

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

Join on your computer: [Click here to join the meeting](#). The meeting ID: 258 517 280 120
Passcode: 9Vy8wg or call in (audio only) +1 929-229-5501, 227157852# United States,
New York City Phone Conference ID: 227 157 852#

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Mark Neuville</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. November 20, 2024, ITA Meeting – (<i>Clair Bourgeois</i>) | |
| | B. December 4, 2024, ITA Meeting – (<i>David Payton</i>) | |
| | C. December 18, 2024, ITA Meeting – (<i>Doug Riddels</i>) | |
| IV. | APPROVAL OF MINUTES – October 21, 2024 | 1 min. |
| V. | RECOGNITION | 10 min. |
| VI. | NEW BUSINESS | |
| | A. Zero Fare Survey and Marketing Update (<i>Nick Demerice</i>) | 20 min. |
| | B. September 2025 Network Update (<i>Rob LaFontaine</i>) | 20 min. |
| | C. 2024-2029 Draft Strategic Plan (<i>Emily Bergkamp</i>) | 10 min. |
| | D. 2025 Election of Officers (<i>Amanda Collins</i>) | 5 min. |
| | E. Cancel December 2024 Meeting (<i>Emily Bergkamp</i>) | 5 min. |
| VII. | CONSUMER ISSUES – All | 15 min. |
| VIII. | REPORTS | 10 min. |
| | A. November 6, 2024, ITA Report (<i>Betty Hauser</i>) | |
| | B. General Manager’s Report (<i>Emily Bergkamp</i>) | |
| IX. | NEXT MEETING – January 20, 2025 | 1 min. |
| X. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

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Committee materials are available at <https://www.intercitytransit.com/agency/community-advisory-committee>. In compliance with the Americans with Disabilities Act, those requiring accommodation for meetings should call us at (360) 786-8585 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 786-8585.

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Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
October 21, 2024 – Hybrid Meeting

CALL TO ORDER

Chair Wilson called the hybrid October 21, 2024, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

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

Absent: Vice Chair Ty Flint

Staff Present: Amanda Collins; Emily Bergkamp; Jen Amendala; Michael Maverick; Nicole Jones; Peter Stackpole; Ramon Beltran; and Rob LaFontaine.

APPROVAL OF AGENDA

M/S/A by JOANN SCOTT and RACHEL WEBER

INTRODUCTIONS

Wilson introduced Authority member, Brian Hess, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. November 6, 2024, ITA Meeting – Betty Hauser**
- B. November 20, 2024, ITA Meeting – Clair Bourgeois (Requested sub coverage)**

APPROVAL OF JULY MINUTES

M/S/A by RACHEL WEBER and JOHN PAUL FOX-SEIDEL

APPROVAL OF AUGUST MINUTES

M/S/A by JOHN PAUL FOX-SEIDEL and CLAIR BOURGEOIS

NEW BUSINESS

A. 2025 Draft Budget – (*Jen Amendala*)

Jen Amendala, Finance Manager for Intercity Transit, presented an overview of the draft budget for 2025.

The budget was initially presented to the Intercity Transit Authority Board (ITA) on October 2nd, marking the start of the public review period. A public hearing for the budget will be held on November 6th at 5:30 PM.

Budget Highlights:

- **Total Available Resources for 2025:** \$371.8 million.
 - **Beginning Fund Balance:** \$245.7 million.
 - **Sales Tax Revenue:** \$84.5 million (projected conservatively based on 2024 trends).
 - Maintained at 2024 levels due to current trends showing flat or slightly reduced revenues compared to 2023
 - **Grant Revenue:** \$35.5 million.
 - \$11.1 million of at-risk funding was pulled from the budget pending the outcome of Initiative 2117, which could impact Climate Commitment Act funds essential for alternative transportation projects and other Intercity Transit initiatives.
- **Total Expenditures for 2025:** \$161.4 million.
 - **Operating Expenditures:** \$90.6 million (including rollover projects from 2024).
 - **Capital Expenditures:** \$70.7 million.
 - New projects: \$7.5 million.
 - Rollover projects: \$63.2 million.
- **Reserve Use:** The budget reflects using approximately \$35 million in reserves.

Key Projects and Initiatives:

Amendala discussed several new capital projects that are a part of the 2025 budget. These include audio-visual technology improvements for the administration building, the Lacey intersection smart sensor project, enhanced technology for vanpool vehicles that monitor customer driving, and vehicle replacements for dial-a-lift, vanpool, and non-revenue vehicles. Other projects within the budget are carried forward from 2024 and many of them are grant-funded. These projects include the Pattison maintenance building rehabilitation and construction, hydrogen fuel cell zero emissions project, Bus Rapid Transit (BRT), corridor capital program, bus stop facility improvements, ERP/EAM software replacement project, Lacey Transit Center improvements, and the customer navigation program.

Staffing Additions:

Intercity Transit's management team carefully reviewed proposals for new positions going into 2025. Additions focused on supporting service expansion that is planned for 2025.

- **New Positions:**
 - Three transportation supervisor positions due to increased operator numbers.
 - A Facilities Technician to manage maintenance of new buildings.
 - A Village Vans Coordinator to provide redundancy and maintain service levels during staff absences.
 - Temporary support staff for ERP conversion.

Amendala invited questions from the committee and encouraged further engagement during the review period and upcoming public hearing.

Clair Bourgeois asked what does ERP/EAM mean?

Amendala answered that ERP (Enterprise Resource Planning) and EAM (Enterprise Asset Management) refer to computer software systems used for functions like finance and accounting. The current system is severely outdated, and there is a need for an upgraded solution to improve these processes.

B. January 2025 Service Change & Equity Analysis – (Rob LaFontaine)

Rob Lafontaine, Planning Deputy Director, presented upcoming service changes set for January 2025, focusing on the new Route 14 and its required equity analysis. This is a new requirement introduced by Intercity Transit's reclassification as a large, urbanized area (UZA) and updates to the Title VI program.

The proposed changes will take effect on January 5, 2025, with Route 14 marking the first new route since March 2020. This route will connect key state buildings and the Capitol, operating on weekdays from 6:30 AM to 6:30 PM with 30-minute intervals but no weekend service initially. It will share stops with the old "Dash" service and interline with Route 42. Additionally, Route 42 in West Olympia will see improved 30-minute frequencies, extended evenings, and weekend trips. Route 67 will also maintain a 30-minute frequency with an added bus. Overall, around 15,000 service hours will be added, necessitating three more buses and 17 additional drivers.

LaFