transit services*

#### **Passenger-intercept Survey**

The November 2023 passenger-intercept survey (Appendix C), which included over 500 responses gathered among a cross section of routes and transit centers, provided estimated percentages of passengers with limited-English proficiency using fixed route services. Approximately 1% of returned surveys were in Spanish, with zero in Korean or Vietnamese despite being available in those respective languages (among others). Results of the survey indicate approximately 11% of passengers describe the ability to speak English less than “very well”; a proportionate percentage approximately twice the measurement of the service area population according to Census/ACS data.

#### **Translation by Phone**



Intercity Transit provides a human translation service via telephone (Language Link). The service is free to passengers and may indicate the prevalence of passengers with presumably low levels of English proficiency.

#### 2021-2024 Language Link Call Log

Year	Language Requested	Number of Calls
2021	Spanish	1
	Vietnamese	3
2022	Spanish	2
	Vietnamese	6
2023	Spanish	16
	Vietnamese	0
2024	Update pending	

#### *Factor 3: Meaningful access to LEP Populations*

##### **Low-Income Populations**

The November 2023 passenger-intercept survey indicated a significant proportional percentage of transit riders who identify as low-income, representing most surveyed passengers. This powerful measurement suggests the prevalence of car-free residents, including those with limited-English proficiency who rely on alternative forms of mobility, specifically zero-fare public transportation. Intercity Transit recognizes the importance of accessible and reliable public transportation as a primary mode of mobility for residents in the community who are car-free or low-income.

#### *Factor 4: Intercity Transit's LEP Resources*

The following table reflects the categorical language assistance resources maintained by Intercity Transit and an estimate of the annual expense:

LEP Resource	Estimated Annual Cost
Website translation feature	\$0
Language Link (phone)	\$500
Translation of vital documents	\$2,500
*Passenger-intercept survey	\$50,000

\*The Passenger-intercept survey is an estimated 3-year expense.

#### **Notice of Interpretation & Translation Services**

Intercity Transit publicizes the availability of interpretation and translation service in a variety of locations including the Accessible Service portion of the agency website, as well as written notices at select bus stops, transit centers, and other public institutions.

## *Verbal Communication*

To aid in person-to-person conversations between Intercity Transit employees and members of the public, translation services are available to customers through:

- *Language Link*—A service primarily used by Intercity Transit’s Customer Service department, Vanpool, and Village Vans services. Requests for telephonic language services are monitored to track emerging LEP populations.
- *Website Translator*—Intercity Transit’s website features the Google Translate Website Translator—a widget that translates web content into 100+ different languages. Google Translate also offers readers a way to translate documents hosted on a website. For example, a PDF file can be translated into Spanish, by going to [translate.google.com](https://translate.google.com) and entering the file's URL into the textbox, then choosing "Spanish" as the target language.
- *Bilingual Intercity Transit Staff*—when circumstances permit Intercity Transit may call upon known employees capable of communicating in foreign languages to assist with English translation. An example of this was during the November 2023 passenger-intercept survey when a Spanish speaking employee helped a rider understand the survey questions at one of the pop-up outreach table events.

## **Customer Service Office, Olympia Transit Center**

Intercity Transit’s Customer Service Office is located within our Olympia Transit Center. Customer Service Representatives are available both in-person, and by phone to assist with travel directions, lost items, wayfinding, social services, and other meaningful inquiries from passengers. During formalized training Customer Service Representatives receive a significant amount of time learning and practicing the Language Line telephone interpretation service, including how to operate the application from the customer service office or remotely. Customer Service staff also utilize Google Translate on an office tablet to assist any customer who may need assistance in person at the office customer service counter.

## **All-Staff Training**

All new employees are required to attend Equal Employment Opportunity (EEO) and Harassment Prevention Training, which includes relevant protections under Federal and State law. Intercity Transit Coach Operators receive this mandatory training on their second day of employment; an indication of the agency’s sincere expectation that all front-line employees treat and serve all people, particularly those who may have cultural differences and limited-English proficiency.

## *Translation of Vital Documents*

Intercity Transit will ensure the following vital documents are professionally translated and accessible in any specific language meeting the *Safe Harbor* threshold of 1,000 persons or 5% of the population of the service area, whichever is less:

- Customer Comment Card
- Discrimination Complaint Form
- Dial-A-Lift Application (ADA Paratransit)
- Tort Claim Packet
- Public Records Policy

### **Service Information – govDelivery**

Bulletins shared via govDelivery text and/or email subscriptions are available in English and can be translated through apps on phones and computers or by calling Customer Service and accessing translation services through Language Link. Many non-English speakers can translate written information more easily than spoken language.

### **Evaluation of Intercity Transit’s Language Assistance Program**

Intercity Transit is committed to aiding customers who speak languages other than English in accessing transit services.

### **Customer Feedback**

Direct observation and feedback from passengers, advocates, and front-line staff provide an essential real-time gauge of Intercity Transit’s language assistance effort. Intercity Transit maintains a robust Customer Comment database whereby comments can be submitted in a variety of formats and routed to select managerial staff for review and response. Additionally, Intercity Transit ensures regular meetings of specific committees, including our weekly *Operator Communication and Policy Committee* (OCPC) which exists with the pure intent to hear and address issues, concerns and observations from front-line staff. The OCPC is chaired by Operators and provides an enjoyable and festive time each week to evaluate various perspectives of the Intercity Transit customer experience.

### **Changes in Demographics**

Regular examination of updated Census or American Community Survey (ACS) data reveal changes in populations of individuals with limited-English proficiency. Passenger survey data is updated to compare changes in the demographics of ridership relative to demographics of the general population.

### **Additional Languages represented in the Service Area - beneath the Safe Harbor Threshold**

Language	Population with Limited English Proficiency (2022)	Percentage of Total Population
Tagalog	650	0.29%
Chinese	600	0.27%
German or other Germanic	303	0.14%
Arabic	225	0.10%
French, Haitian, or Cajun	173	0.08%

Language	Population with Limited English Proficiency (2022)	Percentage of Total Population
Russian or other Slavic	157	0.07%

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# Chapter 6 – The Authority Board, and Community Advisory Committee

## The Intercity Transit Authority Board – Governing Body

Intercity Transit is governed by a nine-member Board of Directors. The members consist of five elected officials, selected by their respective jurisdiction, three Community Representatives who are appointed by the Board, and one non-voting labor representative. The table below reflects the distribution of race among the Authority Board as of 2024:

Authority Board - 2024	White/Caucasian	Non-white/Minority
Elected Officials	4	1
Appointed Representatives	3	
Labor Representative	1	

## The Intercity Transit Community Advisory Committee (CAC)

As an advisory body to the Intercity Transit Authority Board, a 20-member Community Advisory Committee (CAC) meets monthly to review and discuss issues, concerns, and suggestions largely from the perspective of the riding public. Membership often includes bus passengers or advocates, as well as a cross section of residents with a genuine interest in improving the access and experience of current and prospective transit users. Members of the CAC serve three-year terms and are purposefully selected to achieve a diverse demographic and geographic representation within the Public Transportation Benefit Area. While membership is fluid, the distribution often includes senior citizens, youth, people with disabilities, college students, business owners, social service agency representatives, neighborhood associations, medical community representatives, environmentalists, and bicyclists. The CAC assigns members to attend Intercity Transit Authority Board meetings, who are given recognized time on the agenda to update the Board with recent discussions and considerations. Additionally, the Authority Board mirrors the practice and assigns a member of the Board to attend each Community Advisory Committee meeting to engage, and report on current or upcoming items. The table below reflects the distribution of race among the Community Advisory Committee as of 2024:

CAC - 2024	White/Caucasian	Non-white/Minority
Appointed Representatives	20	0

# Chapter 7 – Public Engagement Process

## 2024 Title VI Program Update

### **Public Engagement Overview, 2021 – 2024**

Intercity Transit’s outgoing Title VI Program, which went into effect October 1, 2021, and expires September 30, 2024, covered a span whereby Intercity Transit was not formally required to evaluate service and fare changes in accordance with Circular 4702.1B and related regulatory standards. Nevertheless, Intercity Transit demonstrated good-faith transparency intended to provide a meaningful public engagement process with annual updates to:

- Operating and Capital Budgets
- Strategic Plan
- Transportation Improvement Program (TIP), and
- Transit Development Plan (TDP)

### *Pre-Pandemic Service Changes, Long-Range Plan*

Intercity Transit is a growing organization having successfully engaged the public in a two-year visioning project which resulted in adoption of a new long-range plan following a successful ballot measure in November 2018. Transit services significantly increased between December 2018 and early 2020 in accordance with the publicly adopted Long-Range Plan; improvements that included added span and frequency, additional commuter service between Olympia and Pierce County, enhanced bus stops, as well as a new fixed route operating in NE Lacey.

### **Zero-Fare**

In conjunction with the publicly influenced Long-Range Plan, Intercity Transit implemented a multi-year fare-removal project in January 2020 which has gained national and international attention. The process for removal of fare boxes was the subject of numerous outreach events and included a public comment period and public hearing.

### *Pandemic Restoration, Long-Range Plan*

Beginning in March 2020, Intercity Transit initiated a series of seven emergency reductions of service necessitated by the global COVID-19 pandemic. Unfathomably high rates of employee turnover and absenteeism forced a sudden retraction of service throughout the service area. In April 2020, Intercity Transit operated fixed routes on a reduced weekend schedule, and in June 2020 began a series of 10 gradual restorative increases to both fixed route and complementary ADA paratransit service (Dial-A-Lift), a process that has continued into 2024. The 100% restoration of pre-pandemic service volume is projected by the end of 2024.

## **Annual Transit Development Plan (TDP)**

Pursuant to Washington State Law (RCW 35.58.2795), Intercity Transit prepares and submits to the Washington State Department of Transportation (WSDOT), as well as local and regional jurisdictions, an updated six-year projection of service in the form of our Transit Development Plan (TDP). The TDP includes a year-by-year summary of *Planned Operating Changes*—both in terms of narrative description, and estimated volume (i.e. Revenue Service Hours).

- ***Planned Operating Changes 2024 – 2029***

The expectation for future changes in service remains consistent with commitments defined in the 2018 Long-Range Plan. Years 2025, 2026, and 2027 (coinciding with this Title VI Program update) include improvements to span and frequency on nearly every route in the system, as well as deploying an enhanced transit route intended to serve designated corridors that are home to some of the most ethnically diverse and income challenged populations in the community.

### ***Public Engagement***

Each year the draft TDP is presented for public comment, as well as the subject of overview presentations with Intercity Transit's Community Advisory Committee and Authority Board. The public is notified using all recognized communication channels and is subject to a conventionally published public hearing. Public hearings are held in person at Authority Board meetings with the option to attend virtually via Microsoft Teams.

## **2024 - 2027 Title VI Program Update**

Unlike prior Title VI Programs submitted by Intercity Transit, the *2024 – 2027 Program* reflects new and significantly updated sections pursuant to FTA Circular 4702.1B.

## **2020 U.S. Census – A Large Urbanized Area (UZA)**

With the formal verification of the 2020 U.S. Census, Intercity Transit was notified by the Federal Transit Administration (FTA) that the Olympia-Lacey urban area had surpassed 200,000 in resident population. As a result of this measurement, Intercity Transit must demonstrate compliance with Federal provisions specific to transit providers operating in a Large Urbanized Area, and with a peak fixed-route vehicle requirement of 50 vehicles or more.

### ***Service and Fare Equity Analyses***

#### **Assessing Adverse Service Impacts**

Changes in transit service take many forms including: adjustments to schedules or bus stop locations, expansion of routes into new areas, and fluctuations in service revenue hours operated. Each change can alter an individual's experience as well as access to the bus network. Service and fare analyses aim to consider and measure any adverse impact resulting in significantly altered transit access. Intercity Transit evaluates both the magnitude and nature of

all proposed changes to service, or fares, with the intent to ensure these changes do not result in a significant adverse impact to transit access that is borne disproportionately on the basis of race, color, national origin, or places a disproportionate financial burden to low-income populations.

### **Major Changes to Service, or Fare**

Prior to implementation, all *major* changes to existing transit service, or fare, are formally analyzed to determine the presence of adverse impacts disproportionately affecting transit access among minority populations. The written procedures, datasets, findings, and conclusions related to the proposed major change are summarized as a *Service Equity Analysis* and presented publicly to the Intercity Transit Authority Board, and the Community Advisory Committee (what about our internal DEI committee?).

#### *Major Changes*

Intercity Transit defines a major change in service as any of the following:

- A single change that reduces an individual route's revenue hours by 10% or more.
- A single change that increases a route's revenue hours by 50% or more.
- A single change that reduces the number of consecutive bus stops on an individual route by 3 or more.
- A single change that increases the number of consecutive bus stops on an individual route by 5 or more.
- Removing or substantially relocating a single bus stop that is used by 50 or more passengers per day (combined boardings and alightings).
- Creation of, or discontinuation of a fixed transit route in entirety.

In addition, major changes to service are evaluated at the route level, except for bus stop changes which are evaluated at the stop level. Changes lasting less than one year are temporary and not considered a major change. Impacts to routes are measured cumulatively over time, and Intercity Transit will consider changes over the past year when measuring impacts to proposed route changes.

#### *Disparate Impact*

Intercity Transit will consider a major change in service to be disparate when the measured share of people in minority populations of race, color, or national origin are adversely impacted more than the measured share of people in minority populations of race, color, or national origin residing in the service area, plus or minus 3%.

#### *Disproportionate Burden*

Intercity Transit will consider a major change in service to have a disproportionate financial burden when the measured share of people low-income populations adversely impacted more



than the measured share of people low-income populations residing in the service area, plus or minus 3%.

- Note, low-income is defined as a household making less than \$75,000 a year. This number is based on the Self-Sufficiency Standard from The Center for Women's Welfare at the University of Washington, an assumption of an average household size of 3, and household income categories provided by the US Census Bureau (Household Income in the Past 12 Months (In 2014 Inflation-Adjusted Dollars). The household income of \$75,000 is slightly less than the standard of \$78,689 estimated by the Center for Women's Welfare for a household of two adults and an infant.

#### *Authority Board Adoption*

Intercity Transit's governing Authority Board must affirmatively adopt all Service Equity Analyses associated with major changes prior to major changes being implemented. If a Service Equity Analysis associated with a major change suggests the presence of disparate minority impact, or disproportionate financial burden exceeding the defined threshold, Intercity Transit will provide a substantial legitimate justification necessitating the change as part of the Analysis. The justification will also include a listing of alternative actions intended to mitigate disparity and describe why none of the mitigating alternatives were selected.

Prior to 2024 Intercity Transit did not meet FTA's formal criteria to evaluate service and fare changes and submit documented Service and Fare Equity Analyses.

#### **Public Engagement**

The above policies and thresholds providing new definitions of: Adverse Impact, Major Service Change, Disparate Impact, and Disproportionate Burden were presented as an emphasized update to Intercity Transit's 2024 – 2027 Title VI Program. A draft of the document was made available on Intercity Transit's agency website in a translatable format, as well as printed copies in various agency locations with person-to-person public interaction. Public notices were deployed using all recognized communication channels, and overview presentations of the draft were provided to the Intercity Transit Authority Board and Community Advisory Committee.

#### *Record of Adoption*

[insert record of Public Hearing and final adoption]

# Chapter 8 – Intercity Transit Facilities

## Determination of Site or Location of Facilities, 2021 – 2024

### *Equity Analysis*

While significant improvements have been made to several existing sites, Intercity Transit did not render any decisions regarding the selection of a new site, or the location of a new transit facility between October 1, 2021, and September 30, 2024, specifically any storage facilities, maintenance facilities, or operations centers.

### *Inventory of Facilities*

#### **Operations & Storage**

- *The Olympia Transit Center (OTC)*  
In 2020, Intercity Transit completed construction of a new two-story building on our existing site. The new, second building provides needed space for Customer Service functions, Operator breaks, and public meetings.
- *The Lacey Transit Center (LTC)*  
Owned by Intercity Transit, LTC is situated in Lacey’s civic center and supports easy bus-to-bus connections as well as other modes of transportation and mobility.
- *Centennial Amtrak Station*  
Owned by Intercity Transit, and staffed with dedicated volunteer rail enthusiasts, the Centennial Amtrak Station serves as a bus-to-rail transfer point.
- *Martin Way Park & Ride*  
Owned by the State of Washington and managed by Intercity Transit, this site lies adjacent to Interstate 5 and is served by Commuter Bus Route 620 and “the One”, which was operated intermittently during the timeframe of this Title VI plan update and is currently in operation. Recent improvements include a direct-access bus-only entrance ramp intended to increase operating efficiency, as well as widened sidewalks, new walking paths, enhanced lighting, and an Operator restroom facility.
- *Hawks Prairie Park & Ride*  
Owned by Thurston County, Intercity Transit stewards this site in NE Lacey which is used primarily to support vanpool service. Fixed Route service to this location is projected in the near-term future. However, existing bus service (Routes 62A and 65) can be accessed via a short walk north to the Willamette Dr at Hogum Bay Rd stop (#1017).

## **Maintenance**

- *Pattison Base*

Intercity Transit's legacy site is under active construction to remodel the existing maintenance garage. Recent construction on new buildings has created space for vehicle washing, fueling, and Facilities support staff.

## **Administration**

- *Pattison Base*

In 2022, Intercity Transit publicly opened a new Administration and Operations Building on the existing Pattison Base site, resulting in the deconstruction of the prior office building.

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# Chapter 9 – Systemwide Service Standards and Service Policies

## Types of Routes (i.e. Modes)

**Collector Routes** (or Secondary) serve collector and arterial roadways within urbanized areas. Collector Routes provide a version of coverage service that broadens access to transit by serving a majority of bus stops located in areas of lower density and with lesser span and frequency.

**Corridor Routes** (or Trunk/Primary) serve high volume corridors and provide frequent service within urbanized portions of Thurston County. Corridor routes enhance the convenience of transit by serving most stops located in medium or high-density areas. Routes meeting this definition may include areas of lesser frequency or be combined with other routes to achieve higher frequencies.

**Specialized Routes** (or Shuttle) operate as a separate and distinguishable line typically serving unique markets such as the State Capitol Campus, late night, as well as enhanced limited-stop service along heavily trafficked areas. Specialized Routes tend to operate at higher or varying frequencies, as well as service spans dictated by the markets they are designed to serve.

**Express Routes** connect transit centers or park-and-ride lots with major transit destinations, offering travel times comparable to automobiles. Express Routes typically operate along controlled-access freeways/highways with limited stops. Express Routes operate as a separate and distinguishable commuter service with varying frequencies and spans of service consistent with commute trends.

## Service Standards

### Vehicle Load

Vehicle load standards are used to identify bus service that is overcrowded and potentially uncomfortable for passengers, and to identify areas and routes where additional service may be warranted. The load standards reflect the total passengers onboard relative to the vehicle capacity. Vehicle capacity includes seats plus several standees.

Route Type (Mode)	Vehicle Load Standard
Collector	1.1
Corridor	1.3
Specialized	1.3
Express Commuter	1.0

It is expected that most trips will not reach or exceed the load standards set. Trips that operate over the load standard more than four times a month are candidates for additional service.

### Vehicle Frequency (Headway)

Frequency, also referred to as headways, is the time between trips. Routes operating within the more densely developed areas should provide the greatest levels of service. The table below provides the minimum intended frequencies for each mode. Overcrowding could indicate the necessity of increased service levels.

Route Type (Mode)	AM/PM Peak	Weekday Midday	Weekday Night	Weekend or Holiday
Collector	30	30	60	30
Corridor	30	30	60	30
Specialized	15	15	30	30
Express Commuter (measured in trips)	30	75	60	60

### On-time Performance (OTP)

Intercity Transit defines on-time as departing a published timepoint not before the scheduled time, and between zero minutes and five minutes after the scheduled time. All fixed route types have the same on-time performance standards. The service reliability standard is 90% of the buses at terminal departure points on all routes will be on-time. Additionally, on-time standards assume less than half a percent of trips should be missed or recorded as early.

### Service Availability

#### *Bus Stop Spacing*

Within the service area, Intercity Transit constructs bus stops and determines an appropriate level of service based primarily on population density and transit operability. Service is allocated based on population concentration, supportive rights-of-way and infrastructure, and compatible development and land use.

Route Type (Mode)	Residential Density	Bus Stop Spacing
Collector	4-12 units/acre	1,200+ feet
Corridor	13+ units/acre	500 -1,200 feet
Specialized	18+ units/acre	Variable
Commuter	Variable	Variable

*Bus stop suitability is determined as*

- Conducive traffic for slowing/stopping/merging transit vehicles
- Legal pedestrian accessibility

- Nexus to adjacent development
- Reliable visibility, preferably with streetlighting.

Bus stop suitability and stop spacing guidelines will be considered when determining where to place additional stops.

## *Service Policies*

### **Distribution of Amenities**

Intercity Transit invests heavily in all transit stops with the intent of providing convenient, recognizable, and inviting bus stops throughout the service area. To the extent practicable, all bus stops are to be enhanced with varying amenities sufficient to support reliable and convenient passenger use. Where possible Intercity Transit bus stops are incorporated into existing pedestrian infrastructure. Aligning the doors of the bus with concrete landings remains a priority endeavor for bus stop enhancement projects. Depending on the presence, elevation, and placement of sidewalks, additional concrete improvements are often needed to permit the installation of amenities including pole seats, and covered shelters.

### *Prioritization*

A justified volume of passenger activity, along with supportive surroundings and settings are the prevailing influences when determining and prioritizing enhancement projects. Other considering factors include recommendations from passengers or Operators as well as adjacent land use, street lighting, pedestrian access, and vehicle traffic.

### *Shelters with Benches*

Covered seating is the highest level of bus stop amenity offered by Intercity Transit. Despite their size, shelters can be installed in a variety of settings; however, not all stops can accommodate a shelter or justify the purchase, installation, and maintenance.

### *Bus Stop Inventory*

Intercity Transit maintains an inventory of bus stops, including amenities. In conjunction with system monitoring, Intercity Transit will measure the distribution of amenities, by route, for the purpose of evaluating enhancement projects and identifying disproportionate disparity between minority-designated routes and non-minority designated routes.

### **Vehicle Assignment**

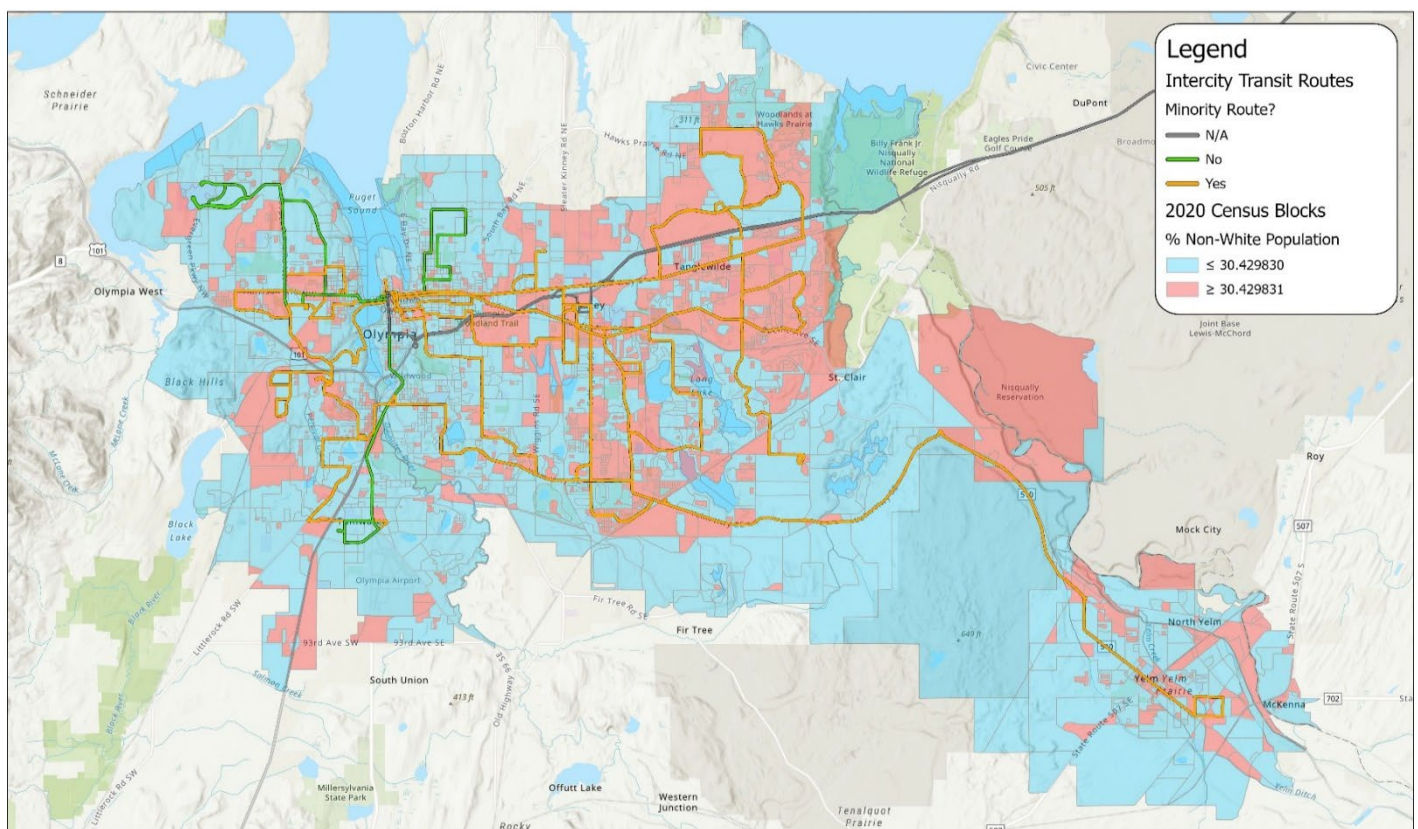
Intercity Transit operates 40-foot and 35-foot low-floor transit coaches on all fixed route modes and route classifications with limited restriction. Known traffic calming devices, or similar limitations affecting roadway dimensions, preclude the use of 40-foot buses on select routes. Beyond the aforementioned constraint, Intercity Transit does not designate certain coaches for certain routes. Line parking helps ensure an element of randomness regarding which buses operate on which block each day.

# Chapter 10 – Demographic Analysis

## Demographic and Service Profile Map, and Minority Routes

Intercity Transit uses demographic information from the 2020 U.S. Census to measure the availability of services within minority populations. Intercity Transit defines its “service area” as the area encompassing the Public Transportation Benefits Area (PTBA) and Dial-A-Lift (paratransit) boundary. Minority routes are defined by the FTA as routes where one-third or more revenue miles pass through census-designated areas with higher-than-average non-White populations. Using census blocks, Intercity Transit had determined the average percentage of non-White populations within its service area to be 30.43%.

Service Area Demographics by Census Block



The above map shows Intercity Transit bus routes, classified as “Minority” or “Non-Minority” routes, as per the FTA’s definition. Route 620, which is a commuter route, has not been classified as many of its revenue miles fall outside of Intercity Transit’s PTBA and outside of Thurston County.

## Ridership Demographic Profile

### Passenger Survey

In November 2023, Intercity Transit conducted an on-board passenger-intercept survey intended to comply with requirements outlined in FTA Circular 4702.1B. Respondents answered

a series of questions about ethnicity, income, language, travel experiences with Intercity Transit, disability status, and accessibility of technology. After the data collection was completed, rigorous data cleaning and validation exercises were conducted to ensure the accuracy and consistency of the data collected. Statistical tools were used to analyze data, and the results were presented in tables and graphs, followed by comprehensive discussions of the findings in the final report. The results of the survey are provided in Appendix C.

## Overview

The survey sought feedback and information from Intercity Transit bus riders. A combination of multiple choice and open-ended questions aimed to gather information from respondents on ethnicity, income, language, their trip with Intercity Transit, and items related to the respondents, such as disability status and availability of technology.

The survey was distributed by trained field staff to bus riders by paper, targeting a minimum of 500 on-board and self-administered responses. In addition to the survey being offered in English, the survey was also translated into Spanish, German, Korean, and Vietnamese. The English survey was mainly self-administered, while the data collection team translated the survey from English to the mentioned four other languages to facilitate data collection from riders who are Limited English Proficiency (LEP), which is defined as individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand the English language. Of the four other language surveys, there were only respondents with the Spanish survey.

## Survey Conclusions

### *Demographic Profile*

A portion of the survey results describe a demographic profile when compared to the service area population. The following table summarizes the proportionate percentages:

Demographic	Census Data	Survey Sample	Interpretation
Population (PTBA)	203,000	Approx. 500	
Race – Minority	30.4%	35.9%	Proportionately more minority riders
LEP – Spanish	1.26%	2.5%	Proportionately more Spanish-speaking riders
LEP – Vietnamese	0.91%	0.4%	Proportionately fewer Vietnamese-speaking riders
LEP – Korean	0.56%	0.0%	Proportionately fewer Korean-speaking riders
Low-income	10%	est. 80%	Proportionately more Low-income riders

### *Work Status*

Of the survey respondents, 34.6% reported working outside the home, 10.3% reported as being a full-time or part-time student, 45.5% reported as either not working or retired, and 9.6% reported either working from home or other.



- Approximately 20% of passengers surveyed reported having a disability that impacts how they use the bus
- 85.7% of respondents reported use of a smartphone

### *Travel Patterns*

Survey results measured route usage, the origin and destination of respondents, as well as their respective mode of travel to and from the bus stops:

Busiest	Route Groups	Areas Served
1	62A, 62B	East Olympia, Lacey (Martin Way corridor)
2	66, 68, 48	Lacey, West Olympia, South Olympia, North Tumwater
3	12, 13, 64	Tumwater, East Olympia, Lacey (College St.)
4	41, 47, 60, 94	West Olympia, East Olympia, Yelm Highway
5	21, 42, 45, 65, 67, 620	North Olympia, West Olympia, East Lacey, Lakewood

Origin	Travel to Bus Stop		
Home	44.7%	Walked	80.3%
Errands	26.7%	Bus Transfer – Intercity Transit	10.1%
Work	10.7%	Dropped off	3.3%
Other	8.7%	Biked	2.7%
School	5.4%	Bus Transfer – other transit system	1.5%
Family/Friends	3.6%	Other	1.2%
Event	0.2%	Parked at a Park & Ride lot	0.8%
		Carpooled	0.2%

Travel from Bus Stop		Destination	
Walk	67.6%	Home	37.9%
Transfer to another bus	24.1%	Errands	28.5%
Bike	3.2%	Work	13.9%
Other	2.4%	Other	6.6%
Get a ride from someone else	2.1%	Family/Friends	6.4%
Uber/Lyft	0.6%	School	5.3%
		Event	1.3%

### *Travel Time*

Of the survey respondents, 76% reported the ability to reach a bus stop within 10 minutes or less, with 18.2% of respondents reporting 10-20 minutes, and 5.8% reporting travel times greater than 20 minutes to access a bus stop. Once on the bus 47% of riders report their bus trips taking less than 30 minutes, 26.7% report less than 60 minutes, and 26.4% of riders reporting trips more than one or two hours.

### *Frequency of Use*

Survey results suggest a very consistent rider base with 94.8% of respondents indicating bus trips at least once per week.

# Chapter 11 – Monitoring Program

## **2024 – 2027 Title VI Program Update**

The requirement to formally monitor service pursuant to FTA Circular 4702.1B was not applicable to Intercity Transit until this update.

### **Minority Route Designation**

As reflected in the demographic profile section of this update, Intercity Transit has begun applying the FTA’s definition distinguishing a minority route from a non-minority route. Profiles for each individual route now include population and demographic detail from the 2020 U.S. Census, among other metrics. Intercity Transit expects to update route profiles with ACS data to better fulfill monitoring requirements for subsequent Title VI Program updates.

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# Chapter 12 – Subrecipient Compliance

Intercity Transit does not pass any Federal funding on to any subrecipients nor have any subrecipients. However, all formal procurements contain the following Title VI information.

## **Procurement language – Solicitation template:**

Intercity Transit includes the following language during the formal procurement process:

Intercity Transit in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin or sex in consideration for an award.

## **Contract template**

Intercity Transit includes the following language with all FTA contracts and for procurements of rolling stock greater than \$10,000:

### **FEDERAL CIVIL RIGHTS REQUIREMENTS**

In addition to Transit nondiscrimination requirements set forth in other Sections in this Agreement, the following Federal requirements apply to the Consultant's/Contractor's performance under this Agreement:

1. Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Consultant/Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Consultant/Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
2. Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:
  - a) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Consultant/Contractor agrees to comply with all applicable equal

employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Consultant/Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Consultant/Contractor agrees to comply with any implementing requirements FTA may issue.

- b) Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § § 623 and Federal transit law at 49 U.S.C. § 5332, the Consultant/Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Consultant/Contractor agrees to comply with any implementing requirements FTA may issue.
- c) Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Consultant/Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Consultant/Contractor agrees to comply with any implementing requirements FTA may issue.
- d) The Consultant/Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

## Appendix A – Notice of Rights

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# Appendix B – Discrimination Complaint Form

<https://www.intercitytransit.com/complaints>

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[Home \(/\)](#) > [Discrimination Complaint Form](#)

## Discrimination Complaint Form

Intercity Transit provides equal access to its transportation services, employment, and contracting opportunities pursuant to federal laws (Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act, Equal Employment Opportunities laws) and in accordance with applicable state and local laws.

Please use this form to file a discrimination complaint within 180 days of the incident. You can also call us at 360-786-1881, visit Customer Service at the Olympia Transit Center, contact us by email, or by U.S. Postal Service at the address below.

**I believe that I have been discriminated against on the basis of: \***

- ☐ Race, color or national origin \*
- ☐ Disability \*
- ☐ Not applicable \*
- ☐ Other ... (Please specify) \*

**I believe that Intercity Transit has failed to comply with the following program: \***

- ☐ Disadvantaged Business Enterprise \*
- ☐ Equal Employment Opportunity Act \*
- ☐ Americans with Disabilities Act \*
- ☐ Title VI \*
- ☐ Not applicable \*

### Contact Information

Name
<b>First *</b> <div>First Name</div>

<https://www.intercitytransit.com/complaints>

1/5

**Last \***

Last Name

**Address**

**Address \***

Address Line

**City/Town \***

City

**State/Province \***

State



**ZIP/Postal Code \***

Zip

**Phone Number \***

**Email Address \***

**What is the best way for us to contact you if we have questions? \***

☐ Phone \*

☐ Email \*

## Grievance Basis

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses.

\*

**Type of service \***

- ☐ Bus \*
- ☐ Dial-A-Lift \*
- ☐ Vanpool \*
- ☐ Village Vans \*
- ☐ Other... (Please Specify) \*

**Date of alleged discrimination \***

mm/dd/yyyy

**Time of alleged discrimination \***

--:-- --

**Vehicle ID/Route Number \***

**Location of Incident \***

If you don't know the answers to the information above, please provide a description of the driver so we can identify the employee

**Intercity Transit - P.O. Box 659 Olympia, WA 98507-0659**

Submit



**CUSTOMER SERVICE**

**360-786-1881**

Online Contact Form (/contact)

205 Franklin Street NE  
Olympia, WA 98501



**Hours:**

Daily: 7 a.m. to 6 p.m.



## ADMINISTRATION

**360-786-8585**

510 Pattison Street SE  
Olympia, WA 98501

**Hours:**

Weekdays: 8 a.m. - 4:30 p.m.



## DIAL-A-LIFT

**360-754-9393**

Request a Ride (<mailto:DALDispatch@intercitytransit.com>)

**Hours:**

Weekdays: 8 a.m. to 5 p.m.

Weekends: 9 a.m. to 4 p.m.



## VANPOOL

**360-786-8800**

[vanpool@intercitytransit.com](mailto:vanpool@intercitytransit.com) (<mailto:vanpool@intercitytransit.com>)

**Hours:**

Weekdays: 8 a.m. to 5 p.m.



## Appendix C – Passenger Survey Report

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# CENTER FOR ECONOMIC AND BUSINESS RESEARCH



## Intercity Transit Project Passenger Title VI Survey Report



January 2024

<https://cbe.wvu.edu/cebr>

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## About the Authors

The Center for Economic and Business Research is an outreach center at Western Washington University located within the College of Business and Economics. In addition to publishing the Puget Sound Economic Forecaster, the Center connects the resources found throughout the University to assist for-profit, non-profit, government agencies, quasi-government entities, and tribal communities in gathering and analyzing data to respond to specific questions. We use a collaborative approach to help inform our clients so that they are better able to hold policy discussions and craft decisions.

The Center employs students, staff, and faculty from across the University as well as outside resources to meet the individual needs of those we work with. Our work is based on academic approaches and rigor that not only provide a neutral analytical perspective but also provide applied learning opportunities. We focus on developing collaborative relationships with our clients and not simply delivering an end product.

The approaches we utilize are insightful, useful, and are all a part of the debate surrounding the topics we explore; however, none are fail-safe. Data, by nature, is challenged by how it is collected and how it is leveraged with other data sources. Following only one approach without deviation is ill-advised. We provide a variety of insights within our work – not only on the topic at hand but also on the resources (data) that inform that topic.

We are always seeking opportunities to bring the strengths of Western Washington University to fruition within our region. If you are looking for analysis work or have comments on this report, we encourage you to contact us at 360-650-3909 or by email at [cebr@wwu.edu](mailto:cebr@wwu.edu).

To learn more about CEBR visit us online at [cebr.wwu.edu](http://cebr.wwu.edu) or follow us online through your favorite social media stream.



[facebook.com/westerncebr](https://facebook.com/westerncebr)



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[linkedin.com/company/wwu-center-for-economic-and-business-research](https://linkedin.com/company/wwu-center-for-economic-and-business-research)



[instagram.com/wwucebr](https://instagram.com/wwucebr)

The Center for Economic and Business Research is directed by Hart Hodges, Ph.D. and James McCafferty.

## Overview

The 2023 Passenger Title VI Survey is a collaboration between Intercity Transit and the Center for Economic and Business Research (CEBR) at Western Washington University to collect feedback and information about bus passengers and their travel needs. To achieve this objective, field staff were recruited and trained by CEBR and deployed from 6 am Monday November 13, 2023, through 7 pm Sunday November 19, 2023, to collect responses from bus riders on the bus routes and at key transit centers. Intercity Transit staff also conducted two “pop-up” table events at Olympia Transit Center and Lacey Transit Center to get the word out early in the survey week.

After the data collection was completed, the center conducted rigorous data cleaning and validation exercises to ensure the accuracy and consistency of the data collected. Statistical tools were used to analyze data, and the results are presented in tables and graphs, followed by comprehensive discussions of the findings.

## About the Survey

The Center for Economic and Business Research, located within the College of Business and Economics at Western Washington University, conducted the survey and analysis for this project.

This survey seeks feedback and information from Intercity Transit bus riders. A combination of multiple choice and open-ended questions aims to gather information from respondents on ethnicity, income, language, their trip with Intercity Transit, and items related to the respondents, such as disability status and availability of technology. Respondents were offered a \$5 Starbucks gift card for their participation (while supplies lasted).

The survey was distributed by trained field staff to bus riders by paper, targeting a minimum of 500 on-board and self-administered responses. In addition to the survey being offered in English, the survey was also translated into Spanish, German, Korean, and Vietnamese. These languages were determined to be the most frequently spoken non-English languages in the Olympia, Lacey, and Tumwater area per the Census Bureau American Community Survey (ACS). According to the ACS, 4.46% of the area population speak Spanish, 1.47% speak Vietnamese, 1.36% speak German, and 1.01% speak Korean which was basically a tie with Tagalog (including Filipino).

The English survey was mainly self-administered, while the data collection team translated the survey from English to the mentioned four other languages to facilitate data collection from riders who are Limited English Proficiency (LEP), which is defined as individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand the English language. Of the four other language surveys, there were only respondents with the Spanish survey. As such, the results will be summarized in terms of English survey responses and Spanish survey responses.

The Appendix to this report shows the actual English survey as well as the surveys that were translated into Spanish, German, Korean, and Vietnamese available to respondents. As noted previously, surveyors did not have any German, Korean, or Vietnamese survey requests but translations were available per the Federal Transit Administration (FTA) 4702.1B Circular guidance.

## Executive Summary

The Passenger Title VI survey was met with an overall positive response, and respondents were generally willing to participate in the survey. The survey was available in English, Spanish, German, Korean, and Vietnamese, with most respondents opting to respond to the English version. There were five respondents requesting the Spanish language survey.

Within the English survey population, we see shifts in the number of responses for each question, which are labeled on each table below. Response counts to individual questions range from a low of 311 responses to a high of 554 responses. The Spanish survey results range from four to five responses per question. These ranges are due to the fact that not every respondent answered each question. Survey respondents were asked to complete the survey while either waiting for or traveling on the bus, and this might have affected response rates if their bus arrived, or they were getting close to their stop and they were not able to complete the survey. Additionally, respondents might have chosen not to answer a question if they felt it was too personal (such as household income) or a burden (such as the free-response questions).

The sample size of the Passenger Title VI survey is more than adequate for the purpose of drawing conclusions from the responses. With a minimum of 311 responses to each question, we feel confident that the survey sample is representative of the transit-riding population. Also, the answers to the demographic questions tell us that we captured a diverse range of perspectives from the standpoints of race/ethnicity and gender identity. As there were only five respondents to the Spanish version of the survey, the Spanish responses should not be interpreted on their own due to the small sample size. However, when combined with the results of the English survey the sample size is large enough to be representative.

## Survey Results

### Section 1: Ethnicity, Income, and Language

#### General Ethnic Identification (553 respondents)

A majority of respondents to this question identified as Caucasian (64.1% of survey respondents). The second-highest majority of bus riders identified as African American (11.5%), with Hispanic or Latino/Latina being the 3rd highest at 10.8% of the survey respondents. All other racial and ethnic identities comprised less than 10% of the survey population.

Survey respondents have reported a wide variety of different ethnic backgrounds, including 11.5% African American, 8.4% American Indian/Alaskan Native, 4.6% Asian, 64.10% Caucasian, 10.8% Hispanic or Latina/Latino, 2.7% Native Hawaiian, and 8.6% other. 100% of Spanish survey respondents identified as Hispanic or Latina/Latino.

Race/ Ethnic Identity	English Results	Spanish Results
African American	11.50%	0%
American Indian/Alaskan Native	8.40%	0%
Asian	4.60%	0%
Caucasian	64.10%	0%
Hispanic or Latina/Latino	10.80%	100%
Native Hawaiian/Pacific Islander	2.70%	0%
Other	8.60%	0%
<b>Total Responses</b>	<b>553</b>	<b>5</b>

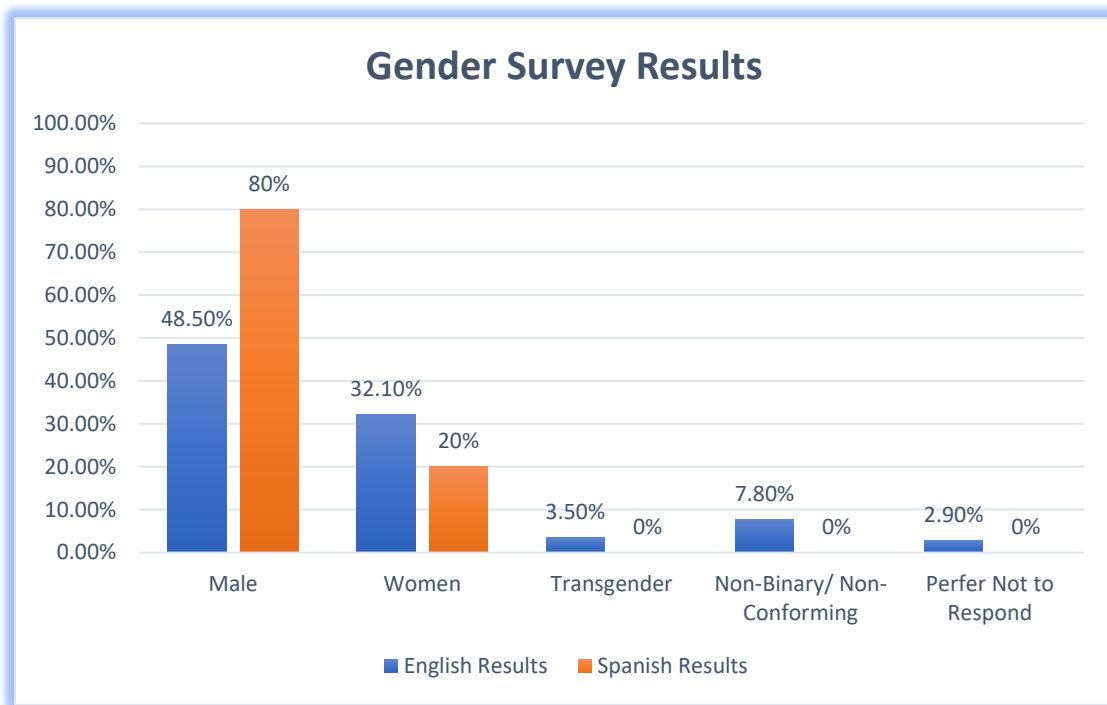
The findings of this question correlate with 2020 census data, with the Olympia-Lacey-Tumwater metropolitan area being composed of approximately 70% who identify as White/Caucasian.



## Gender (553 respondents)

From the responses to this question, we observed that most respondents identified as Male.

The English survey results reveal a noticeable range in respondents' genders. Of Intercity Transit bus riders who responded, 48.5% identified as Male, 32.1% identified as Female, 3.5% identified as Transgender, 7.8% identified as Non-Binary, and 2.9% preferred not to respond. The Spanish survey shows that 80% of respondents identify as Male and 20% identify as Female.



The gender distribution of respondents to the survey differs from that of the 2020 census in the Olympia-Lacey-Tumwater area, with the population of women (51%) rising slightly over that of men (49%) according to the census. One theory as to why our survey population doesn't fit the census demographics include men being more likely to work outside the home than women and therefore being more likely to commute.

## People in Household

### Q: How many people are in your household (including yourself)? (411 respondents)

The results show that most English survey respondents live in a one-person household, closely followed by respondents who live in a two-person household. Specifically, for the English survey results, 35% of the respondents reside in households alone, 27.3% live in a two-person household, and 12.10% live in a four-person household.

The English survey population (406 respondents) was composed of 35% single-person households, 27.3% two-person households, 17% three-person households, 12.1% four-person households, 4.2% five-person households, and 4.4% with six or more people living in a household. As for the Spanish survey results (five respondents), 20% reside in a single-person household, 20% reside in a three-person household, 40% reside in a four-person household, and 20% reside in a household with six or more individuals.

People in Household	English Results	Spanish Results
One	35.00%	20%
Two	27.30%	0%
Three	17.00%	20%
Four	12.10%	40%
Five	4.20%	0%
Six or More	4.40%	20%
<b>Total Responses</b>	<b>406</b>	<b>5</b>

In the data for the Olympia-Lacey-Tumwater area in the 2020 Census, the median number of people in a household is about 2.5 persons. This survey shows similar results, with respondents more likely to come from a three-person and below household, with approximately 79.3% of respondents living in a one, two, or three-person household.

## Household Income

### Q: What is your household income per year before taxes? (483 respondents)

In both the Spanish and English survey results, there is a large majority of those whose household income falls below \$16,000. A little over half of the English survey respondents reported earning less than \$16,000 in annual gross income (50.1%). The smallest percentage of respondents reported earning a household income ranging from \$85,000 to \$94,999 (0.6% of the survey population).

Data from the English survey showed varying incomes from respondents including 9.4% with a household income of \$16,000 to \$24,999, 5.2% with a household income of \$25,000 to \$34,999, 15.40% with a household income of \$35,000 to \$44,999, 5.2% with a household income of \$45,000 to \$54,999, 1.9% with a household income of \$55,000 to \$64,999, 3.5% with a household income of \$65,000 to \$74,999, 2.3% with a household income of \$75,000 to \$84,999, 0.6% with a household income of \$85,000 to \$94,999, 1.9% with a household income of \$95,000 to \$104,999, and 4.4% with a household income of \$105,000 or more.

As for the Spanish survey respondents, 75% reported a household income of less than \$16,000, and 25% reported a household income of \$35,000 to \$44,999.

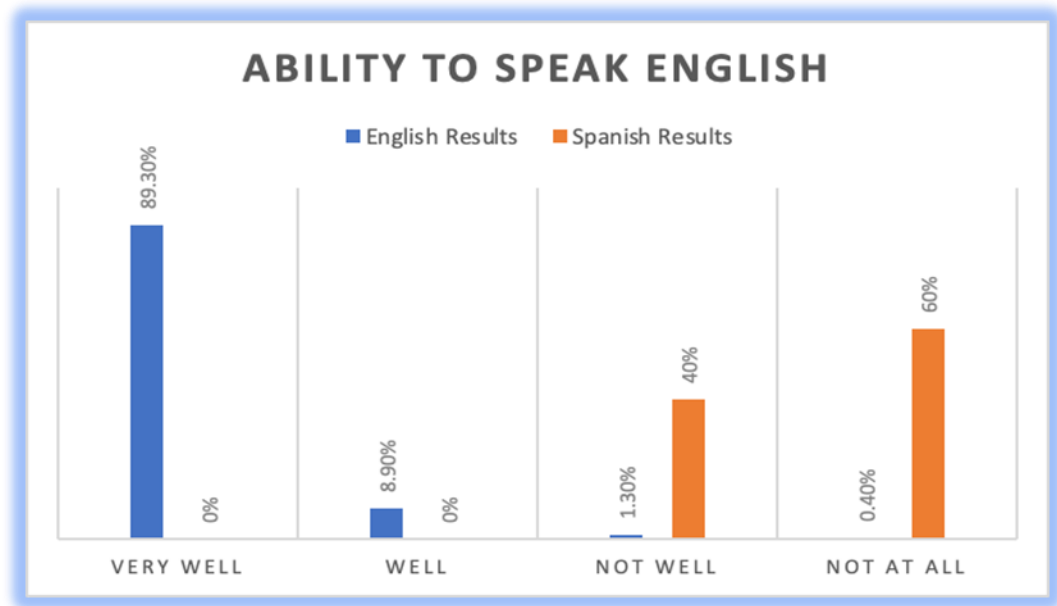
Household Income	English Results	Spanish Results
Less than \$16,000	50.10%	75%
\$16,000 to \$24,999	9.40%	0%
\$25,000 to \$34,999	5.20%	0%
\$35,000 to \$44,999	15.40%	25%
\$45,000 to \$54,999	5.20%	0%
\$55,000 to \$64,999	1.90%	0%
\$65,000 to \$74,999	3.50%	0%
\$75,000 to \$84,999	2.30%	0%
\$85,000 to \$94,999	0.60%	0%
\$95,000 to \$104,999	1.90%	0%
\$105,000 or more	4.40%	0%
<b>Total Responses</b>	<b>479</b>	<b>4</b>

Data from the U.S. Department of Housing and Urban Development shows that the median family income for Olympia-Tumwater is \$102,500, which includes all family sizes. With only 4.4% of household incomes larger than \$105,000, this median income is unlikely to fit survey respondents. The household incomes of most survey respondents are lower than \$102,500. According to the Housing Authority of Thurston County website updated May 15, 2023, Low-Income households (Family Size of 4) are those that make 80% of the median income or \$82,000, Very Low-Income households make 50% of the median income or \$51,250, and Extremely Low-Income households make 30% of the median income or \$30,750. Applying these definitions to the survey responses for this question, a majority of respondents come from Extremely Low-Income households.

## Ability to Speak English

### Q: How well would you describe your ability to speak English? (452 respondents)

Respondents of the survey reported a variety of language proficiencies, including 89.3% who speak English very well, 8.9% who speak English well, 1.3% who speak English not well, and 0.4% who do not speak English. The results also reveal that 40% of the Spanish survey respondents do not speak English well, and 60% do not speak English at all.



## Primary Language

### Q: What Primary Language do you speak at home? (467 respondents)

Survey results showed a large majority of Intercity Transit riders speak English primarily at home with Spanish being the next language most frequently used at home.

Survey respondents reported a variety of primary languages being spoken at home, including 95.7% English speakers, 1.9% Spanish speakers, 0.2% Russian speakers, 0.4% Vietnamese speakers, 0.2% Chinese speakers, and 1.5% whose primary language is other than those listed on the survey. 75% of Spanish survey respondents were Spanish speakers, and 25% speak other languages.

Primary Language	English Results	Spanish Results
English	95.70%	0%
Spanish	1.90%	75%
Korean	0.00%	0%
Russian	0.20%	0%
German	0.00%	0%
Vietnamese	0.40%	0%
Chinese	0.20%	0%
Other	1.50%	25%
<b>Total Responses</b>	<b>463</b>	<b>4</b>

## Section 2: Tell Us About Your Intercity Transit Trip

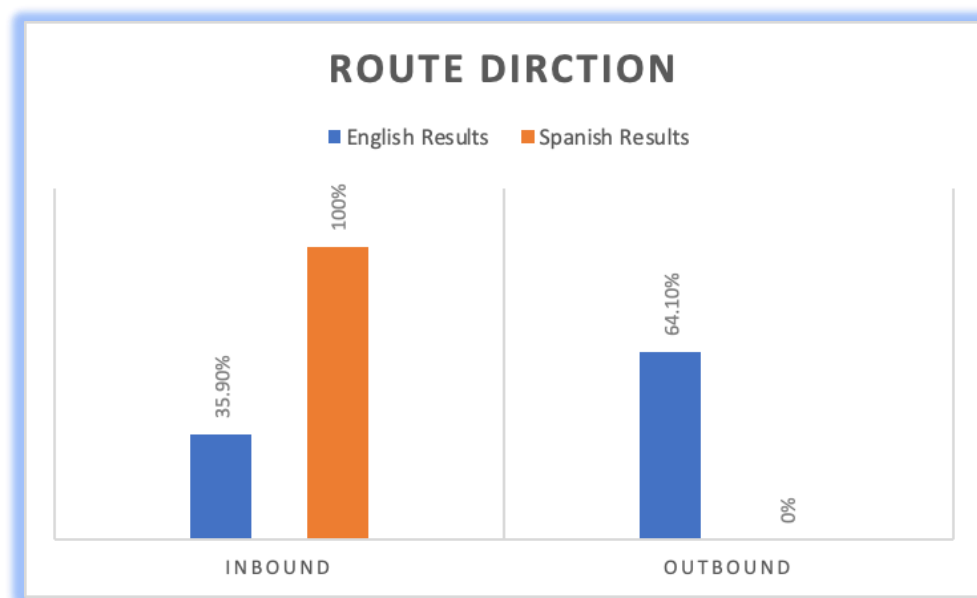
### Route Information

#### Q: What is the route direction (outbound/inbound)? (441 respondents)

In this question, the outbound route direction typically indicates that the bus is moving away from a transit center. The inbound route direction typically indicates that it is moving towards a transit center.

The survey data shows that of the English respondents, over half were heading outbound from a transit center. In contrast, the Spanish survey data shows that all were heading inbound to a transit center.

The results of the English survey showed that 35.9% were traveling inbound and 64.1% were traveling outbound. The entire Spanish survey population (four respondents), representing 100% of the respondents, were heading in the inbound direction.



## Location Before Beginning Trip

### Q: Where did you come from to board this specific bus? (427 respondents)

From the data collected, a majority of respondents came from their homes. However, these responses show no connection to time of day and day of the week.

Of those who responded to the English survey, 44.8% came to the bus stop from their home, 10.4% came to the bus stop from their workplace, 5.5% came to the bus stop from their school, 26.8% came to the bus stop from running errands, 0.2% came to the bus stop from a special event, and 8.8% came to the bus stop from a location not listed on the survey such as a friend or relative's house.

Results of the Spanish survey revealed that 40% of respondents came from their homes, 40% came to the bus stop from work, and 20% came from running errands.

Where did you come from to board the bus?	English Results	Spanish Results
Home	44.80%	40%
Work	10.40%	40%
School	5.50%	0%
Errands	26.80%	20%
Visting family/friends	3.60%	0%
Attending a special event	0.20%	0%
Other	8.80%	0%
<b>Total Responses</b>	<b>422</b>	<b>5</b>

## Travel to Bus Stop

### Q: How did you get to the bus stop to board this bus? (486 respondents)

The data shows a majority of riders walk to the bus stop to board the bus.

Those who responded to the English survey composed of 80.2% who walked to the bus stop, 2.7% who biked to the bus stop, 0.2% who carpooled and parked to get to the bus stop, 3.1% who were dropped off at the bus stop, 10.2% who transferred from another Intercity Transit route, 0.8% who drove to an area park & ride, 1.5% who transferred from a non-Intercity Transit route, and 1.2% who responded to the survey question with “other”.

Five Spanish survey respondents indicated that they walked to the bus stop (80%), and 20% were dropped off at the bus stop.

Travel to Bus Stop	English Results	Spanish Results
Walked	80.20%	80%
Biked	2.70%	0%
Carpooled & Parked	0.20%	0%
I was dropped off	3.10%	20%
Transferred from IT Route	10.20%	0%
Drove to an area Park & Ride	0.80%	0%
Transferred from a non-IT Route	1.50%	0%
Other	1.20%	0%
<b>Total Responses</b>	<b>481</b>	<b>5</b>



## End Destination

### Q: Where are you going now? (483 respondents)

According to the survey responses, a majority of respondents were traveling home.

The English survey results indicate that from the bus stop, 37.9% of the respondents were traveling home, 14% were commuting to work, 5.4% were going to school, 28.2% were running errands, 6.5% were going to visit family/friends, 1.3% were on their way to a special event, and 6.7% responded that they were going somewhere other than those listed. For this question, the English Survey had 478 respondents. Of the five Spanish survey respondents, 40% were traveling home, and 60% were running errands.

Where are you going now?	English Results	Spanish Results
Home	37.90%	40%
Work	14.00%	0%
School	5.40%	0%
Errands (Shopping, appointment, etc.)	28.20%	60%
Visiting family/friends	6.50%	0%
Attending a special event	1.30%	0%
Other	6.70%	0%
<b>Total Responses</b>	<b>478</b>	<b>5</b>

## Method of Transportation to Final Destination

### Q: How will you get to your final destination? (473 respondents)

The survey data shows a range of responses to how respondents will get to their final destinations. Over half of the respondents in both surveys indicated that they would walk to their final destinations.

Within the English survey population, 67.7% reported that they planned to walk to reach their final destination, 3.2% planned to bike to their final destination, 23.9% expected to transfer to another route, 0.6% were going to use Uber/Lyft to get to their final destination, 2.1% planned to get a ride from someone else to reach their destination, and 2.4% responded that they would reach their final destination with another option not listed.

The Spanish survey found that 60% were going to walk to reach their final destination, and 40% would transfer to another route to reach their final destination.

How will you get to your final destination?	English Results	Spanish Results
I will walk	67.70%	60%
I will bike	3.20%	0%
I will transfer to another route	23.90%	40%
Uber/Lyft	0.60%	0%
I will get a ride from someone	2.10%	0%
Other	2.40%	0%
<b>Total Responses</b>	<b>468</b>	<b>5</b>

## Length of Time until Final Destination

**Q: How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)? (465 respondents)**

For a majority of respondents (26.30%), the trip to their final destination takes approximately 30 minutes to an hour to complete. However, respondents' answers vary widely within the English survey data, with all answers coming close to capturing at least 10% of the survey population.

Data from the English survey suggests that 21.7% of respondents would take less than 15 minutes to reach their final destinations. For 25.2%, it would take 15 to 30 minutes; for 26.3%, it would take 30 to 60 minutes; for 17.4%, it would take one to two hours; and for 9.3% of respondents, it would take over two hours to reach their final destination.

As for the Spanish survey, 40% of respondents reported an expected trip time of 15 to 30 minutes, while the remaining 60% said it would take 30 to 60 minutes.

Overall, Intercity Transit's bus service is working well with 47% of rider trips taking less than 15 minutes to 30 minutes. However, there is room for improvement in that 53% of rider trips take 30 minutes to over two hours.

Length of Time Until Final Destination	English Results	Spanish Results
Less than 15 minutes	21.70%	0%
15 to 30 minutes	25.20%	40%
30 to 60 minutes (1 hour)	26.30%	60%
1 hour to 2 hours	17.40%	0%
More than 2 hours	9.30%	0%
<b>Total Responses</b>	<b>460</b>	<b>5</b>

## Intercity Transit Bus Usage (per month)

### Q: In a typical month, how often do you use an Intercity Transit bus? (491 respondents)

From the data collected, most of those who responded to the survey question ride Intercity Transit buses six to seven days per week. The data shows most survey respondents are regular Intercity Transit users, with 94.8% of respondents riding the bus at least once a week.

Regarding the English survey population (487 respondents), 55.4% ride Intercity Transit buses six to seven days per week, 28.5% ride buses four to five days per week, 10.9% ride buses one to two days per week, 2.9% ride buses less than ten days per month, and 2.3% rarely utilize Intercity Transit fixed-route service.

Results from the Spanish survey show that 50% ride Intercity Transit buses six to seven days per week, 25% ride buses four to five days per week, and 25% ride buses 1-3 days per week.

Intercity Transit Bus Usage (per month)	English Results	Spanish Results
6-7 days per week	55.40%	50%
4-5 days per week	28.50%	25%
1-3 days per week	10.90%	25%
Less than 10 days per month	2.90%	0%
I rarely ride	2.30%	0%
<b>Total Responses</b>	<b>487</b>	<b>4</b>

## Length of Intercity Transit Bus Usage

### Q: How long have you been riding Intercity Transit? (463 respondents)

Responses to this question were relatively evenly divided among the possible answers. The highest percentage of respondents (21.4%) has been riding with Intercity Transit for more than a decade.

Regarding the English respondents, 19.2% reported riding Intercity Transit buses less than six months, 11.3% have been riding buses between six to 12 months, 15% have been riding buses between one to two years, 18.3% have been riding buses for three to five years, 14.8% have been riding buses for six to 10 years, and 21.4% have been riding the bus for over 10 years.

Of the four people who participated in the Spanish survey, 25% have been riding the Intercity Transit buses for less than six months, 25% have been riding buses for six to 12 months, 25% have been riding the buses for three to five years, and 25% have been riding the buses for six to 10 years.

Length of Intercity Transit Bus Usage	English Results	Spanish Results
Less than 6 months	19.20%	25%
6-12 months	11.30%	25%
1-2 years	15.00%	0%
3-5 years	18.30%	25%
6-10 years	14.80%	25%
More than 10 years	21.40%	0%
<b>Total Responses</b>	<b>459</b>	<b>4</b>

## Best Way to Receive Information about Intercity Transit

### Q: What is the best way to get you information about Intercity Transit? (315 respondents)

Of those who responded to the survey question, a majority of respondents reported that the Intercity Transit website provides the best method for them to receive information about bus routes and news related to Intercity Transit. According to bus riders, the next best method is signs and announcements within the buses themselves.

The English survey results show that of the 311 respondents, 48.2% noted that the best way to receive information on Intercity Transit is through the website, 5.5% find rider alerts to be the best method to receive information, 0.3% find a GovDelivery subscription the best method to receive information. 9.3% find customer service the best method to receive information, 4.5% find friends/others on the bus to be the best method to receive information, 6.4% find in-person Customer Service at Olympia Transit Center to be the best method to receive information, 9.6% believe that signs/announcements placed inside the buses to be the best method for them to receive information, 8.4% find the bus driver to be the best method to receive information, 1.6% find social media the best method to receive information, and 6.10% find that a method other than those stated would be the best method for them to receive information.

The Spanish survey found that 25% find rider alerts the best method for them to receive information on Intercity Transit, 25% find Customer Service to be the best method for them to receive information, 25% find friends/others on the bus to be the best method for them to receive information, and 25% see social media the best method for them to receive information. A total of four people answered this question on the Spanish survey.

For this question, we see the least number of responses, only receiving a collective 315 responses across both versions of the survey of the original 554 possible responses. One possible reason for this lower response rate is that transit riders who don't own a cell phone might have declined to answer this question if they felt it didn't pertain to them. The next question on the survey asks about cell phone ownership, leading to some insight on this topic. Another potential reason is simply that the question requires more thought to be put into the answer than some of the other questions in the survey, which can lead to lower response rates.

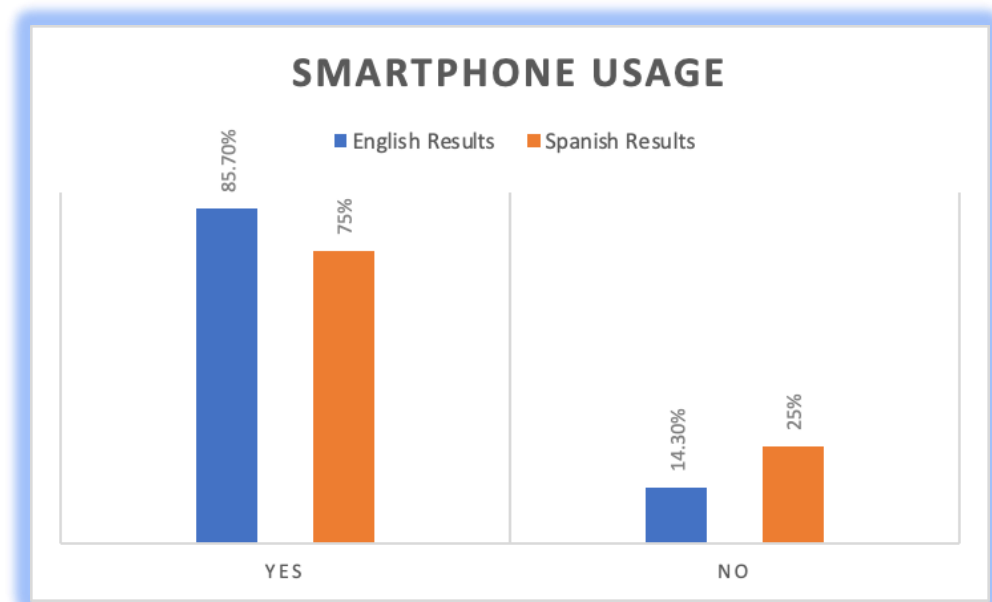
Best Way to Receive Information about Intercity Transit	English Results	Spanish Results
Intercity Transit Website	48.20%	0%
Rider Alerts (email/text/posted on bus stops)	5.50%	25%
GovDelivery subscription	0.30%	0%
Customer Service	9.30%	25%
Friends/others on the bus	4.50%	25%
Olympia Transit Center (OTC) in person Customer Service	6.40%	0%
Signs posted inside buses and/or announcements	9.60%	0%
Bus Drivers	8.40%	0%
Social Media (Facebook, Instagram, etc.)	1.60%	25%
Other	6.10%	0%
<b>Total Responses</b>	<b>311</b>	<b>4</b>

## Smartphone Usage

### Q: Do you use a smartphone? (430 respondents)

This question provides information that can help with the previous question within the survey (Q: What is the best way to get you information about Intercity Transit?). For instance, if most Intercity Transit bus riders have smartphones, it gives us a perspective on how many bus riders have access to social media or rider alerts connected to smartphone usage. This also grants the perspective that online information may only work for some bus riders, and the need for online and offline information for bus riders is necessary to include all bus riders.

Of English survey respondents, 85.7% use a smartphone, and 14.3% do not. Of those who responded to the Spanish survey, 75% of respondents use a smartphone, and 25% of respondents do not.



## Current Work Status

### Q: What best describes your current work status? (448 respondents)

Survey results showed most respondents work from outside the home followed by those unemployed or not currently working.

Of the English respondents, we find that 6.3% work from home, 34.5% work from outside the home, 10.4% are students, 21.4% are unemployed or not working, 8.8% are retired or semi-retired, 12.6% are unable to work, 2.7% are not working for pay or are not currently looking for employment, and 3.4% describe their current work status as “other than the options listed”.

The Spanish survey found that 50% work outside the home and 50% are currently unemployed.

As of December 2023, the U.S. Bureau of Labor Statistics reports that the current unemployment rate in the Olympia-Lacey area is 4.7%. This corresponds to the data showing a large unemployment percentage for Intercity Transit bus riders.

Current Work Status	English Results	Spanish Results
Work from home	6.30%	0%
Work outside the home	34.50%	50%
Student (full or part time)	10.40%	0%
Unemployed or not working	21.40%	50%
Retired or semi-retired	8.80%	0%
Unable to work	12.60%	0%
Not working for pay or not looking for employment	2.70%	0%
Other	3.40%	0%
<b>Total Responses</b>	<b>444</b>	<b>4</b>

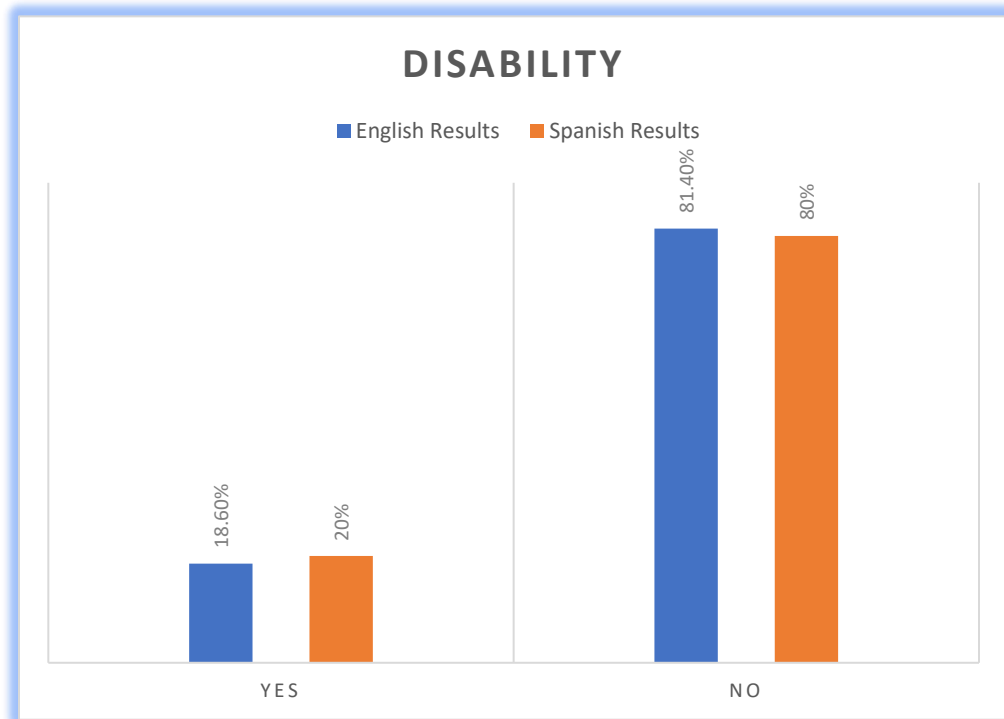


## Disabilities

### Q: Do you have any disabilities that impact how you use the bus? (467 respondents)

A majority of survey respondents reported that they do not have a disability that impacts how they can use Intercity Transit buses.

Analysis of the English survey revealed that 81.4% of respondents do not have a disability, and 18.6% do have a disability that affects how they use Intercity Transit. Of the five people who responded to the Spanish survey, 80% do not have a disability, and 20% do have a disability that affects how they use Intercity Transit.

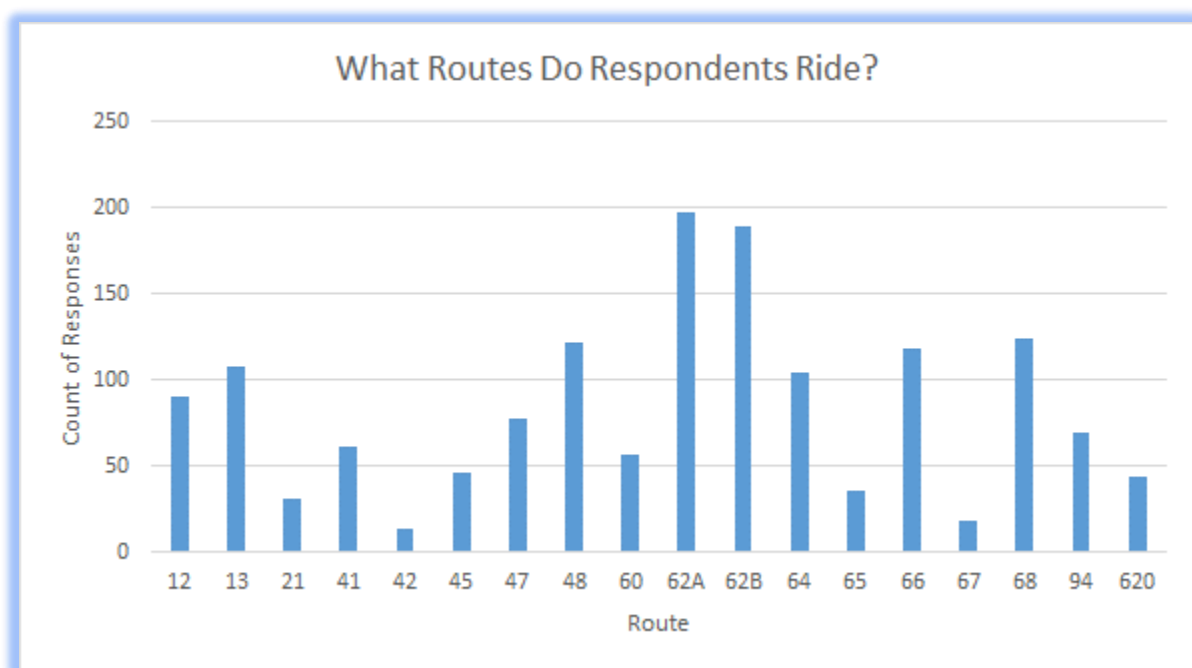


## Free Response Question Analysis

### Q: What route are you on now and which routes do you generally ride?

Survey respondents reported riding a large variety of routes and stated what routes they generally ride. The most common routes being reported were Route 62A Martin Way/NE Lacey, which travels between the Olympia Transit Center (OTC) and Orion at Willamette, and Route 62B Martin Way/The Meadows, which travels between the Olympia Transit Center and Pacific Highway at Rockcress. This makes sense since both routes combined offer 15-minute frequency between OTC and Martin Way at Marvin Road in Lacey. Other common routes included Routes 41, 45, 48, 64, 66, 68, 94, and 620. These routes serve Capitol Mall (Route 45), Evergreen State College (Routes 41 and 48), Amtrak Station (Route 64), Lacey Corporate Center (Route 66), Yelm Walmart (Route 94), and 512 Park and Ride (Route 620).

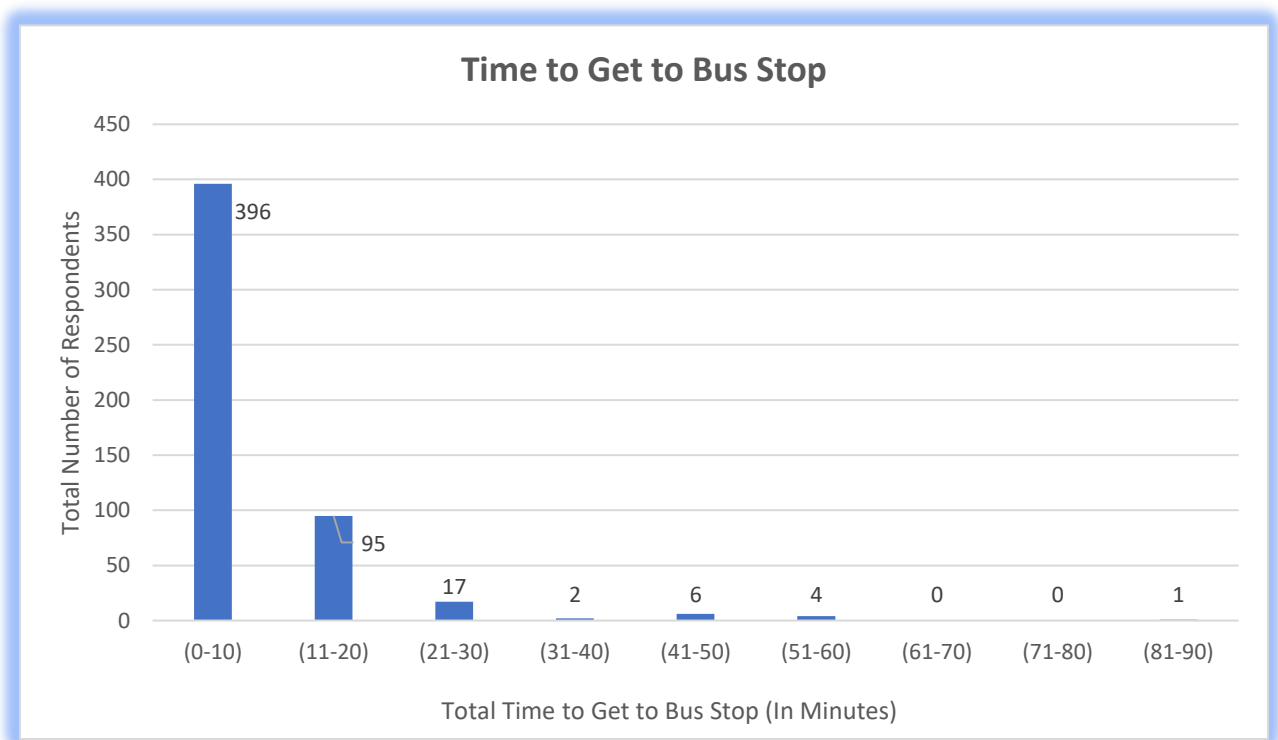
There are many factors that impact a rider's experience such as direction of travel, speed of the route, where the route travels, convenience of the schedule including frequency, and transfer impacts (whether they must transfer to another route to reach their destination and how long they must wait to make the transfer). The survey did not offer a chance to elaborate on factors such as these. This was intentional because the survey needed to be short and concise.



**Q: How many minutes did it take you to get to the bus stop? (521 respondents)**

Survey respondents reported a wide variety of times it takes them to access bus service, ranging from one minute to 90 minutes. The research found that approximately 75% of respondents reported it takes one to 10 minutes to reach their intended bus stop, meaning that for most respondents, transit service is very easy to access.

Overall, 396 respondents take one to 10 minutes to reach the bus stop, 95 respondents take 11-20 minutes to get to the bus stop, 17 respondents take 21-30 minutes to reach the bus stop, two respondents take 31-40 minutes to reach the bus stop, six respondents take 41-50 minutes to reach the bus stop, four respondents take 51-60 minutes to get the bus stop, and one respondent takes 90 minutes to reach the bus stop.



Although not captured in this study, information about how the respondents get to the bus stop would have provided further details on why it may take the respondents' varying amounts of time. For example, if two respondents are traveling to the same bus stop from very close starting places, we would be able to tell if one is getting to the bus stop faster than the other due to them driving a car instead of walking.

## Cross-Tab Analysis

To better understand the factors that influence a respondent's decisions surrounding their bus trip, we performed a cross-tab analysis on the basis of race/ethnicity and gender identity. This kind of analysis, which compares the results for one or more variables with the results of another variable, enables us to compare responses among demographic groups and identify areas that might disproportionately affect one group over another. Examples of questions a cross-tab analysis enables us to answer are:

- How do methods of traveling to the bus stop differ between Asians and African Americans?
- How do expected total bus trip times differ between men and women?

We decided to perform the cross-tab analysis on three questions from the Intercity Transit Title VI survey:

- 1) *How did you get to the bus stop to board this bus?*
- 2) *How will you get to your final destination?* and
- 3) *How long will your trip take from start to finish including all parts of the trip?*

The demographic groups we used in the analysis were answers by respondents to questions of race/ethnicity and gender identity. Results are detailed in the tables below each question.

## Travel to Bus Stop

### Q: How did you get to the bus stop to board this bus?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
<b>Walked</b>	80.2%	78.9%	87.2%	81.8%	79.2%	84.0%	76.9%	80.4%	81.8%	76.5%	73.2%
<b>Biked</b>	2.7%	3.5%	0.0%	0.0%	3.2%	4.0%	0.0%	3.8%	1.9%	5.9%	2.4%
<b>Carpooled &amp; Parked</b>	0.2%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%
<b>I was dropped off</b>	3.1%	7.0%	5.1%	9.1%	1.3%	2.0%	7.7%	3.8%	3.9%	5.9%	0.0%
<b>Transferred from IT Route</b>	10.2%	3.5%	5.1%	4.5%	12.5%	8.0%	7.7%	8.5%	9.1%	11.8%	14.6%
<b>Drove to an area Park &amp; Ride</b>	0.8%	3.5%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%	0.0%	4.9%
<b>Transferred from a non-IT Route</b>	1.5%	3.5%	2.6%	4.5%	1.3%	0.0%	7.7%	2.6%	0.0%	0.0%	2.4%
<b>Other</b>	1.2%	0.0%	0.0%	0.0%	1.6%	2.0%	0.0%	0.9%	1.9%	0.0%	0.0%

*The table above can be interpreted as “78.9% of African American respondents walked to the bus stop, compared to 80.2% of all respondents.”*

Consistent across all demographic lines was that most respondents walked to the bus stop. However, there are still some differences in the size of this percentage. The demographic group with the highest percentage of walking respondents was American Indian/Alaska Native, with 87.2% of respondents having walked to the bus stop. On the other end of the scale, non-binary/non-conforming respondents were the least likely to have walked to the bus stop, with 73.2% of responses.

Other notable aspects of the table include:

- Transgender respondents were more likely to bike or get dropped off at the bus stop than the rest of the survey population.
- African Americans, Asians, and Native Hawaiian/Pacific Islanders are more likely to have transferred from a non-IT route, suggesting further travelling times from areas where Intercity Transit doesn't operate.
- Non-binary/non-conforming respondents are the most likely to have carpooled to the bus stop.
- Caucasians are more likely than any other racial or ethnic group to have transferred from another IT route.

## Method of Transportation to Final Destination

### Q: How will you get to your final destination?

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
<b>Walked</b>	67.7%	63.5%	87.5%	85.0%	65.8%	68.5%	80.0%	65.8%	68.0%	86.7%	75.0%
<b>Biked</b>	3.2%	1.9%	0.0%	0.0%	4.3%	5.6%	0.0%	3.1%	3.3%	0.0%	2.5%
<b>Transfer to another route</b>	23.9%	28.8%	10.0%	10.0%	25.6%	22.2%	20.0%	26.8%	23.5%	6.7%	20.0%
<b>Uber/Lyft</b>	0.6%	3.8%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%
<b>Get a ride from someone</b>	2.1%	1.9%	0.0%	5.0%	2.3%	1.9%	0.0%	1.8%	2.6%	6.7%	2.5%
<b>Other</b>	2.4%	0.0%	2.5%	0.0%	1.7%	1.9%	0.0%	2.6%	2.0%	0.0%	0.0%

*The table above can be interpreted as “63.5% of African American respondents expect to walk to their final destination, compared to 67.7% of all respondents.”*

Differences between demographic groups are most notable in answer categories that have a high percentage of respondents. Looking at the “walk” answer choice in the table above, we can see a higher percentage of American Indian/Alaskan Native respondents than any other racial or ethnic group. African American and Caucasian responses show that these groups anticipate walking to their final destination at a lower-than-average rate. More generally, women are more inclined to walk to their final destination than men, although Transgender and Non-binary/non-conforming respondents had the highest rates of walking out of the gender-identity demographic groups.

Other notable aspects of the table include:

- Very few respondents (0.6%) plan to take an Uber or Lyft to their final destination, but those that do are more likely to be African American.
- African Americans reported being the most likely to transfer to another route, possibly indicating further travel distances.
- Respondents who are Transgender were the least likely to bike and the most likely to get a ride from someone.
- The responses of women align closely with the average response to this question.
- Men were the most likely group to respond that they would use an “other” form of transportation to reach their final destination.

## Length of Time until Final Destination

**Q: How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)?**

	All Respondents	African American	American Indian/ Alaskan Native	Asian	Caucasian	Hispanic or Latina/Latino	Native Hawaiian/ Pacific Islander	Man	Woman	Transgender	Non-binary/non- conforming
Less than 15 minutes	21.7%	22.9%	31.6%	16.7%	23.8%	18.9%	18.2%	22.9%	21.1%	0.0%	23.8%
15-30 minutes	25.2%	16.7%	23.7%	27.8%	21.8%	37.7%	18.2%	26.5%	23.1%	38.9%	31.0%
30-60 minutes	26.3%	31.3%	18.4%	38.9%	27.7%	30.2%	27.3%	22.9%	30.6%	33.3%	31.0%
1-2 hours	17.4%	18.8%	15.8%	5.6%	17.8%	7.5%	18.2%	17.5%	17.7%	16.7%	11.9%
More than 2 hours	9.3%	10.4%	10.5%	11.1%	8.9%	5.7%	18.2%	10.3%	7.5%	11.1%	2.4%

*The table above can be interpreted as “22.9% of African American respondents anticipated their trip taking less than 15 minutes, compared to 21.7% of all respondents.”*

Perhaps the most interesting question analyzed in the cross-tab analysis, these responses highlight some notable discrepancies between demographic groups. African Americans and Native Hawaiian/Pacific Islanders are most likely to report longer expected trip times, having some of the highest percentages in the *1-2 hours* and *more than 2 hours* categories. American Indian/Alaska Natives apparently are most likely to take short trips, capturing the highest percentage for the *less than 15 minutes* response.

It is important to note that while we can make inferences from the cross-tab analysis tables, they are not to be used as hard scientific evidence of any applicable phenomenon. Instead, they give a good indication of where further research is needed to understand why there are discrepancies in transit times and methods between racial/ethnic and gender identity demographic groups. Small sample populations and potential response bias means that any reported statistic from these tables should include the caveat “of the sampled population.”

Other notable aspects of the table include:

- Zero transgender respondents reported taking a trip shorter than 15 minutes compared to 21.7% of total respondents.
- Non-binary/non-conforming respondents were the least likely to take a long trip (more than 2 hours).
- Men are more likely than women to both take shorter and longer trips, with women being more likely to take medium-length trips.

## English Survey

Mark as shown: ☐ ☒ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ Please follow the examples shown on the left hand side to help optimize the reading results.

1.1 What route are you on now and which routes do you generally ride?

1.2 Time and Date (HH:MM AM/PM - MM/DD/YYYY)

1.3 What is the route direction (outbound/inbound): ☐ Inbound ☐ Outbound

## Title VI Survey

**2.1 General Ethnic Identification (check as many as apply):**

- 2.2 Gender (select all that apply):

- 2.3 How many people are in your household (including yourself)?

- 2.4 What is your household income per year before taxes?

- 2.5 How well would you describe your ability to speak English?

- 2.6 What Primary Language do you speak at home?

- ### 3. Tell Us About Your Intercity Transit Trip

- 3.1 Where did you come from to board this specific bus?

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**3. Tell Us About Your Intercity Transit Trip [Continue]**

- 3.2 How did you get to the bus stop to board this bus?
- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Walked                          | <input type="checkbox"/> Biked                     | <input type="checkbox"/> Carpooled & parked           |
| <input type="checkbox"/> I was dropped off               | <input type="checkbox"/> Transferred from IT Route | <input type="checkbox"/> Drove to an area Park & Ride |
| <input type="checkbox"/> Transferred from a non-IT Route | <input type="checkbox"/> Other                     |   |

3.3 How many minutes did it take you to get to the bus stop?

- 3.4 Where are you going now?
- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Home                                  | <input type="checkbox"/> Work                     | <input type="checkbox"/> School                    |
| <input type="checkbox"/> Errands (shopping, appointment, etc.) | <input type="checkbox"/> Visiting family/ friends | <input type="checkbox"/> Attending a special event |
| <input type="checkbox"/> Other                                 |   |  |

- 3.5 How will you get to your final destination?
- |                                      |   |   |
|--------------------------------------|---|---|
| <input type="checkbox"/> I will walk | <input type="checkbox"/> I will bike                    | <input type="checkbox"/> I will transfer to another route |
| <input type="checkbox"/> Uber/Lyft   | <input type="checkbox"/> I will get a ride from someone | <input type="checkbox"/> Other                            |
- 3.6 How long will your trip take from start to finish including all parts of the trip (walking, biking, etc.)
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Less than 15 minutes | <input type="checkbox"/> 15 to 30 minutes  | <input type="checkbox"/> 30 minutes to 60 minutes (1 hour) |
| <input type="checkbox"/> 1 hour to 2 hours    | <input type="checkbox"/> More than 2 hours |  |

**4. General Questions**

- 4.1 In a typical month, how often do you use an Intercity Transit bus?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> 6-7 days per week           | <input type="checkbox"/> 4-5 days per week | <input type="checkbox"/> 1-3 days per week |
| <input type="checkbox"/> less than 10 days per month | <input type="checkbox"/> I rarely ride     |  |
- 4.2 How long have you been riding Intercity Transit?
- |   |                                      |   |
|---|--------------------------------------|---|
| <input type="checkbox"/> Less than 6 months | <input type="checkbox"/> 6-12 months | <input type="checkbox"/> 1-2 years          |
| <input type="checkbox"/> 3-5 years          | <input type="checkbox"/> 6-10 years  | <input type="checkbox"/> More than 10 years |
- 4.3 What is the best way to get you information about Intercity Transit?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Intercity Transit Website                      | <input type="checkbox"/> Rider Alerts (email/text/posted on bus stops) | <input type="checkbox"/> GovDelivery subscription                                |
| <input type="checkbox"/> Customer service (360) 786-1881                | <input type="checkbox"/> Friends/others on bus                         | <input type="checkbox"/> Olympia Transit Center (OTC) in person Customer Service |
| <input type="checkbox"/> Signs posted inside buses and/or announcements | <input type="checkbox"/> Bus Drivers                                   | <input type="checkbox"/> Social Media (Facebook, Instagram, etc.)                |
| <input type="checkbox"/> Other  |  |  |
- 4.4 Do you use a smartphone? ☐ Yes ☐ No
- 4.5 What best describes your current work status?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Work from home   | <input type="checkbox"/> Work outside the home (employed full or part-time, self-employed) | <input type="checkbox"/> Student (full or part time)                                       |
| <input type="checkbox"/> Unemployed or not working  | <input type="checkbox"/> Retired or semi-retired   | <input type="checkbox"/> Unable to work (for example, due to disability or caregiver role) |
| <input type="checkbox"/> Not working for pay (volunteer work) or not looking for employment | <input type="checkbox"/> Other   |  |
- 4.6 Do you have any disabilities that impact how you use the bus? ☐ Yes ☐ No

*Thank you for your participation!*

If information is needed in another language, contact (360) 786-8585.

For more information on Title VI, visit Intercity Transit's website at:

<https://www.intercitytransit.com/business/civil-rights-title-vi> or visit the Federal Transit Administration's website at: <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>





## 3. Cuéntenos sobre su experiencia con Intercity Transit [Continue]

- 3.2 ¿Cómo llegó a la parada del autobús para utilizar este servicio?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> A pie   | <input type="checkbox"/> En bicicleta                      | <input type="checkbox"/> Compartí un vehículo          |
| <input type="checkbox"/> Me vinieron a dejar                             | <input type="checkbox"/> Hice combinación de la ruta de IT | <input type="checkbox"/> Conduje a un área Park & Ride |
| <input type="checkbox"/> Hice combinación desde una ruta que no es de IT | <input type="checkbox"/> Otro                              |  |

3.3 ¿Cuántos minutos te llevó llegar a la parada del autobús?

- 3.4 ¿A dónde se dirige?
- |                                   |   |  |
|-----------------------------------|---|--|
| <input type="checkbox"/> Casa     | <input type="checkbox"/> Trabajo                    | <input type="checkbox"/> Escuela                         |
| <input type="checkbox"/> Mandados | <input type="checkbox"/> Visita a familiares/amigos | <input type="checkbox"/> Asistencia a un evento especial |
| <input type="checkbox"/> Otro     |   |  |
- 3.5 ¿Cómo llegará a su destino final?
- |                                    |   |   |
|------------------------------------|---|---|
| <input type="checkbox"/> Caminaré  | <input type="checkbox"/> Usaré una bicicleta            | <input type="checkbox"/> Haré combinación a otra ruta |
| <input type="checkbox"/> Uber/Lyft | <input type="checkbox"/> Alguien me llevará en vehículo | <input type="checkbox"/> Otro                         |
- 3.6 ¿Cuánto demorará su viaje desde el punto de partida hasta el destino final? Incluya todas las partes del viaje (caminar, andar en bicicleta, etc.).
- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Menos de 15 minutos | <input type="checkbox"/> Entre 15 y 30 minutos | <input type="checkbox"/> Entre 30 minutos y 60 minutos (1 hora) |
| <input type="checkbox"/> Entre 1 y 2 horas   | <input type="checkbox"/> Más de 2 horas        |   |

## 4. Preguntas generales

- 4.1 En un mes normal, ¿con qué frecuencia usa un autobús de Intercity Transit?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Entre 6 y 7 días a la semana | <input type="checkbox"/> Entre 4 y 5 días a la semana | <input type="checkbox"/> Entre 1 y 3 días a la semana |
| <input type="checkbox"/> Menos de 10 días al mes      | <input type="checkbox"/> Rara vez viajo               |   |
- 4.2 ¿Hace cuánto que viaja con Intercity Transit?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Menos de 6 meses | <input type="checkbox"/> Entre 6 y 12 meses | <input type="checkbox"/> Entre 1 y 2 años |
| <input type="checkbox"/> Entre 3 y 5 años | <input type="checkbox"/> Entre 6 y 10 años  | <input type="checkbox"/> Más de 10 años   |
- 4.3 ¿Cuál es la mejor manera de que obtenga información sobre Intercity Transit?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Sitio web de Intercity Transit                       | <input type="checkbox"/> Alertas para pasajeros (correo electrónico/mensaje de texto/publicación en las paradas de autobús) | <input type="checkbox"/> Suscripción a GovDelivery  |
| <input type="checkbox"/> Servicio al Cliente: (360) 786-1881                  | <input type="checkbox"/> Amigos/otras personas en el autobús  | <input type="checkbox"/> Servicio de Atención al Cliente en persona de Olympia Transit Center (OTC) |
| <input type="checkbox"/> Letreros publicados dentro de los autobús o anuncios | <input type="checkbox"/> Conductor de autobús   | <input type="checkbox"/> Redes sociales (Facebook, Instagram, etc.)                                 |
| <input type="checkbox"/> Otro   |   |   |
- 4.4 ¿Usa un teléfono inteligente? ☐ Sí ☐ No
- 4.5 ¿Qué es lo que mejor describe su estado laboral actual?
- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Trabaja desde casa                                      | <input type="checkbox"/> Trabaja fuera de casa (empleado de tiempo completo o tiempo parcial, independiente) | <input type="checkbox"/> Estudiante (de tiempo completo o parcial)                                |
| <input type="checkbox"/> Desempleado o no trabaja                                | <input type="checkbox"/> Jubilado o parcialmente jubilado  | <input type="checkbox"/> No puede trabajar (por ejemplo, por una discapacidad o por ser cuidador) |
| <input type="checkbox"/> No trabaja por salario (voluntariado) o no busca empleo | <input type="checkbox"/> Otro  |   |
- 4.6 ¿Tiene alguna discapacidad que afecte la forma en que usa el autobús? ☐ Sí ☐ No

¡Gracias por participar!

Si necesita información en otro idioma, comuníquese al (360) 786-8585. Para obtener más información sobre el Title VI, visite el sitio web de Intercity Transit en [www.intercitytransit.com/business/civil-rights-title-vi](http://www.intercitytransit.com/business/civil-rights-title-vi) o visite el sitio web de la Administración Federal de Transporte en [www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit](http://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit).





### 3. Einzelheiten zu Ihrer Nutzung von Intercity Transit [Continue]

- 3.2 Wie sind Sie zur Bushaltestelle für diesen Bus gekommen?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Zu Fuß   | <input type="checkbox"/> Mit dem Fahrrad                     | <input type="checkbox"/> Mit Fahrgemeinschaft (das Auto wurde geparkt) |
| <input type="checkbox"/> Ich wurde hingefahren  | <input type="checkbox"/> Umstieg von Intercity-Transit-Linie | <input type="checkbox"/> Bin zu einem Park & Ride-Parkplatz gefahren   |
| <input type="checkbox"/> Umstieg von einem anderen Netz (nicht Intercity Transit) Linie | <input type="checkbox"/> Sonstiges                           |  |

3.3 Wie viele Minuten haben Sie gebraucht, um zur Bushaltestelle zu gelangen?

- 3.4 Wo gehen Sie jetzt hin?
- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Zuhause  | <input type="checkbox"/> Bei der Arbeit           | <input type="checkbox"/> Schule/Hochschule       |
| <input type="checkbox"/> Habe etwas erledigt (Einkaufen, Arzttermin usw.) | <input type="checkbox"/> Bei Bekannten/Verwandten | <input type="checkbox"/> Auf einer Veranstaltung |
| <input type="checkbox"/> Sonstiges  |   |  |
- 3.5 Wie gelangen Sie zu Ihrem letztendlichen Ziel?
- |                                    |   |  |
|------------------------------------|---|--|
| <input type="checkbox"/> Zu Fuß    | <input type="checkbox"/> Mit dem Fahrrad    | <input type="checkbox"/> Umstieg auf eine andere Linie |
| <input type="checkbox"/> Uber/Lyft | <input type="checkbox"/> Ich werde abgeholt | <input type="checkbox"/> Sonstiges                     |
- 3.6 Wie lange werden Sie insgesamt unterwegs sein (einschließlich Fußweg, Fahrt mit dem Fahrrad usw.)
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Weniger als 15 Minuten | <input type="checkbox"/> 15 bis 30 Minuten  | <input type="checkbox"/> 30 bis 60 Minuten (1 Stunde) |
| <input type="checkbox"/> 1 bis 2 Stunden        | <input type="checkbox"/> Mehr als 2 Stunden |   |

### 4. Allgemeine Fragen

- 4.1 Wie oft fahren Sie mit einem Bus von Intercity Transit in einem typischen Monat?
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> 6-7 Tage pro Woche            | <input type="checkbox"/> 4-5 Tage pro Woche       | <input type="checkbox"/> 1-3 Tage pro Woche |
| <input type="checkbox"/> Weniger als 10 Tage pro Monat | <input type="checkbox"/> Ich nehme selten den Bus |   |
- 4.2 Seit wie lange nutzen Sie Intercity Transit?
- |   |                                      |  |
|---|--------------------------------------|--|
| <input type="checkbox"/> Weniger als 6 Monate | <input type="checkbox"/> 6-12 Monate | <input type="checkbox"/> 1-2 Jahre               |
| <input type="checkbox"/> 3-5 Jahre            | <input type="checkbox"/> 6-10 Jahre  | <input type="checkbox"/> Seit mehr als 10 Jahren |
- 4.3 Was ist für Sie die beste Methode, um sich über Intercity Transit zu informieren?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Website von Intercity Transit             | <input type="checkbox"/> Hinweise für Fahrgäste (per E-Mail, SMS oder Aushang an der Bushaltestelle) | <input type="checkbox"/> Abonnement mit GovDelivery                                    |
| <input type="checkbox"/> Kundenservice (360) 786-1881              | <input type="checkbox"/> Freunde/Andere Fahrgäste im Bus   | <input type="checkbox"/> Persönlich beim Kundenservice im Olympia Transit Center (OTC) |
| <input type="checkbox"/> Schilder im Bus und/oder Bekanntmachungen | <input type="checkbox"/> Busfahrer(in)   | <input type="checkbox"/> Soziale Netzwerke (Facebook, Instagram usw.)                  |
| <input type="checkbox"/> Sonstiges                                 |  |  |
- 4.4 Verwenden Sie ein Smartphone?
- |                             |                               |
|-----------------------------|-------------------------------|
| <input type="checkbox"/> Ja | <input type="checkbox"/> Nein |
|-----------------------------|-------------------------------|
- 4.5 Was beschreibt Ihren derzeitigen Beschäftigungsstatus am besten?
- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Ich arbeite im Homeoffice   | <input type="checkbox"/> Ich arbeite nicht im Homeoffice (vollzeit- oder teilzeitbeschäftigt, selbstständig) | <input type="checkbox"/> Schüler(in)/Student(in) (vollzeit oder teilzeit)                                  |
| <input type="checkbox"/> Arbeitslos oder nicht erwerbstätig                                | <input type="checkbox"/> Im Ruhestand oder Teil-Ruhestand  | <input type="checkbox"/> Nicht erwerbsfähig (wegen Behinderung oder Pflege/Betreuung von Angehörigen usw.) |
| <input type="checkbox"/> Ich arbeite ehrenamtlich oder bin nicht auf der Suche nach Arbeit | <input type="checkbox"/> Sonstiges   |  |
- 4.6 Haben Sie eine Behinderung, die Sie Ihre Nutzung des Busses einschränkt?
- |                             |                               |
|-----------------------------|-------------------------------|
| <input type="checkbox"/> Ja | <input type="checkbox"/> Nein |
|-----------------------------|-------------------------------|

Vielen Dank für Ihre Mitwirkung! Wenn Sie Hilfe in einer anderen Sprache brauchen, rufen Sie bitte (360) 786-8585. Weitere Informationen über Title VI finden Sie auf der Website von Intercity Transit auf: <https://www.intercitytransit.com/business/civil-rights-title-vi> oder auf der Website der Federal Transit Administration auf: <https://www.transit.dot.gov/regulations-andguidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>

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Mark as shown: ☐ ☒ ☐ ☐ ☐ Please use a ball-point pen or a thin felt tip. This form will be processed automatically.

Correction: ☐ ☒ ☐ ☒ ☐ Please follow the examples shown on the left hand side to help optimize the reading results.

1.1 Hiện tại bạn đang đi trên tuyến đường nào và bạn thường đi tuyến đường nào?

\_\_\_\_\_ : \_\_\_\_\_ - \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

☐ hướng tới                      ☐ đi ra ngoài

## Khảo Sát Tiêu đề VI

Theo yêu cầu của Chương trình Không Phân Biệt Đối Xử theo Tiêu Đề VI của Intercity Transit, chúng tôi yêu cầu khách đi xe hoàn thành một bảng câu hỏi ngắn về nhân khẩu học. Thông tin thu thập được sẽ dành để cập nhật vào bản cập nhật Chương trình Tiêu Đề VI tiếp theo của chúng tôi vào năm 2024. Intercity Transit sẽ không liên lạc với quý vị về khảo sát này. Việc trả lời bảng câu hỏi này là tự nguyện. Quý vị không bắt buộc phải chia sẻ thông tin. Cảm ơn quý vị đã tham gia giao thông!!!

☐ Người Mỹ gốc Phi ☐ Người Mỹ da đỏ/Người Alaska bản địa ☐ Người Châu Á  
☐ Người gốc Âu ☐ Người Tây Ban Nha/Bồ Đào Nha ☐ Người Hawaii bản địa  
☐ Người khác (nếu có): \_\_\_\_\_

☐ Khác

☐ Nam ☐ Nữ ☐ Transgender  
☐ Phi nhi nguyên giới ☐ Không muốn chia sẻ

☐ Một                      ☐ Hai                      ☐ Ba  
☐ Bốn                     ☐ Năm                    ☐ Sáu người trở lên

<input type="checkbox"/> Dưới \$16,000	<input type="checkbox"/> \$16,000 đến \$24,999	<input type="checkbox"/> \$25,000 đến \$34,999
<input type="checkbox"/> \$35,000 đến \$44,999	<input type="checkbox"/> \$45,000 đến \$54,999	<input type="checkbox"/> \$55,000 đến \$64,999
<input type="checkbox"/> \$65,000 đến \$74,999	<input type="checkbox"/> \$75,000 đến \$84,999	<input type="checkbox"/> \$85,000 đến \$94,999
<input type="checkbox"/> \$95,000 đến \$104,999	<input type="checkbox"/> \$105,000 trở lên	

☐ Rất tốt                      ☐ Tốt                      ☐ Không tốt

☐ Tiếng Anh
 ☐ Tiếng Tây Ban Nha
 ☐ Tiếng Hàn

☐ Tiếng Nga
 ☐ Tiếng Đức
 ☐ Tiếng Việt

☐ Tiếng Trung
 ☐ Khác

3.1 Quý vị đi từ đâu đến để bắt xe bus này?

☐ Nhà ☐ Nơi làm việc ☐ Trường học  
☐ Việc lật vật (đi mua sắm, đi thăm khám y tế, v.v.) ☐ Đi thăm gia đình/ bạn bè ☐ Đến dự một sự kiện đặc biệt  
☐ Khác



### 3. Hãy Cho Chúng Tôi Biết về Chuyến Xe Intercity Transit của Quý Vị [Continue]

- 3.2 Quý vị đi bằng phương tiện nào đến điểm dừng để lên xe bus này?
- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Đi bộ                                  | <input type="checkbox"/> Đi xe đạp          | <input type="checkbox"/> Đi chung xe và đỗ xe |
| <input type="checkbox"/> Tôi bắt xe khác đến                    | <input type="checkbox"/> Chuyển từ Tuyến IT | <input type="checkbox"/> Lái xe đến khu Đỗ xe |
| <input type="checkbox"/> Chuyển từ Tuyến xe không phải Tuyến IT | <input type="checkbox"/> Khác               |   |

3.3 Bạn mất bao nhiêu phút để đến bến xe buýt?

- 3.4 Bây giờ quý vị định đi đâu?
- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Nhà  | <input type="checkbox"/> Nơi làm việc             | <input type="checkbox"/> Trường học                  |
| <input type="checkbox"/> Việc vặt (đi mua sắm, đi thăm khám y tế, v.v.) | <input type="checkbox"/> Đi thăm gia đình/ bạn bè | <input type="checkbox"/> Đến dự một sự kiện đặc biệt |
| <input type="checkbox"/> Khác   |   |  |

- 3.5 Quý vị sẽ đến địa điểm cuối cùng bằng cách nào?
- |                                       |  |   |
|---------------------------------------|--|---|
| <input type="checkbox"/> Tôi sẽ đi bộ | <input type="checkbox"/> Tôi sẽ đi xe đạp          | <input type="checkbox"/> Tôi sẽ chuyển sang tuyến xe khác |
| <input type="checkbox"/> Uber/Lyft    | <input type="checkbox"/> Tôi sẽ nhờ người khác chở | <input type="checkbox"/> Khác                             |

- 3.6 Từ đầu đến cuối, bao gồm tất cả các phần của chuyến đi (đi bộ, đi xe đạp, v.v.), chuyến đi của quý vị sẽ mất bao lâu?
- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Chưa đến 15 phút | <input type="checkbox"/> 15 đến 30 phút | <input type="checkbox"/> 30 phút đến 60 phút (1 giờ) |
| <input type="checkbox"/> 1 giờ đến 2 giờ  | <input type="checkbox"/> Hơn 2 giờ      |  |

### 4. Câu Hỏi Chung

- 4.1 Thông thường, trong một tháng quý vị đi xe bus của Intercity Transit mấy lần?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> 6-7 ngày một tuần      | <input type="checkbox"/> 4-5 ngày một tuần | <input type="checkbox"/> 1-3 ngày một tuần |
| <input type="checkbox"/> dưới 10 ngày một tháng | <input type="checkbox"/> Tôi hiếm khi đi   |  |

- 4.2 Quý vị đã sử dụng Intercity Transit được bao lâu?
- |   |                                     |                                     |
|---|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Chưa đến 6 tháng | <input type="checkbox"/> 6-12 tháng | <input type="checkbox"/> 1-2 năm    |
| <input type="checkbox"/> 3-5 năm          | <input type="checkbox"/> 6-10 năm   | <input type="checkbox"/> Hơn 10 năm |

- 4.3 Đây là cách dễ dàng nhất với quý vị để biết thông tin về Intercity Transit?
- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Trang web của Intercity Transit                          | <input type="checkbox"/> Thông Báo cho Khách Đi Xe Rider Alerts (email/tin nhắn/tờ đăng ở điểm dừng) | <input type="checkbox"/> Đăng ký GovDelivery   |
| <input type="checkbox"/> Dịch vụ khách hàng (360) 786-1881                        | <input type="checkbox"/> Bạn bè/những người trên xe bus  | <input type="checkbox"/> Gặp trực tiếp bộ phận Dịch Vụ Khách Hàng của Olympia Transit Center (OTC) |
| <input type="checkbox"/> Các biển báo được dán trong xe bus và/hoặc các thông báo | <input type="checkbox"/> Tài xế xe bus   | <input type="checkbox"/> Phương Tiện Truyền Thông Xã Hội (Facebook, Instagram, v.v.)               |
| <input type="checkbox"/> Khác   |  |  |

- 4.4 Quý vị có sử dụng điện thoại thông minh không? ☐ Có ☐ Không

- 4.5 Mô tả phù hợp nhất về tình trạng công việc hiện tại của quý vị là gì?
- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Làm việc tại nhà  | <input type="checkbox"/> Làm việc bên ngoài (làm việc toàn thời gian hoặc bán thời gian, tự kinh doanh) | <input type="checkbox"/> Sinh viên (toàn thời gian hoặc bán thời gian)                           |
| <input type="checkbox"/> Thất nghiệp hoặc không làm việc                                     | <input type="checkbox"/> Đã nghỉ hưu hoặc nghỉ hưu nhưng vẫn làm thêm                                   | <input type="checkbox"/> Không thể làm việc (ví dụ: do khuyết tật hoặc phải chăm sóc người khác) |
| <input type="checkbox"/> Làm việc không được trả lương (tình nguyện) hoặc không tìm việc làm | <input type="checkbox"/> Khác   |  |

- 4.6 Quý vị có bất kỳ khuyết tật nào ảnh hưởng đến việc đi xe bus không? ☐ Có ☐ Không

Cảm ơn quý vị đã tham gia! Nếu quý vị cần thông tin bằng ngôn ngữ khác, hãy liên hệ (360) 786-8585. Để biết thêm thông tin về Tiêu Đề VI, hãy truy cập trang web của Intercity Transit tại: <https://www.intercitytransit.com/business/civil-rights-title-vi> hoặc truy cập trang web của Cơ Quan Quản Lý Giao Thông Công Cộng Liên Bang (Federal Transit Administration) tại: <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit>



## Korean Survey

귀하가 있는 경로는 어디인가요:	시간:	날짜:
경로 방향은 어떻게 되나요(아웃바운드/인바운드):		

### Title VI 설문조사

Intercity Transit 의 Title VI 차별금지 프로그램 요건 일부로서 승객들에게 간단한 인구 통계 설문지 작성을 요청하고 있습니다. 수집된 정보는 2024 년 다음 Title VI 프로그램 업데이트에 사용될 예정입니다. 이 설문조사와 관련하여 Intercity Transit 에서는 연락하지 않습니다.

설문조사는 자발적인 참여입니다.

귀하의 정보 공개를 요구하지 않습니다. 이용해주셔서 감사합니다!!!

#### 섹션 1: 민족, 소득 및 언어

일반적인 민족 확인 (해당 사항에 모두 체크):

☐ 아프리카계 미국인      ☐ 아메리칸 인디언/알래스카 원주민      ☐ 아시아인      ☐ 코카서스계      ☐ 히스패닉 또는 라틴계  
☐ 하와이 원주민/태평양 섬 주민 ☐ 기타(구체적으로 작성): \_\_\_\_\_

성별 (해당 사항 모두 선택)

☐ 남성      ☐ 여성      ☐ 논바이너리      ☐ 직접 설명하길 선호: \_\_\_\_\_      ☐ 답변하고 싶지 않음

귀하의 가정에 몇 명이 있습니까(본인 포함)?

☐ 1 명      ☐ 2 명      ☐ 3 명      ☐ 4 명      ☐ 5 명      ☐ 6 명 이상

귀하의 연간 세전 가계 소득은 얼마입니까?

☐ \$16,000 이하      ☐ \$35,000~\$44,999      ☐ \$65,000~\$74,999      ☐ \$95,000~\$104,999  
☐ \$16,000~\$24,999      ☐ \$45,000~\$54,999      ☐ \$75,000~\$84,999      ☐ \$105,000 이상  
☐ \$25,000~\$34,999      ☐ \$55,000~\$64,999      ☐ \$85,000~\$94,999

귀하의 영어 말하기 능력은 어느 정도입니까?

☐ 매우 잘함      ☐ 잘함      ☐ 못함      ☐ 전혀 못 함

귀하가 가정에서 사용하는 주 언어는 무엇입니까?

☐ 영어      ☐ 스페인어      ☐ 한국어      ☐ 러시아어      ☐ 독일어  
☐ 베트남어      ☐ 중국어      ☐ 기타 (구체적으로 작성): \_\_\_\_\_

#### 섹션 2: 귀하의 Intercity Transit Trip 에 대해 말해주십시오

이러한 특정 버스에 타기 위해 어디에서 오셨습니까?

☐ 집      ☐ 직장      ☐ 학교      ☐ 특정 용무 (쇼핑, 진료 예약 등)  
☐ 가족/친구 방문      ☐ 특별한 이벤트 참석  
☐ 기타 (구체적으로 작성): \_\_\_\_\_

이 버스를 타기 위해 버스 정류장까지 어떻게 오셨습니까?

☐ 걷기 (\_\_\_ # 분)      ☐ 자전거 (\_\_\_ # 분)      ☐ 카풀 및 주차      ☐ 차로 내려줌 ☐ IT Route # \_\_\_\_\_에서 환승  
☐ Park & Ride 장소로 운전      ☐ 비 IT Route # \_\_\_\_\_에서 환승 ☐ 기타 (구체적으로 작성): \_\_\_\_\_



<p><b>현재 어디로 가십니까?</b></p> <p><input type="checkbox"/> 집    <input type="checkbox"/> 직장    <input type="checkbox"/> 학교    <input type="checkbox"/> 특정 용무 (쇼핑, 진료 예약 등) <input type="checkbox"/> 가족/친구 방문    <input type="checkbox"/> 특별한 이벤트 참석</p> <p><input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p><b>최종 목적지까지 어떻게 갈 예정입니까?</b></p> <p><input type="checkbox"/> 걷기: (# 분 _____) <input type="checkbox"/> 자전거: (# 분 _____) <input type="checkbox"/> 다른 노선으로 환승 (구체적으로 작성): _____ <input type="checkbox"/> 우버/리프트: _____</p> <p><input type="checkbox"/> 다른 사람의 차 탑승    <input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p><b>모든 부분(걷기, 자전거 등)을 포함하여 이동 시 처음부터 끝까지 얼마나 걸립니까?</b></p> <p><input type="checkbox"/> 15 분 이하    <input type="checkbox"/> 15 분~30 분    <input type="checkbox"/> 30 분~60 분(1 시간)</p> <p><input type="checkbox"/> 1 시간~2 시간    <input type="checkbox"/> 2 시간 이상</p>
<p><b>섹션 3: 일반적인 질문</b></p>
<p><b>보통 한 달에 Intercity Transit 버스를 얼마나 자주 이용하십니까?</b></p> <p><input type="checkbox"/> 일주일에 6~7 일    <input type="checkbox"/> 일주일에 4~5 일    <input type="checkbox"/> 일주일에 1~3 일</p> <p><input type="checkbox"/> 한 달에 10 일 이하    <input type="checkbox"/> 거의 타지 않지만 다음과 같은 이유로 오늘 탑승: _____</p>
<p><b>Intercity Transit 를 이용한 지 얼마나 됐습니까?</b></p> <p><input type="checkbox"/> 6 개월 이하    <input type="checkbox"/> 6 개월~12 개월    <input type="checkbox"/> 1 년~2 년    <input type="checkbox"/> 3 년~5 년    <input type="checkbox"/> 6~10 년    <input type="checkbox"/> 10 년 이상</p>
<p><b>Intercity Transit 에 대한 정보를 얻기 위한 가장 좋은 방법은 무엇입니까?</b></p> <p><input type="checkbox"/> Intercity Transit 웹사이트    <input type="checkbox"/> 탑승자 알림 (이메일/텍스트 메시지/버스 정류장의 게시글)</p> <p><input type="checkbox"/> GovDelivery 구독    <input type="checkbox"/> 고객 서비스 (360) 786-1881    <input type="checkbox"/> 버스의 친구/그 밖의 사람</p> <p><input type="checkbox"/> Olympia Transit Center(OTC) 대면 고객 서비스    <input type="checkbox"/> 버스 및/또는 고지에 게시된 표시    <input type="checkbox"/> 버스 기사    <input type="checkbox"/> 소셜 미디어 (페이스북, 인스타그램 등) 기타 (구체적으로 작성): _____</p>
<p><b>스마트폰을 사용하십니까?</b>    <input type="checkbox"/> 예    <input type="checkbox"/> 아니오</p>
<p><b>현재 근무 상태를 가장 잘 설명하는 것은 무엇입니까?</b></p> <p><input type="checkbox"/> 집에서 근무    <input type="checkbox"/> 집밖에서 근무 (정규직 또는 시간제 근로자, 자영업)    <input type="checkbox"/> 학생 (정규 또는 시간제)    <input type="checkbox"/> 실직 또는 미취업</p> <p><input type="checkbox"/> 은퇴 또는 거의 은퇴함    <input type="checkbox"/> 일을 할 수 없음 (예: 장애 또는 간병)    <input type="checkbox"/> 급여를 받지 않고 일함(자원봉사) 또는 구직 활동을 하지 않음    <input type="checkbox"/> 기타 (구체적으로 작성): _____</p>
<p><b>버스 이용에 영향을 주는 장애가 있습니까?</b>    <input type="checkbox"/> 예    <input type="checkbox"/> 아니오</p>

**참여해 주셔서 감사합니다!**

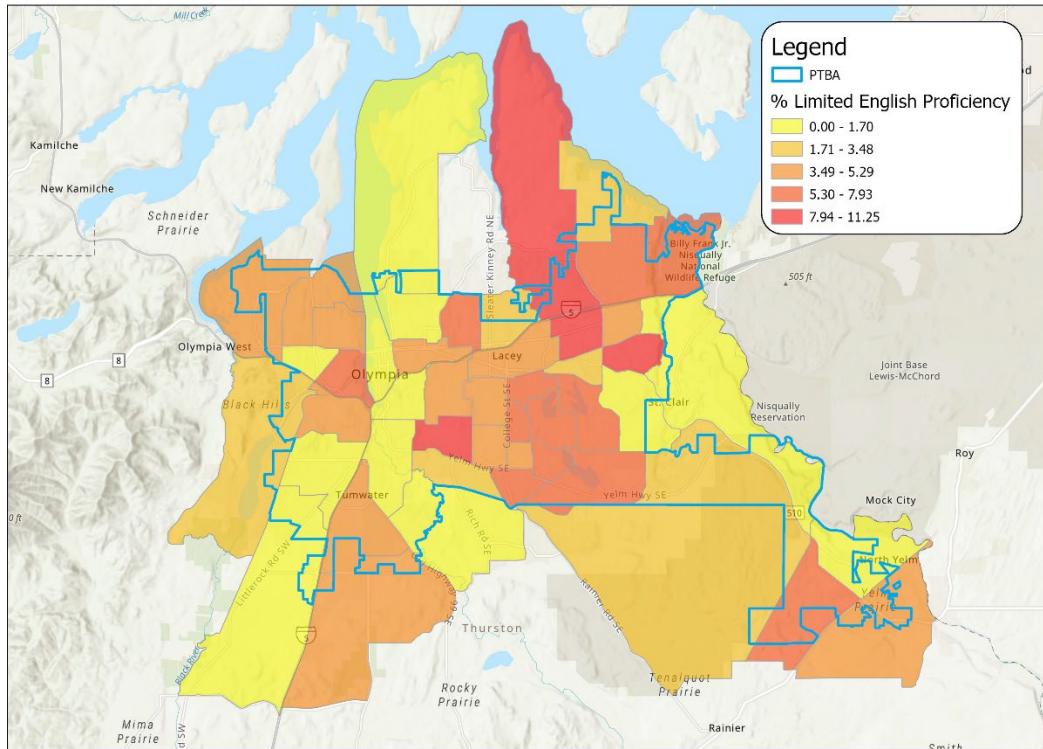
다른 언어로 된 정보가 필요하시면 (360) 786-8585로 문의하십시오.

Title VI 에 대한 자세한 내용은 Intercity Transit 웹사이트인

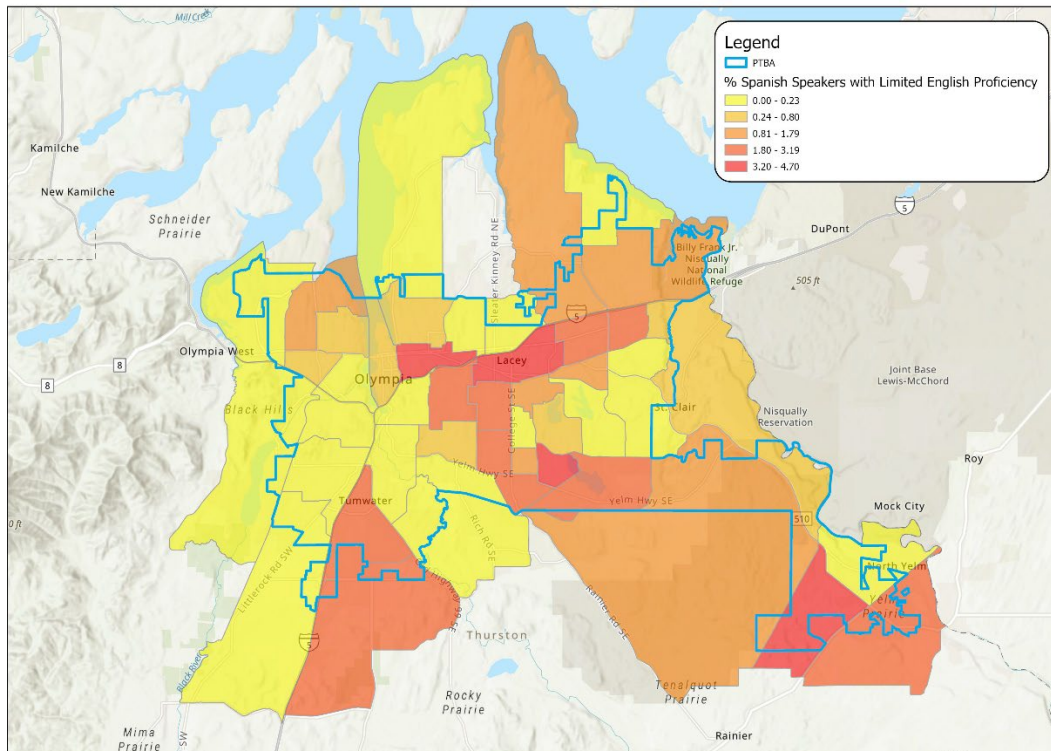
<https://www.intercitytransit.com/business/civil-rights-title-vi> 를 방문하시거나 연방 대중교통국 웹사이트인 <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit> 를 방문해주시고.

# Appendix D - LEP Population Maps

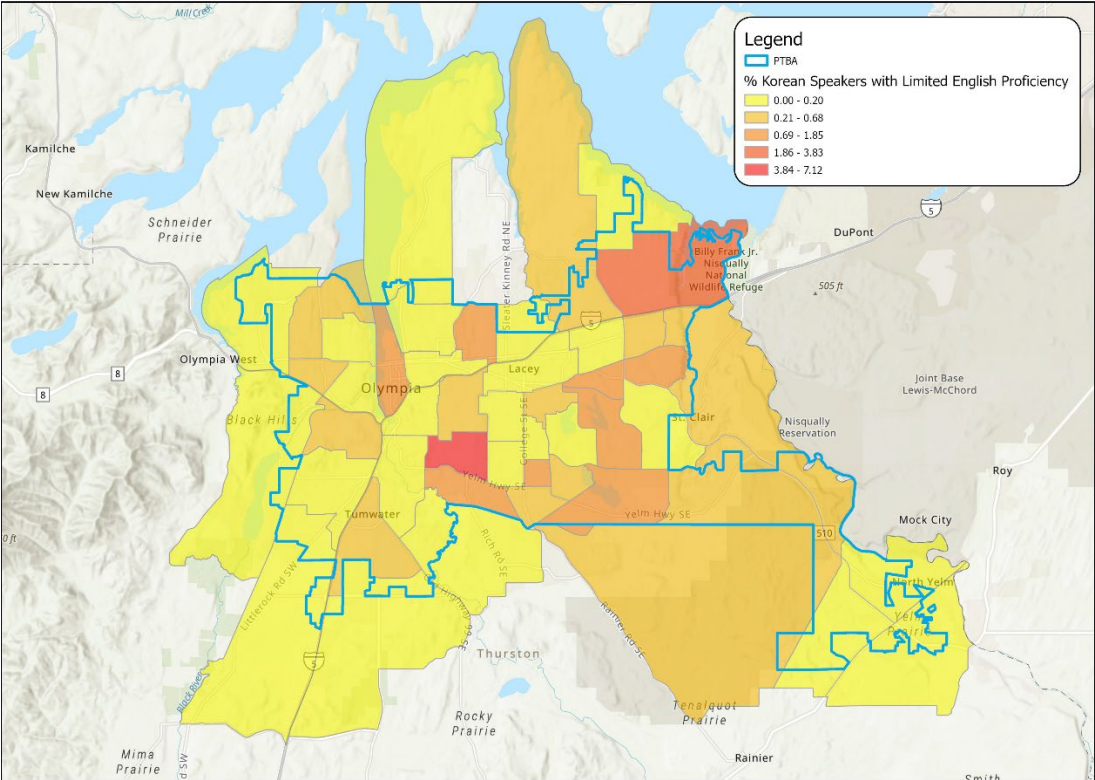
Population with Limited English Proficiency by Census Tract



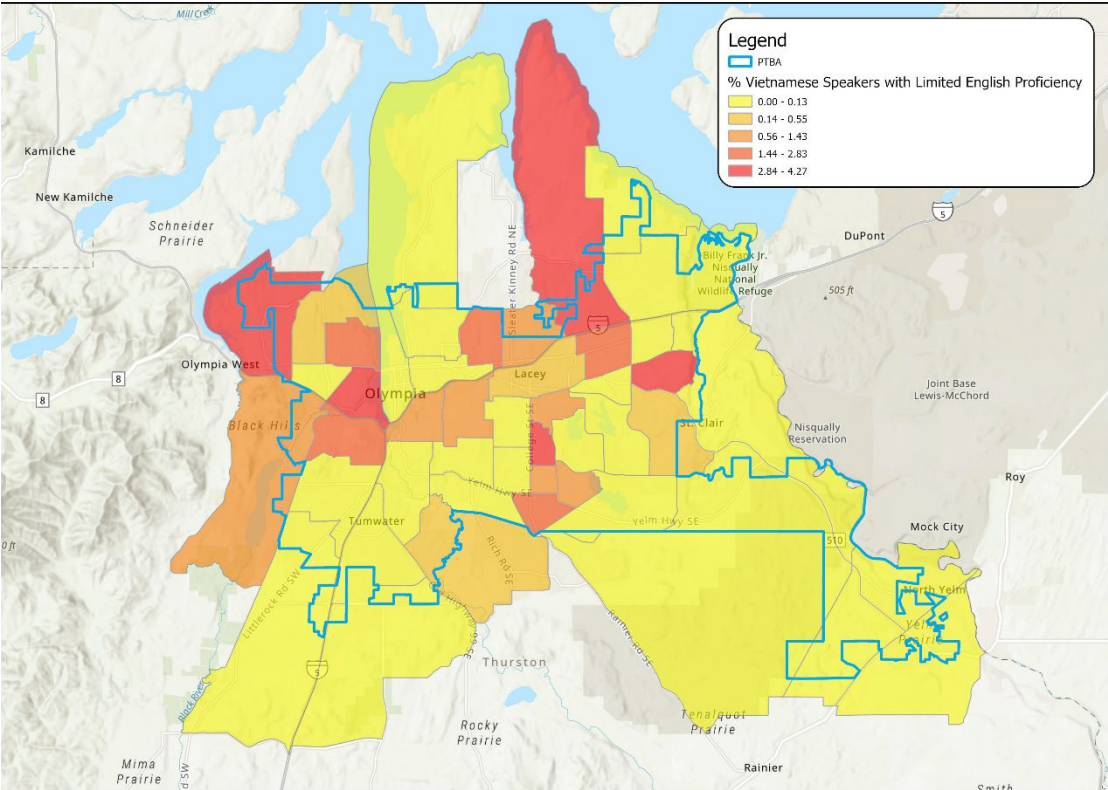
Spanish-Speaking Population with Limited English Proficiency by Census Tract



Korean-Speaking Population with Limited English Proficiency by Census Tract



Vietnamese-Speaking Population with Limited English Proficiency by Census Tract





**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-F**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

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

**SUBJECT:** Authorize a Public Hearing for the 2023 Annual Report & 2024 - 2029 Transit Development Plan

- 
- 1) **The Issue:** Authorize a public hearing to receive public comment on the draft 2023 Annual Report and 2024-2029 Transit Development Plan (TDP).
- 
- 2) **Recommended Action:** Authorize a public hearing on July 17, 2024, at 5:30 p.m. to receive public comment on the draft 2023 Annual Report and 2024-2029 TDP.
- 
- 3) **Policy Analysis:** The State requires the local transit's governing body to conduct a public hearing each year on the annual Transit Development Plan. Authority policy also provides an opportunity for public comment prior to approval of this plan.
- 
- 4) **Background:** The State of Washington, under RCW Section 35.58.2795, requires each public transit system provide an annual status report and update of its Transit Development Plan (TDP). This requires the transit system to conduct a public hearing on the plan.

The update must include the following elements:

- a) Description of the service area, operations and facilities;
- b) State and agency goals, objectives, and action strategies;
- c) Local performance standards and measures; and
- d) Multiyear financial plan with forecasted changes to service, capital expenses and projects of regional significance.

Following the public hearing on the TDP on July 17<sup>th</sup>, staff will tentatively seek final adoption by the Transit Authority on August 7, 2024. Any public comment about the TDP received by Intercity Transit prior to the public hearing deadline will be distributed to the Authority as part of the public record. The finalized update of the Transit Development Plan will be shared with regional jurisdictions and filed with the Washington State Department of Transportation.

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

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6) **Budget Notes:** This is currently covered under the 2024 Budget. The TDP simply reports on past and projected services and service levels. The development of next year's budget will be accomplished later in 2024, when discussions on the annual update of the agency's Strategic Plan takes place.

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7) **Goal Reference:** **Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #4:** *"Provide responsive transportation options within financial and staffing limitations."*

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8) **References:** Process Timeline

**2023 Timeline for TDP Process:**

June 17:	Overview presentation and discussion with the CAC
June 19:	Present TDP process timeline and authorize a public hearing
June 24 :	Post the Draft TDP at <a href="http://www.intercitytransit.com">www.intercitytransit.com</a> and invite public comment
July 17:	Conduct a Public Hearing at the ITA Meeting
August 7:	Request the ITA to Adopt the 2023 Summary & 2024-2029 TDP

DRAFT

# INTERCITY TRANSIT

2023 Annual Report

2024–2029 Transit Development Plan

INTERcity TRANSIT

Prepared by: Intercity Transit Development Department

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Section 6 – Planned capital expenses	16
Section 7 – Planned operating changes	18
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**Intercity Transit complies with all federal requirements under Title VI, which prohibits discrimination on the basis of race, color, or national origin.**

If you have any questions concerning this policy or practice please, contact: Intercity Transit, 510 Pattison SE (physical address), PO Box 659 (mailing address), Olympia, WA 98507 or by calling the agency's Title VI Officer, Peter Stackpole at 360-786-8585 or email at [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com).

This document can be made available in other accessible formats. Please contact Customer Service at 360-786-1881 or outside Thurston County at 1-800-287-6348 TTY at 360-943-5211, Fax at 360-943-8760, or [customerservice@intercitytransit.com](mailto:customerservice@intercitytransit.com).

## Section 1 – Plan Adoption, Public Hearing, and Distribution

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*Plan Requirement – Conduct at least one public hearing about the transit development plan’s contents. Identify within the plan the date of the hearing and whether your governing body took and action to approve the plan.*

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### **Intercity Transit Authority Board Members (2023)**

Clark Gilman — Chair, City of Olympia  
Justin Belk — Vice Chair, Citizen Representative  
Carolyn Cox — City of Lacey  
Carolina Mejia — Thurston County  
Debbie Sullivan — City of Tumwater  
Brian Hess — City of Yelm  
Don Melnick — Citizen Representative  
Sue Pierce — Citizen Representative  
Mark Neuville — Labor Representative

Emily Bergkamp – General Manager

In accordance with RCW 35.58.2795, Intercity Transit has prepared and submitted this Annual Report for 2023 and a subsequent Transit Development Plan (TDP) for years 2024 through 2029. The purpose of the Annual Report is to summarize the major or significant events that affected delivery of transit services in the Thurston County Public Transportation Benefit Area (PTBA). Additionally, this document illustrates projected changes in local transit services during the next five years based on known facts and forecasted trends. Described in this plan are the methods and strategies proposed by Intercity Transit staff and endorsed by the Authority Board of Directors necessary to fulfill the provisions contained in our Mission and Vision statements.

### **Mission Statement**

To provide and promote transportation choices that support an accessible, sustainable, livable, healthy, and prosperous community.

### **Vision Statement**

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

### **Public Hearing**

Public comment is encouraged with each annual update of the TDP. This year’s public hearing is scheduled for Wednesday, July 17, 2024 at the Intercity Transit Authority meeting, 510 Pattison St SE, Olympia, Wash.

### **Distribution**

Following final Authority adoption, this Plan was made be available at [intercitytransit.com](https://intercitytransit.com). Electronic copies were distributed to the Washington State Department of Transportation, Washington State Transportation Improvement Board, Thurston Regional Planning Council, Thurston County, and Cities of Lacey, Olympia, Tumwater, and Yelm.



## Section 2 – Description of Service Area, Operations & Facilities

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*Plan Requirement – Include a broad overview of your public transportation system, including services, equipment and facilities, and intermodal connections.*

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Intercity Transit is the business name for the Thurston County Public Transportation Benefit Area (PTBA) that was established in September 1980, as authorized by Washington State law, RCW 36.57A. A brief history of the agency follows.

### **Agency History**

September 1980: Voters from Olympia, Lacey, Tumwater, and the surrounding urban area, approved collection of a local sales tax of 0.3 percent for the PTBA. On January 1, 1981, the PTBA Authority formally assumed control of local transit services previously operated through an intergovernmental agreement between the cities of Lacey, Olympia, and Tumwater.

May 1992: Further expansion of the Intercity Transit service area occurred and Thurston County voters outside of the urbanized area approved the 0.3 percent sales tax to support the expansion of the PTBA to include all of Thurston County. The expansion included several south county cities and towns as well as the rural areas of unincorporated Thurston County.

1995 – 1999: Local sales tax revenue slowed, which resulted in the gradual reduction of bus service as a way of balancing operating costs with available revenues. A local ballot measure that proposed a 0.2 percent increase in the transit sales tax necessary to preserve service as well as a modest expansion failed to pass in March 1999; the result was an 8 percent reduction in existing bus service. Moreover, the passage of statewide Initiative No. 695 in November 1999 removed Motor Vehicle Excise Tax (MVET) revenue for transit use.

2000 – 2002: The loss of MVET funding resulted in a 40 percent decrease in revenue and required a 42 percent service reduction in February 2000. In early 2002, a Public Transportation Improvement Conference was convened of the local jurisdictions in Thurston County; the Conference resulted in the establishment of the current service boundary, which contains the urbanized areas of Olympia, Lacey, Tumwater, and Yelm. In September 2002, voters within the new boundary approved a 0.3 percent increase to the local transit sales tax, raising the rate to 0.6 percent; the new rate took effect in January 2003.

2003 – 2005: Incremental service increases began over three phases. Both Phase 1 (February 2003) and Phase 2 (September 2004) included 15 percent increases in service hours. A new corporate logo, bus graphics, and uniforms were also introduced in 2004. During 2005, the focus shifted to rebuilding the fleet, updating operational software and systems, improving facilities, accessibility and shelters at bus stops, and completing market research and ridership studies.

2006 – 2007: A three-phase increase of service hours was implemented, exceeding 15 percent in expansion. A new circulator route called “Dash” began operating between the Capitol Campus and downtown Olympia. A fixed route Short- and Long-Range Service Plan was completed in 2006, and 26 expansion vanpools were acquired. The installation of a communications system with advanced digital radio, AVL tracking, stop announcements, and auto-passenger counters were completed in 2007 as well as a new multi-year service plan. A small increase in service hours was implemented as well as upgrades

to the fleet, including 23 new buses (5 expansion), 3 Dial-A-Lift vans and 44 vanpools (27 expansion). Total system boardings in 2007 increased 12 percent above 2006. Intercity Transit completed a state-funded Trip Reduction program with state offices in Tumwater. Outreach efforts engaged over 1,000 participants in the annual Bicycle Commuter Contest and a new education program, "Smart Moves," for middle and high school students was launched.

2008 – 2009: An 11 percent increase in service hours brought new local service enhancements and introduced 15-minute service on major corridors. Expansion of the Martin Way Park & Ride Lot (Lacey) began and installation of on-board security cameras for the fleet was completed. System-wide ridership rose to new records, exceeding 5.1 million boardings in 2008 as fuel prices nationwide climbed to an average \$3.50 per gallon. Intercity Transit received two national awards in 2009: APTA's "Outstanding Public Transportation System" for medium-sized systems, and FTA's "Success in Enhancing Transit Ridership." The Martin Way P&R expansion was completed (138 to 319 stalls) as well as major market research and ridership studies. During this time, a master site plan for the expansion of the operations base, as well as an updated plan for the Olympia Transit Center (OTC) expansion were completed. Grants were received to construct a 300-stall Park & Ride lot at the Thurston County Waste and Recovery Center, and a Safe Routes to Schools-funded program for bicycling youth was introduced at several local schools. The base fare was increased from \$.75 to \$1.00 during this time period.

2010 – 2011: In 2010, the agency acquired six new hybrid-electric replacement buses. Local voters also approved a 0.2 percent increase in local transit sales tax, raising the rate to 0.8 percent. A discounted bus pass pilot program began intending to help local non-profit and human-service agencies with their clients' transportation needs. Commute Trip Reduction (CTR) law changes significantly increased the number of affected worksites in Thurston County, and Intercity Transit celebrated its 30<sup>th</sup> anniversary in 2011. The agency was selected by the Federal Transit Administration (FTA) to receive ISO 14001-certified Environmental and Sustainability Management System (ESMS) training, which resulted in a new ESMS program. Major capital facility projects for the Olympia Transit Center (OTC), Operations Base, as well as the Hawks Prairie P&R Lot were continued. A Dial-a-Lift (paratransit) client survey was completed and the agency hit a record 5.3 million boardings, including fixed route ridership of 4.5 million. An online trip planner, as well as a regional application for "next bus" information were implemented.

2012: Intercity Transit became the first transit system in the country to be awarded "Gold Level" APTA Sustainability Commitment status. Innovative programs were continued, including Smart Moves youth outreach and Bike PARTners, a program that supports healthy commutes to schools. The Bicycle Commuter Contest celebrated its 25<sup>th</sup> anniversary, and passenger fare increased 25 percent on fixed route service (for adults) and 10 percent increase on vanpool fares. The discounted pass program, which began in 2010, was approved for future years; however, new federal legislation under MAP-21 removed important discretionary funding for buses and bus facilities. Development Director, Ann Freeman-Manzanares, was named Interim General Manager with the departure of the previous General Manager, Mike Harbour.

2013: The Authority Board selected and affirmed Ann Freeman-Manzanares as the new General Manager. The new 332-stall Hawks Prairie Park & Ride Lot officially opened in NE Lacey and received the American Public Works Association "Project of the Year" for Washington state. The agency earned ISO 14001 Certification for Sustainability and Environmental practices. At the time, IT was one of only nine transit systems in the country to have received the award. Two grant-funded demonstration Express routes were implemented to offer commuter service between Tumwater/Lakewood as well as limited Sound Transit peak service between Olympia/Seattle. Local base fare was increased from \$1.00 to \$1.25.

2014: A new youth outreach program called 'Walk N Roll' along with Bike PARTners continued to grow and was present in every school district within the service area. Computer servers were relocated to a state agency in Olympia as part of a technology enhancement project, which significantly reduced safety issues and on-site remodeling needs. Intercity Transit received the Thurston County Chamber of Commerce "Green Business of the Year Award," and ridership growth began to stabilize — recording a modest 1 percent annual increase in fixed route ridership. This became the agency's third-highest ridership year.

2015: The 'Walk N Roll' program continued to grow; four bus shelters were installed, and 30 bus stops received ADA enhancements. Travel Trainers assisted 72 individuals, coaching them to use bus service safely and confidently, and Intercity Transit was awarded the first-ever statewide Grand Champion honor in State Public Transportation Rodeo competition.

2016-2017: In partnership with the City of Tumwater, Intercity Transit received a regional grant to improve pedestrian accessibility and safety at the Tumwater Square transfer station. In 2016, the 29<sup>th</sup> annual Bicycle Commuter Contest, sponsored by Intercity Transit, set a record of over 107,990 miles traveled by 1,853 registrants and 112 teams—an estimated 54 tons of CO2 prevention. IT's sustainability program was recertified and met the ISO 14001 – 2015 Standards, remaining one of a few public transit systems in the country to do so.

2018: A significant public outreach effort, labeled the "Road Trip," was completed; results of the outreach were included in the completion of a Short- and Long-Range Plan. Short-range elements of the plan, which included several route restructures and timepoint changes were implemented in September, while the long-range elements of the plan were adopted by the Transit Authority Board in November. This followed the successful passage of a voter initiative to increase the local transit sales tax 0.4 percent to a total of 1.2 percent.

2019: In early 2019, Intercity Transit continued its efforts to implement the service elements approved as part of Proposition 1, including: "Change the way fares are paid." During the late winter and spring of 2019, Intercity Transit completed a comprehensive technical evaluation of the fare policies and structure. The evaluation reviewed operational, capital, and revenue aspects of Intercity Transit's fare policy and equipment and lifecycle, as well as access to other systems, equity, and community goals. Following review of the study and additional outreach with key stakeholders, Intercity Transit laid out a public process to present a "zero-fare" demonstration project. As part of the 2019 budget process, the Intercity Transit Authority — citing significant community benefits consistent with the approval of Proposition 1 – November 2018 — adopted a resolution suspending fare collection for fixed route and DAL service and providing for a five-year zero-fare demonstration project, effective January 1, 2020. Service expansion, consistent with the Long-Range Plan, continued in 2019 with a 13 percent expansion of fixed route service and 7 percent increase of ridership in 2019. In November, Intercity Transit implemented a bus rapid transit demonstration route called The One. The so-called "BRT-light" project runs from the Martin Way Park & Ride site, in north Lacey, to the Capital Mall station, in west Olympia. The route, which features fewer stops and shorter dwell times, takes about 30 minutes to complete; this is about half of the time it takes to cover the same area using traditional fixed-route bus service. Progress on major capital programs including fleet expansion and replacements (24 new coaches) and construction on a major expansion of the downtown Olympia Transit Center was on schedule for completion toward the end of 2019.

2020: During the first two months of 2020, Intercity Transit's ridership was up nearly 40 percent from the year-earlier period (January and February). This was likely due, in part, to Intercity Transit's elimination of bus fares ("zero-fare" demonstration project) in January 2020. On March 12, however, IT began making incremental reductions to bus service due to the COVID-19 pandemic. On April 13, IT halted its fixed-route bus service completely and instead offered advance reservation service for essential trips. The advance reservation service was supplemental to IT's Dial-A-Lift paratransit service, which continued. On June 21, IT began a gradual resumption of bus service, and required that riders must wear masks and space out physically on buses. As a result of these emergency service changes, IT's systemwide bus ridership was down 38.7 percent though the first half of 2020 compared to the year-earlier period. As of the end of 2020, IT's fixed-route bus service was about 42 percent of pre-pandemic levels (before March 2020).

2021: Services provided in 2021 remained reduced as the effects of the COVID-19 pandemic continued. Increased employee retirements and resignations, combined with unprecedented absenteeism required Intercity Transit to operate at reduced levels of service. A robust focus on recruitment and hiring new classes of Operators was initiated, however the result was a continuation of limited available staff to deliver service that extended into 2022. Gains were made compared to 2020, however fixed route service hours remained less than 79 percent of pre-pandemic levels. Most reductions in service were in late night span, as well as frequency of secondary routes serving local neighborhoods and frequency on the *Olympia Express* (inter-county) service. *DASH* and *Nightline* remained suspended indefinitely and service on *The One* (BRT demonstration route) was provided intermittently as labor resources were available. An extension of the five year "Zero-Fare" demonstration project, which began on January 1, 2020, was authorized; the revised end date was moved to either January 1, 2028, or a date three years following the full return of pre-pandemic fixed route service (i.e. 271,000 annual revenue service hours), whichever comes first.

2022: As with 2021, fixed route service in 2022 remained reduced when compared to service levels prior to the onset of the COVID-19 pandemic. Aggressive efforts to recruit, hire and train multiple classes of coach operators allowed for a modest restoration of pre-pandemic service. Intercity Transit ended the year having delivered approximately 15,000 more hours of fixed route service when compared to 2021, a net increase of 7.8 percent. Dial-A-Lift service by comparison delivered 78,956 hours of revenue service in 2022, an amount nearly identical to the 78,734 hours provided in 2021. Fixed route ridership in 2022 began to indicate a positive return as average weekday boardings grew 23 percent compared to 2021 and boardings per revenue service hour increased nearly 15 percent when compared to 2021. Despite the gains total fixed route ridership remained near 60 percent of pre-pandemic levels. Dial-A-Lift ridership in 2022 was 12.8 percent higher than 2021. Beyond service, in late 2022 Intercity Transit celebrated the long awaited completion of the new Pattison Base Administration and Operations Facility. The Pattison site remained in a transformative state as construction progressed to the South Parcel, a focused project intended to remodel the Maintenance building for continued use into the future with a particular readiness for anticipated shifts toward alternatively fueled vehicles and related fuel delivery systems.

2023: 2023 saw the continued restoration of service that had been impacted by the COVID -19 Pandemic. Successful hiring and retention efforts allowed for 16,945 additional service hours to be restored in 2023, or an increase of 8.3%. At year end fixed route revenue hours totaled nearly 240,000, reflective of a 92% restoration of pre-pandemic volumes. Fixed route ridership improved 20% compared to 2022 annual boardings and approximately 85% of pre-pandemic ridership activity.

## **Facilities 2023**

Intercity Transit directly operates several facilities, including:

- Olympia Transit Center (OTC)
- Lacey Transit Center (LTC)
- Main base facility (510 Pattison Street SE, Olympia)

Additional facilities are administered jointly with other governmental entities:

- Centennial [Amtrak] Station (Thurston County, Port of Olympia, Cities of Lacey, Olympia, Tumwater, and Yelm)
- Martin Way Park & Ride (State of Washington)
- Hawks Prairie Park & Ride (Thurston County)

All maintenance, administration and dispatch functions are performed from the Pattison base. In 2005, Intercity Transit purchased property adjacent to the Pattison base with the intent of expanding the facility to better accommodate agency growth. In 2012, nearby office space was leased to provide necessary workspace relief. In 2017, the Pattison base expansion project (Phase 1) began with final design and replacement of existing underground fuel storage tanks. Through 2023 Intercity Transit continued to receive state/federal funding to support completion of the Intercity Transit base expansion and rehabilitation project. Construction on the north portion of the base site began in 2020 and reached substantial completion in late 2022. The Pattison campus remains under construction as rehabilitation of the existing maintenance building and final site work continued in 2023 on the south part of the site.

## **Service Description 2023**

During 2023, Intercity Transit provided a variety of transportation services benefiting the residents and visitors of Thurston County.

View Intercity Transit fixed route system map:

[intercitytransit.com/bus/system-map](https://intercitytransit.com/bus/system-map)

### *Fixed-Route Service*

In response to the COVID-19 pandemic, Intercity Transit significantly decreased its systemwide fixed-route bus service during 2020; this decreased the number of routes from 22 to 18. By the end of 2023 Intercity Transit had restored roughly 92 percent of pre-pandemic service. 100 percent restoration of service volumes is expected in 2024 contingent upon the continued successful hiring and retention of Bus Operators. Hours of service as of September 2023 were generally 6:00 a.m. to 10:00 p.m. on weekdays; and 7:30 a.m. to 10:00 p.m. on Saturdays and Sundays. No service was provided on three national holidays (New Year's Day, Thanksgiving Day, and Christmas Day).

- Ridership: In 2023 Intercity Transit Recorded 3,563,390 fixed route boardings, an increase of 20% compared to 2022

### *Zero-Fare Program*

Intercity Transit stopped collecting fares for fixed-route and paratransit (Dial-A-Lift) trips in January 2020, the start of a multi-year "Zero-Fare" demonstration project. In 2021 an extension of the 5-year "Zero-Fare" demonstration project was authorized; the revised end date was moved to either January 1, 2028, or a date three years following the full return of pre-pandemic fixed route service (i.e. 271,000 annual revenue service hours), whichever comes first.

### *ADA Complementary Paratransit Service*

“Dial-A-Lift” is the brand name of Intercity Transit’s complementary ADA Paratransit program, which provides door-to-door service for people with eligible limitations that prevent reasonable access to the fixed-route bus service. Dial-A-Lift hours of operation reflect all fixed-route service — which includes no service on three national holidays.

- Ridership: In 2023 Intercity Transit recorded 134,032 Dial-A-Lift trips, a 5.3 percent increase when compared to 2022

The Travel Training and Bus Buddy programs also work with individuals to transition from Dial-a-Lift service to fixed route; these same programs also provide assistance to residents who are not eligible for Dial-A-Lift service with becoming comfortable riding fixed-route buses independently.

### *Village Vans*

This meaningful and innovative program operated by Intercity Transit leverages partnerships with Thurston County service agencies whose programs are intended to help jobseekers and low-income families; Coastal Community Action Program, Department of Social and Health Services, WorkSource Thurston County, among others. Over the course of the first 17 years, Village Vans averaged 5,633 trips a year and the fleet grew to six vans. Throughout 2020 and 2021, service was periodically suspended. Village Vans staff assisted the demand-response temporary service called Advanced Reservation; an alternative transportation option provided to the community to support transportation needs during the COVID-19 lockdown. Village Vans service was reinstated in July 2021. From reinstatement to the end of 2023, Village Vans averaged 2,926 trips a year. In late 2023, Village Vans reconnected with the WorkFirst Community Jobs program, now stewarded by Coastal Community Action Program. This partnership has been the greatest source of volunteer drivers. In 2023, one returning volunteer and one Community Jobs participant completed Village Vans in full time employment with Washington State.

### *Vanpool Services (2023 update pending)*

At the end of 2022, there were 128 Intercity Transit commuter vanpools in operation throughout the Puget Sound Region – a decrease of 1.5 percent compared to the year prior (2021 ended with 130). The average number of vanpool groups for 2022 was 133 which is a .75 percent decrease from 2021 (2021 average was 134).

Intercity Transit staff promote the vanpool program to employers and individuals as well as facilitate group formation and provide defensive driver training. Vanpool groups lease the vehicles on a monthly mileage basis and operate the vehicles independent of other Intercity Transit services; vans are generally in service weekdays, from 1:45 a.m. to 10:00 p.m.

- Fares: 28 percent of the operating costs were recovered in 2022.  
[NOTE: IT suspended Vanpool fare collection in March 2020 due to the COVID-19 pandemic, resuming fare collection June 2021; comparatively, 23 percent of costs were recovered during 2021.]
- Ridership: In 2022 Intercity Transit recorded 212,856 vanpool trips, which was an increase of 19 percent from 2021.

- Ride-matching: Intercity Transit is a member of the Washington/Oregon Rideshare network, which provides a computerized database of individuals interested in carpooling and vanpooling. Rideshare online is a free service to the user that was established in 1997. The service enables commuters to make contacts throughout the region either through a toll-free call, over the internet, or via a local transit system.

### Service Connections 2023

In 2023, Intercity Transit provided connections with six other public transit operators, as well as Greyhound and Amtrak service:

- Grays Harbor Transit (GHT): Service between Aberdeen and west Olympia, and the Olympia Transit Center.
- Mason Transit Authority (MTA): Service between Shelton and west Olympia, and Olympia Transit Center.
- Pierce Transit (PT): Intercity Transit's *Olympia Express* service connects with PT's local service in Lakewood (Lakewood Station and SR 512 Park & Ride lot). Note that as of this writing Intercity Transit has indefinitely suspended fixed-route express service to Tacoma Mall and the Tacoma Dome Station.
- Sound Transit (ST): Intercity Transit's *Olympia Express* service connects with Sound Transit service in Lakewood (Lakewood Station and SR 512 Park & Ride lot). From these locations, riders can transfer to *Sounder* passenger rail service, or ST Express buses, with service destinations that include Tacoma, Seattle and Sea-Tac Airport.
- Amtrak: Intercity Transit Routes 64 and 94 provide regular service 7 days a week to the Olympia-Lacey Centennial Station, which offers access to 10 passenger rail trips each day.
- Greyhound: Connections to Greyhound bus service are available from the downtown Olympia Transit Center.
- FlixBus: Connections to FlixBus service are available from the downtown Olympia Transit Center. FlixBus connections were introduced in August 2022; FlixBus is a regional and international bus service with a large network of destinations throughout the Pacific Northwest.
- Rural Transit (R/T): Connections from Intercity Transit fixed route service to R/T service are available primarily at the Tumwater Square stops. R/T provides basic fixed route service throughout southern Thurston County.
- Lewis County Transit: Connections from Intercity Transit fixed route service to Lewis County Transit, (formerly Twin Transit) service are available at Olympia Transit Center and the Washington State Labor & Industries office building in Tumwater. Twin Transit provides public transit options throughout Lewis County.

### Park & Rides

Intercity Transit fixed route service is available at the following park & ride lots:

- Martin Way Park & Ride
  - Routes 62A, 62B, 65, *Olympia Express* and *The One*
- Centennial Station (Amtrak)
  - Routes 64 and 94
- SR 512 Park & Ride (Lakewood)
  - *Olympia Express* (Currently route 620)

### *Educational Sites*

Intercity Transit provides regular fixed route service to the Olympia and Lacey campuses of South Puget Sound Community College, Saint Martin's University, and The Evergreen State College. Additionally, fixed route service is in walkable proximity to many public and private schools throughout the service area.

### *Walk N' Roll*

Intercity Transit's Walk N Roll education program increases independence, improves safety and inspires a healthy lifestyle by making walking, biking, rolling and riding public transit more accessible to people of all races, ages, incomes and abilities. Walk N' Roll highlights from 2023 include:

- Partnered with local school districts to educate 370 youth about public transportation through presentations and Rolling Classroom field trips.
- Provided bike safety education to 100 middle and high school students who learned essential bicycle safety and maintenance skills through a series of hands-on activities and group bicycle rides on city streets. All participants received a refurbished bicycle, new helmet and lock.
- Helped eight schools organize monthly walk and bike to school events encouraging families to get to school using active transportation options.
- Assisted with organizing bike rodeo events that served 300 youth. Participants visited stations where they practiced bicycle safety skills, had their helmets fitted and received bicycle safety checks.
- Took our Mobile Traffic Garden to schools and summer camps teaching 411 youth bicycle and pedestrian safety skills.

### **Capital Activities 2023**

Significant agency activity during the year continued with ongoing capital facility projects. The effort to limit agency use of non-renewable resources, reducing waste and pollution, promoting public stewardship, and protecting the natural environment as much as possible has been incorporated into training of all Intercity Transit staff.

Capital projects included the on-going construction of the Pattison base expansion and rehabilitation project, as well as continued bus stop enhancements intended to improve access and consistency in bus stop design and functionality. Highlights of other agency efforts during the year included:

- **Bus Stop Enhancements:** Intercity Transit accepted a federal and state grant to be used to continue the work of improving bus stop locations throughout the network. The project is currently in the planning phase and aims to improve the safety, accessibility and efficiency of 145 stops across the network.
- Smart Corridor and Transit Signal Priority technology came online at select intersections for the purpose of data collection to inform further phases of the project.
- A comprehensive assessment of Intercity Transit's legacy accounting software and related workflow processes; a consultant-supported effort in preparation for the anticipated transition to an updated enterprise resource planning (ERP) solution.



## Section 3 – State and agency goals, objectives, and action strategies

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*Plan Requirement – Identify your priority goals, objectives and strategies for the current year and next five years. Identify which of your objectives and strategies support attainment of the transportation policy goals in RCW 47.04.280 and the Washington State Transportation Plan.*

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Intercity Transit goals, objectives and strategies are updated annually with the review and adoption of the Strategic Plan. Provided below are the specific goals and end policies (i.e. objectives and action strategies) taken from the Strategic Plan and their correlation to the transportation policy goals published in the Washington State Transportation Plan.

### **Goal 1 – Assess the transportation needs of our community throughout the Public Transportation Benefit Area.**

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

Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and enhance the movement of people and goods to **ensure a prosperous economy**.
- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State, including congestion relief and improved freight mobility.
- *Environment* – To enhance Washington’s quality of life through transportation investments that promote energy conservation, **enhance healthy communities**, and protect the environment.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

### **Goal 2 – Provide outstanding customer service.**

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

Relevant State Goal(s):

- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State, including congestion relief and improved freight mobility.
- *Environment* – To enhance Washington’s quality of life through transportation investments that promote energy conservation, **enhance healthy communities**, and protect the environment.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

### Goal 3 – Maintain a safe and secure operating system.

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

#### Relevant State Goal(s):

- *Preservation* – To **maintain**, preserve, and extend the life and utility of **prior investments** in transportation systems and services, including the state ferry system.
- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

### Goal 4 – Provide responsive transportation options within financial and staffing limitations.

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

#### Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and **enhance the movement of people** and goods to ensure a prosperous economy.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State, including congestion relief and improved freight mobility.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

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

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

#### Relevant State Goal(s):

- *Environment* – To enhance Washington’s quality of life through transportation investments that promote energy conservation, **enhance healthy communities**, and protect the environment.
- *Economic vitality*: To promote and develop transportation systems that stimulate, **support**, and enhance the **movement of people** and goods to **ensure a prosperous economy**.
- *Safety*: To provide for and improve the **safety and security of transportation customers** and the transportation system

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

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

Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and **enhance the movement of people** and goods to ensure a prosperous economy.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State, including congestion relief and improved freight mobility.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

**Goal 7 – Build partnerships to identify and implement innovative solutions that address mobility needs, access, and equity as a service provider and as an employer.**

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

Relevant State Goal(s):

- *Economic vitality* – To promote and develop transportation systems that stimulate, support, and **enhance the movement of people** and goods to ensure a prosperous economy.
- *Preservation* – To **maintain**, preserve, and extend the life and utility of **prior investments** in transportation systems and services, including the state ferry system.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State, including congestion relief and improved freight mobility.
- *Stewardship* – To continuously **improve the quality**, effectiveness, resilience, and efficiency of the transportation system.

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

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

Relevant State Goal(s):

- *Stewardship* – To continuously **improve** the quality, effectiveness, **resilience**, and efficiency of the transportation system.
- *Safety* – To provide for and **improve the safety and security** of transportation customers and the transportation system.
- *Mobility* – To **improve** the predictable **movement of** goods and **people** throughout Washington State, including congestion relief and improved freight mobility.
- *Economic vitality* – To promote and develop **transportation** systems that stimulate, support, and enhance the movement of people and goods **to ensure a prosperous economy**.

## Section 4 – Local Performance Measures and Targets

*Plan Requirement – Identify performance measures and targets that you use to evaluate performance of your system.*

The following safety goals were adopted and published in Intercity Transit’s *Public Transportation Agency Safety Plan* (PTASP) as of December 2022; the complete PTASP can be viewed at the following URL: [intercitytransit.com/about-us/publications/Safety%20Plan](https://intercitytransit.com/about-us/publications/Safety%20Plan)

### **Goal 1 – Safety Management Systems (SMS) to reduce casualties/occurrences.**

Use a Safety Management Systems framework to identify hazards and mitigate risk to reduce injuries and property losses.

### **Goal 2 – Safety Management Systems (SMS) to foster a robust safety culture.**

Foster agency-wide support for transit safety by establishing a culture that holds agency leaders accountable for safety and ensures all employees take an active role in securing transit safety; and cultivating a safety culture in which employees are comfortable and encouraged to bring safety concerns to the attention of agency leaders.

### **Goal 3 – Safety Management Systems (SMS) to enhance system reliability.**

Provide safe and reliable transit operations by assuring that all vehicles, equipment and facilities are regularly inspected, maintained and serviced as needed.

The following are the agency’s transit asset management targets, as contained in the 2023 National Transit Database (NTD):

<i>Rolling Stock – percent of revenue vehicles that have met or exceeded their useful life benchmark</i>		
Asset	2023 Performance	2024 Target
Bus	5.88%	5.88%
Cutaway	50.94%	0.00%
Minivan	52.04%	55.00%
Van	100.00%	100.00%

<i>Equipment – percent of vehicles that have met or exceeded their useful life benchmark</i>		
Asset	2023 Performance	2024 Target
Automobiles	60.00%	60.00%
Trucks and other Vehicles	35.00%	35.00%

<i>Facility – percent of facilities rated below 3 on the condition scale</i>		
Asset	2023 Performance	2024 Target
Passenger/Parking Facilities	0.00%	0.00%
Admin/Maintenance Facilities	100%	25.00%

## Section 5 – Plan Consistency

*Plan Requirement – Identify steps that you have taken to ensure that your transit development plan is consistent with the local comprehensive plans adopted by cities, counties, and towns within your service area.*

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Intercity Transit works collaboratively with local and regional jurisdictions to coordinate the investment of transit services consistent with new and changing community needs. While the 2018 adopted Long Range Plan continues to be the primary guiding document—a vision of various service enhancements intended to address mobility patterns prior to 2020—the COVID-19 pandemic altered many aspects of life, specifically our community’s travel patterns and land development. As cities work to update their respective Comprehensive Plans, Intercity Transit will continue to share information, resources, and planning intentions in an overall cooperative effort to adapt to changes in development and transportation.

### *Jurisdictional Development Review*

Intercity Transit serves as a stakeholder in jurisdictional development; providing review and correspondence in response to proposed development projects. Intercity Transit staff coordinate with public works departments, community development departments, landowners, professional architects and engineers, as well as others in the planning and development process.

### *Regional Transportation Planning*

Intercity Transit coordinates with partners in the regional planning process administered by the Thurston Regional Planning Council (TRPC). Regional planning efforts include several active forums for cooperating on Federal requirements and related funding opportunities.

## Section 6 – Planned Capital Expenses

*Plan Requirement – Present your planned capital expenses for the current year and next five years, including rolling stock, facilities, equipment and infrastructure.*

Request Type	FY2025	FY2026	FY2027	FY2028	FY2029	Total
Administrative Buildings (6300)	\$19,739,390.00	\$8,141,641.00				\$27,881,031.00
	\$19,739,390.00	\$8,141,641.00				\$27,881,031.00
<b>Total Administrative Buildings (6300)</b>	<b>\$19,739,390.00</b>	<b>\$8,141,641.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$27,881,031.00</b>
<b>Communications &amp; Information Systems (6800)</b>	\$65,000.00					\$75,000.00
	\$65,000.00					\$75,000.00
	\$600,000.00	\$600,000.00				\$1,200,000.00
	\$600,000.00	\$600,000.00				\$1,200,000.00
	\$2,000,000.00	\$1,000,000.00				\$5,000,000.00
	\$2,000,000.00	\$1,000,000.00				\$5,000,000.00
	\$465,000.00	\$325,000.00	\$100,000.00	\$290,000.00		\$1,180,000.00
	\$465,000.00	\$325,000.00	\$100,000.00	\$290,000.00		\$1,180,000.00
	\$300,000.00	\$80,000.00				\$380,000.00
	\$300,000.00	\$80,000.00				\$380,000.00
	\$2,000,000.00	\$1,937,000.00	\$400,000.00	\$400,000.00		\$4,737,000.00
	\$2,000,000.00	\$1,937,000.00	\$400,000.00	\$400,000.00		\$4,737,000.00
<b>Total Communications &amp; Information Systems (6800)</b>	<b>\$5,430,000.00</b>	<b>\$3,942,000.00</b>	<b>\$500,000.00</b>	<b>\$690,000.00</b>	<b>\$0.00</b>	<b>\$12,572,000.00</b>
<b>Guideway (6100)</b>	\$437,965.00	\$500,000.00	\$500,000.00			\$1,437,965.00
	\$437,965.00	\$500,000.00	\$500,000.00			\$1,437,965.00
	\$5,428,000.00	\$12,500,000.00	\$6,000,000.00	\$6,072,000.00		\$30,000,000.00
	\$5,428,000.00	\$6,250,000.00				\$11,678,000.00
		\$6,250,000.00	\$6,000,000.00	\$6,072,000.00		\$18,322,000.00
	\$280,000.00					\$280,000.00
	\$280,000.00					\$280,000.00
<b>Total Guideway (6100)</b>	<b>\$6,145,965.00</b>	<b>\$13,000,000.00</b>	<b>\$6,500,000.00</b>	<b>\$6,072,000.00</b>	<b>\$0.00</b>	<b>\$31,717,965.00</b>
<b>Maintenance Buildings (6400)</b>	\$5,200,000.00	\$100,000.00				\$5,300,000.00
	\$5,200,000.00	\$100,000.00				\$5,300,000.00
	\$520,000.00	\$100,000.00				\$620,000.00
	\$520,000.00	\$100,000.00				\$620,000.00
	\$650,000.00	\$250,000.00		\$300,000.00		\$1,200,000.00
	\$650,000.00	\$250,000.00		\$300,000.00		\$1,200,000.00
	\$50,000.00					\$50,000.00
	\$50,000.00					\$50,000.00
<b>Total Maintenance Buildings (6400)</b>	<b>\$6,420,000.00</b>	<b>\$450,000.00</b>	<b>\$0.00</b>	<b>\$300,000.00</b>	<b>\$0.00</b>	<b>\$7,170,000.00</b>
<b>Other (6900) Furniture &amp; Equipment</b>	\$3,056,030.00	\$162,840.00	\$50,000.00	\$50,000.00	\$50,000.00	\$3,368,870.00
	\$3,056,030.00	\$162,840.00	\$50,000.00	\$50,000.00	\$50,000.00	\$3,368,870.00
	\$430,000.00	\$250,000.00	\$250,000.00	\$200,000.00	\$200,000.00	\$1,330,000.00
	\$430,000.00	\$250,000.00	\$250,000.00	\$200,000.00	\$200,000.00	\$1,330,000.00
	\$2,495,787.00	\$935,920.00	\$935,920.00			\$4,367,627.00

	\$2,495,787.00	\$935,920.00	\$935,920.00			\$4,367,627.00
<b>Total Other (6900) Furniture &amp; Equipment</b>	<b>\$5,981,817.00</b>	<b>\$1,348,760.00</b>	<b>\$1,235,920.00</b>	<b>\$250,000.00</b>	<b>\$250,000.00</b>	<b>\$9,066,497.00</b>
<b>Other (6900) Shelters, Signs and passenger amenities</b>	<b>\$2,282,438.00</b>	<b>\$260,000.00</b>	<b>\$260,000.00</b>	<b>\$260,000.00</b>		<b>\$3,062,438.00</b>
	\$684,731.00					\$684,731.00
	\$1,597,707.00	\$260,000.00	\$260,000.00	\$260,000.00		\$2,377,707.00
<b>Total Other (6900) Shelters, Signs and passenger amenities</b>	<b>\$2,282,438.00</b>	<b>\$260,000.00</b>	<b>\$260,000.00</b>	<b>\$260,000.00</b>	<b>\$0.00</b>	<b>\$3,062,438.00</b>
<b>Passenger Stations (6200)</b>	<b>\$250,000.00</b>	<b>\$30,000.00</b>				<b>\$280,000.00</b>
	\$250,000.00	\$30,000.00				\$280,000.00
	\$380,000.00	\$100,000.00				\$480,000.00
	\$380,000.00	\$100,000.00				\$480,000.00
	\$10,000.00					\$10,000.00
	\$10,000.00					\$10,000.00
	\$85,000.00	\$20,000.00				\$105,000.00
	\$30,000.00					\$30,000.00
	\$55,000.00	\$20,000.00				\$75,000.00
	\$600,000.00	\$60,000.00				\$695,000.00
	\$600,000.00	\$60,000.00				\$695,000.00
	\$200,000.00	\$218,750.00	\$437,500.00			\$856,250.00
	\$200,000.00					\$200,000.00
		\$218,750.00	\$437,500.00			\$656,250.00
	\$945,653.00	\$2,018,116.00	\$2,018,116.00	\$2,018,115.00		\$7,000,000.00
	\$350,000.00					\$350,000.00
	\$595,653.00	\$1,000,000.00				\$1,595,653.00
		\$1,018,116.00	\$2,018,116.00	\$2,018,115.00		\$5,054,347.00
<b>Total Passenger Stations (6200)</b>	<b>\$2,470,653.00</b>	<b>\$2,446,866.00</b>	<b>\$2,455,616.00</b>	<b>\$2,018,115.00</b>	<b>\$0.00</b>	<b>\$9,426,250.00</b>
<b>Revenue Vehicles (6500)</b>	<b>\$262,135.00</b>	<b>\$269,999.00</b>	<b>\$278,099.00</b>	<b>\$286,442.00</b>	<b>\$295,035.00</b>	<b>\$1,391,710.00</b>
	\$262,135.00	\$269,999.00	\$278,099.00	\$286,442.00	\$295,035.00	\$1,391,710.00
	\$840,480.00	\$608,957.00	\$1,532,003.00	\$952,180.00	\$1,463,004.00	\$5,396,624.00
	\$840,480.00	\$608,957.00	\$1,532,003.00	\$952,180.00	\$1,463,004.00	\$5,396,624.00
		\$13,230,000.00		\$18,232,594.00		\$31,462,594.00
		\$13,230,000.00		\$18,232,594.00		\$31,462,594.00
	\$3,707,856.00	\$123,064.00	\$4,028,074.00	\$53,529.00		\$7,912,523.00
	\$3,707,856.00	\$123,064.00	\$4,028,074.00	\$53,529.00		\$7,912,523.00
	\$3,372,174.00					\$3,372,174.00
	\$3,372,174.00					\$3,372,174.00
	\$5,578,261.00					\$5,578,261.00
	\$5,578,261.00					\$5,578,261.00
<b>Total Revenue Vehicles (6500)</b>	<b>\$13,760,906.00</b>	<b>\$14,232,020.00</b>	<b>\$5,838,176.00</b>	<b>\$19,524,745.00</b>	<b>\$1,758,039.00</b>	<b>\$55,113,886.00</b>
<b>Service Vehicles (6600)</b>	<b>\$1,596,931.00</b>	<b>\$356,107.00</b>	<b>\$229,789.00</b>	<b>\$236,469.00</b>	<b>\$475,073.00</b>	<b>\$2,894,369.00</b>
	\$1,596,931.00	\$356,107.00	\$229,789.00	\$236,469.00	\$475,073.00	\$2,894,369.00
<b>Total Service Vehicles (6600)</b>	<b>\$1,596,931.00</b>	<b>\$356,107.00</b>	<b>\$229,789.00</b>	<b>\$236,469.00</b>	<b>\$475,073.00</b>	<b>\$2,894,369.00</b>
<b>Total Project Types</b>	<b>\$63,828,100.00</b>	<b>\$44,177,394.00</b>	<b>\$17,019,501.00</b>	<b>\$29,351,329.00</b>	<b>\$2,483,112.00</b>	<b>\$158,904,436.00</b>

## Section 7 – Planned Operating Changes

*Plan Requirement – Provide a yearly plan of changes to existing services that you have scheduled to occur within the plan horizon.*

For the years 2024 – 2029 Intercity Transit intends to complete a 100% restoration of service volumes depleted from the COVID-19 pandemic, as well as reach substantial completion of enhancement elements defined in the 2018 Long-Range Plan.

The year-by-year forecast outlined below is contingent upon the following assumptions:

- The volume of operators will not decrease from current (2024) levels.
- Demand for unscheduled (i.e. Extra Board) operators will remain stable.
- Year-over-year increases to Operating labor will result in a sustainable net gain.
- Dial-A-Lift service will gradually increase and remain proportionate to the total volume of local fixed route service.

Year	New Hours	Restoration percent	Potential Change in Service	Schedule	Major Change?
2024	17,000	100%	Improved frequency, Route 94	September	No
			Restored night service Routes 12, 13, 41, 62A, 62B, 65, 66:	September	No
2025	16,000	106%	New DASH Service between Capitol Campus and the Olympia Transit Center	January	Yes
			Improved Route 42 service, frequency and weekends	January	No
			Improved frequency, Route 67	January	No
	7,000	108%	Improved weekend frequency Routes 21, 45, 47, 60	May	No
	28,000	119%	Transition “The One” to a Bus Rapid Transit (BRT) influenced corridor service between west Olympia and east Lacey	September	Yes
	6,000	121%	Alignment changes to all existing routes; several segments of new service	September	Yes
			Introduction of new cross-town routes	September	Yes
	9,000	124%	“Lacey Express”, introduction of a grant-supported commuter route with connections to JBLM	September	Yes
2026	<3,000	125%	Schedule maintenance	TBD	No
2027	<3,000	125%	Schedule maintenance	TBD	No
2028	<3,000	125%	Schedule maintenance	TBD	No
2029	<3,000	125%	Schedule maintenance	TBD	No



## Section 8 – Multi-Year Financial Plan

*Plan Requirement – Provide a multiyear financial plan that includes a capital investment program, operating financial plan, and cash flow analysis.*

Operating Financial Plan	2025	2026	2027	2028	2029
<b>Operating Revenues</b>					
Passenger Fares	\$514,646	\$540,378	\$567,397	\$595,767	\$625,555
Sales Tax	88,788,162	90,119,985	91,471,784	92,843,861	94,236,519
Federal/State Operating Assistance	425,500	446,775	469,114	492,569	517,198
Interest Revenues	6,011,289	6,011,289	6,161,571	6,161,571	6,315,610
Other Revenues	371,182	371,839	381,135	381,825	391,371
<b>Total Operating Revenues</b>	<b>\$96,110,779</b>	<b>\$97,490,266</b>	<b>\$99,051,001</b>	<b>\$100,475,594</b>	<b>\$102,086,253</b>
<b>Operating Expenditures</b>					
Wages and Benefits	60,036,980	63,038,829	66,190,771	69,500,309	72,975,325
Maintain Coach Operations	14,254,478	14,967,201	15,715,561	16,501,340	17,326,407
Maintain Commuter Operations	883,936	928,133	974,540	1,023,267	1,074,430
Maintain DAL Operations	4,356,507	4,574,332	4,803,049	5,043,201	5,295,361
Maintain Vanpool Operations	1,509,006	1,584,456	1,663,679	1,746,863	1,834,206
Insurance	2,179,910	2,288,905	2,403,351	2,523,518	2,649,694
<b>Total Operating Expenditures</b>	<b>83,220,817</b>	<b>87,381,858</b>	<b>91,750,951</b>	<b>96,338,498</b>	<b>101,155,423</b>
<b>Operating Surplus/(Deficit)</b>	<b>12,889,963</b>	<b>10,108,408</b>	<b>7,300,051</b>	<b>4,137,096</b>	<b>930,830</b>
<b>Cash Flow from Capital Activity</b>					
Acquisition & Construction of Assets	(63,828,100)	(44,177,394)	(17,019,501)	(29,351,329)	(2,483,112)
Net Proceeds from State Grants	12,185,338	5,569,229	1,203,502	476,090	731,502
Net Proceeds from Federal Grants	18,967,652	23,898,370	8,432,153	15,356,412	0
<b>Net Cash Flow from Capital Activity</b>	<b>(32,675,110)</b>	<b>(14,709,796)</b>	<b>(7,383,846)</b>	<b>(13,518,827)</b>	<b>(1,751,610)</b>
<b>Cash and Reserve Balances</b>					
Beginning Cash Balance	212,591,333	192,806,186	188,204,798	188,121,003	178,739,271
Less: Operating Reserves	(20,805,204)	(21,845,464)	(22,937,738)	(24,084,625)	(25,288,856)
<b>Available Unrestricted Cash</b>	<b>191,786,129</b>	<b>170,960,721</b>	<b>165,267,061</b>	<b>164,036,378</b>	<b>153,450,416</b>
<b>Current Year Cash Flows</b>					
Add: Operating Surplus/(Deficit)	12,889,963	10,108,408	7,300,051	4,137,096	930,830
Add: Net Cash from Capital Activity	(32,675,110)	(14,709,796)	(7,383,846)	(13,518,827)	(1,751,610)
<b>Net Current Year Cash Flow</b>	<b>(19,785,147)</b>	<b>(4,601,387)</b>	<b>(83,796)</b>	<b>(9,381,731)</b>	<b>(820,780)</b>
Ending Available Unrestricted Cash	172,000,981	166,359,334	165,183,265	154,654,647	152,629,636
<b>Ending Total Cash (With Reserves)</b>	<b>\$192,806,186</b>	<b>\$188,204,798</b>	<b>\$188,121,003</b>	<b>\$178,739,271</b>	<b>\$177,918,492</b>

### Funding Risk Considerations

Intercity Transit faces significant risks concerning a primary funding source during the 2025-2030 period covered by this TDP. In 2022, the Washington State legislature enacted Move Ahead Washington (MAW), a new state transportation funding package that allocates \$3 billion for public transportation over the next sixteen years, leveraging revenues generated through the 2021 Climate Commitment Act (CCA). MAW funding supports existing programs, specifically the Bus and Bus Facility, Green Transportation, Special Needs, and Transit Support grant programs, all of which benefit Intercity Transit. Under MAW, Intercity Transit was awarded the following grants:

Grant Program	2023-2025	Project	Anticipated Grant Revenue over 7 Additional Biennia of Move Ahead WA
Bus and Bus Facility Grants	\$680,000.00	E. Martin Way Transit Support Facility	\$4,760,000.00
Green Transportation	\$6,857,740.00	Green Hydrogen FCEB Demo Project	\$48,004,180.00
Special Needs	\$7,586,615.00	Paratransit/Special Needs Operating Grant	\$53,106,305.00
Transit Support Grants (Youth Ride Free)	\$9,201,832.00	Fixed Route and Village Vans Operating Assistance	\$64,412,824.00
Cascade Statewide Youth Development	\$367,548.00	Walk N Roll Operating Costs	\$2,572,836.00

Washington State Initiative 2117 (I-2117), which will appear on the ballot in November 2024, seeks to repeal the CCA. If I-2117 is approved by voters, the revenue source for MAW would be eliminated, along with the grant programs that MAW funds, beginning on July 1, 2025. This would result in a reduction of grant funding during the 2025-2030 period by \$49 million. Consequently, Intercity Transit would need to adjust its operating and capital expenditures, which may include service reductions and a reduction in the scope of capital projects.

## Section 9 – Projects of Regional Significance

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*Plan Requirement – Identify regionally significant projects for inclusion in your regional transportation improvement program maintained by your regional transportation planning organization.*

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### **2024 – 2027 Transportation Improvement Program (TIP)**

*Viewable at the following URL:*

[intercitytransit.com/sites/default/files/2023-06/IntercityTransit\\_2024-2027\\_TIP\\_adopted060723.pdf](https://intercitytransit.com/sites/default/files/2023-06/IntercityTransit_2024-2027_TIP_adopted060723.pdf)

Intercity Transit’s Transportation Improvement Program (TIP) or “Program of Projects” (POP) is an annually updated list of Intercity Transit’s program of funded and potentially funded projects that utilize federal funds. The TIP includes projects programmed through the Thurston Regional Planning Council (TRPC) and the Puget Sound Regional Council (PSRC). Projects with secured funds are incorporated into the Statewide Transportation Improvement Program (STIP).

**INTERCITY TRANSIT**  
**Final 2024 - 2027 Transportation Improvement Program**  
 Adopted June 7, 2023

IT #	Project	2024	2025	2026	2027	TOTAL 2024 - 2027	Federal	Type	Local	Total	Funding Source
1	IT 1601 Capital Preventive Maintenance	\$400,000	\$0	\$0	\$0	\$400,000	\$320,000	PSRC Earned Share Sec. 5307 and Sec. 5339	\$80,000.00	\$400,000.00	Planned & Secured (includes PSRC 5307 & 5339 Earned Share)
2	IT 1603 Vanpool Vans - Replacement	\$1,125,000	\$0	\$0	\$0	\$1,125,000	\$900,000	PSRC Earned Share Sec. 5307 and Sec. 5339	\$225,000.00	\$1,125,000.00	Planned & Secured (includes PSRC 5307 & 5339 Earned Share)
3	IT 1604 Bus Stop Enhancements & Accessibility	\$1,825,950	\$1,211,221	\$360,000	\$360,000	\$3,557,171	\$2,845,737	Secured federal Community Project Funding (CPF) and anticipated RMG 2023-2025 award.	\$711,434.20	\$3,557,171.00	Secured federal CPF and anticipated RMG 2023-2025 award. TRPC Contingency project via Regional competition
4	IT 1605 Walk N Roll Youth Education Programs - TRPC - FHWA Transfers (TAP)	\$258,000	\$0	\$0	\$660,498	\$918,498	\$794,501	Federal/ Regional	\$123,997.23	\$918,498.00	TRPC Secured Federal Funds
5	IT 1701 Replacement, heavy duty coaches - \$1.2M planning for alt fuels ( PSRC earned share and Direct Apportionment)	\$1,609,970	7,221,038	\$9,384,496	\$9,384,496	\$27,600,000	\$22,080,000	Sec. 5307, 5339 & PSRC Earned Share	\$5,520,000.00	\$27,600,000.00	Planned & Secured (includes PSRC 5307 and 5339 Earned Share)
6	IT 1901 Replacement Dial A Lift vehicles - \$291K	\$3,492,000	\$100,000	\$2,974,000	\$1,014,040	\$7,580,040	\$6,064,032	State consolidated funds & Future 5310 in FY25	\$1,516,008.00	\$7,580,040.00	Anticipated regional federal funds (contingency list) and anticipated state funds
7	IT1903 High Capacity Corridor Service or BRT "light"	\$5,428,000	\$12,500,000	\$6,000,000.00	\$6,072,000	\$30,000,000	\$24,000,000	State RMG & Federal 5339 & 5307 or competitive	\$6,000,000.00	\$30,000,000.00	Partial funding, RMG project supports implementation plan
8	IT2001 Alternative Fuel Infrastructure (Facility & Site improvements)	\$5,136,818	\$8,000,000	\$8,000,000	\$3,000,000	\$24,136,818	\$19,309,454	State RMG & Federal 5339 & 5307 or competitive	\$4,827,363.60	\$24,136,818.00	Unsecured, potential RMG funding
9	IT 1801 Pattison Maintenance, Operations & Admin. Facility Expansion & Rehabilitation - Construction	\$3,134,970	\$0	\$0	\$0	\$3,134,970	\$2,507,976	Federal Sec. 5307 and Sec. 5339	\$626,994.00	\$3,134,970.00	Federal 5339 & 5307
10	IT 2201 Northeast Lacey Operational Support Terminal Facility	\$680,000.00	\$735,250	\$3,784,750	\$800,000	\$6,000,000	\$4,800,000	TRPC Secured Federal Funds and potential state Bus & Bus Facilities funding	\$1,200,000.00	\$6,000,000.00	TRPC Secured Federal Funds and potential B & BF funding
Total Federal Funded Projects		\$23,090,708	\$29,767,509	\$30,403,246	\$21,191,034	\$104,452,497	\$83,621,700		\$20,830,797	\$104,452,497	Secured and Estimated Federal Funding Sources

**NOTES**  
 Grant type: Sec. 5307 / 5339 & PSRC\* 5307 / 5339 Earned Share--Urban area formula program administered by the Federal Transit Administration.  
 Amount is determined by urban area population, population density, and NTD stats for revenue miles traveled.

FY 24 PSRC E5 amounts will shift to the Pattison project construction once approved by PSRC.  
 Federal funding match requirements are typically 80/20.

Projects with different matching requirements are noted.

\*Puget Sound Regional Council

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-G**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

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

**SUBJECT:** ITA Community Representative Recruitment

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- 1) **The Issue:** Recruitment for an Authority Community Representative position.
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- 2) **Recommended Action:** Provide staff direction.
- 
- 3) **Policy Analysis:** Per the Authority Bylaws, Article IV, Section 4.3 – Selection – Citizen Representatives; it is the responsibility of the Authority to appoint, by a majority vote, the three Community Representative positions.
- 
- 4) **Background:** Community Representative Don Melnick’s term ends December 31, 2024. He is not eligible for reappointment, per the Authority Bylaws (see section IV 4.3 Selection – Community Representatives as attached).

Staff will advertise using available outlets including our website, Facebook, Rider Alerts, and a press release. We also contact our CAC members and ask our community partners and local jurisdictions to share the information on their social media channels and distribute materials to any persons expressing interest.

Staff proposes the following recruitment schedule for Authority member review.

September 2, 2024: Release recruitment information

October 23, 2024: Applications Due

November 6, 2024: ITA Selects Candidates to Interview

November 13, 2024: Candidate Interviews (Special Meeting)

November 20 or December 4, 2024: Select Candidate

January 15, 2024: First ITA meeting with new Community Representative

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- 5) **Alternatives:**
- A) Open the position for the purpose of soliciting and receiving applications from interested members of the community.

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- 6) **Budget Notes:** The recruitment process cost is anticipated at approximately \$2,000.
- 
- 7) **Goal Reference:** Conducting a successful Community Representative recruitment process is essential in carrying out all of the goals established by the Authority.
- 
- 8) **References:** Authority Bylaws Section IV. AUTHORITY COMPOSITION, 4.3, Selection – Community Representatives.

***INTERCITY TRANSIT AUTHORITY***

***BYLAWS***

## **II. NAME/OFFICES**

The name of the public transportation area, duly established pursuant to the laws of the State of Washington, shall be Intercity Transit, the governing Board of Directors of which shall be called the Intercity Transit Authority, and shall be located at 510 Pattison SE, Olympia, Washington. The Intercity Transit Authority may establish such other offices, within Thurston County, as the Authority may determine necessary from time to time. (Res. 29-82; Res. 2-93; Res. 2-06)

## **III. POWERS, RIGHTS, RESPONSIBILITIES**

The Authority shall be responsible for establishing and monitoring the policies of Intercity Transit, its budget and its service levels. The Authority shall appoint and oversee the performance of the General Manager of Intercity Transit. Nothing in these bylaws is intended to limit the general powers of the Authority; the Authority retains all powers granted to it under the laws of the State of Washington. (Res. 03-2007)

## **IV. AUTHORITY COMPOSITION**

**4.1 Composition.** The Authority will consist of a governing board of eight (8) voting members and one (1) nonvoting member set forth as follows: (Res. 5-2010)

Five (5) elected members. A member of the county legislative authority, one elected official each from the Cities of Olympia, Lacey, Tumwater and Yelm.

Three (3) Community Representatives. Three Community members selected by the full Authority from members of the Community of recognized fitness for such positions, who reside within the boundaries of the Thurston County Public Transportation Benefit Area. (Res. 2-93; Res. 6-02).

One (1) nonvoting member recommended or selected in accordance with RCW 36.57A.050. (Res. 5-2010)

**4.2 Selection - Elected Members.** The five elected voting members of the Authority shall serve at the pleasure of appointing jurisdictions and shall hold office for a term determined by the appointing body. (Res. 2-93; Res. 6-02; Res. 5-2010).

**4.3 Selection - Community Representatives.** The three voting Community Representatives shall each be appointed by a majority vote of the Authority for a term of three calendar years (the original members having been appointed, so that one term expired at the end of each succeeding calendar year for three years, subsequent to the initial appointments) and an appointment for a three-year term



shall be made annually to fill an expiring term. Community Representatives shall have full voting membership on the Authority. (Res. 5-2010)

Any Community member may be removed for cause upon a majority vote of the Authority. Upon a vacancy in a position by death, resignation or other cause, a new member will be appointed for the unexpired portion of the term, upon a majority vote of the Authority. Upon the expiration of either a partial term or the first full term of a Community Representative position, the Authority may, by a majority vote, reappoint the Community Representative for a full three-year term, provided that a Community Representative shall not be appointed to more than three consecutive full three-year terms.

No later than its regular September meeting, the Authority will review the status of the expiring Community Representative position. The Authority may, by a majority vote, either: (Res. 2-06)

- 1) reappoint the incumbent for an additional three-year term,
- 2) open the position for the purpose of soliciting and receiving applications from interested members of the Community , or appoint an interested member of the Community from a list maintained for that purpose.

Should the Authority decide to open the position, the position opening will be advertised through the community with applications accepted until two weeks prior to the regular November meeting. At its November meeting, the Authority will choose an appropriate number of applicants as finalists to be interviewed by the Authority for the purpose of making a final selection which will be made before the end of the year. In the event a selection is not made by December 31, the incumbent shall serve until a replacement is named. (Res. 49-83, 79-86, 94-89, 4-91; 3-2023).

## **V. MEETINGS**

**5.1 Regular Meetings.** All meetings of the Authority shall be open to the public except to the extent that executive sessions are authorized by law. Regular meetings of the Authority will be held twice each month at its designated offices at a time and date established by resolution. (Res. 84-87; Res. 85-87; Res. 90-88; Res. 04-2017)

**5.2 Special Meetings.** Special meetings may be called at any time by the Chair or by a majority of the whole Authority, provided each member receives personally, or by mail, written notice of the date, time, place of the meeting, and the matters to be taken up at the meeting at least 24 hours in advance.

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-H**  
**MEETING DATE: June 19, 2024**

**FOR:** Intercity Transit Authority

**FROM:** Jonathon Yee, Director Fleet & Facilities Maintenance,  
(360) 705-5884

**SUBJECT:** Warehouse Lease

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- 1) **The Issue:** Consideration of leased warehouse space for storage of agency property during construction.
- 
- 2) **Recommended Action:** Authorize the General Manager to enter into lease agreement(s) for warehouse space for the duration of Intercity Transit's Pattison Expansion and Rehabilitation construction project in an amount not-to-exceed \$275,000.
- 
- 3) **Policy:** The procurement policy states the Authority must approve any expenditure over \$100,000.
- 
- 4) **Background:** As the Intercity Transit Pattison Expansion and Rehabilitation Project progresses toward the maintenance shop remodel phase there is a need to store shop equipment and other agency property off-site. Moving non-mission-critical equipment and materials offsite will allow the Fleet Maintenance and Inventory Teams to maximize the limited space available for continued operations during the shop remodel and the reduced congestion will increase site safety.

Staff have engaged the support of the Washington State Department of Enterprise Services, Real Estate Services team for assistance in the proper acquisition of leased warehouse space to fulfill our project needs. Through this government-to-government partnership several locations were evaluated and at least two available properties have been identified that will satisfy the space and location requirements and allow staff to regularly access the equipment and materials as needed.

While the need for warehouse space is temporary, it is essential and needed as soon as reasonable through the end of construction which is currently estimated through late 2026. The absence of leased space is hampering our efforts to plan and program the logistics and management of our vital materials and equipment.

The estimated lease costs are not expected to exceed \$275,000, which includes \$239,000 for rental fees, planned electrical additions and an approximate 15% contingency of \$36,000.

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5) **Alternatives:**

- A. Authorize the General Manager to enter into lease agreement(s) for warehouse space for the duration of Intercity Transit's Pattison Expansion and Rehabilitation construction project in an amount not-to-exceed \$275,000.
- B. Defer action. Deferring the lease agreements creates a potential for significant delays and increased costs in the Pattison Expansion and Rehabilitation construction project.

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- 6) **Budget Notes:** For fiscal year 2024, the agency budget has sufficient capacity for the anticipated lease expenses through December. Lease costs for future fiscal years will be included in each year's annual operating budget.

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- 7) **Goal Reference:** **Goal #2:** *"Provide outstanding customer service."* **Goal #3:** *"Maintain a safe and secure operating system."* **Goal #4:** *"Provide responsive transportation options within financial limitations."* **Goal #7:** *"Build partnerships to address and jointly find solutions to the mobility needs and demands in our community."*

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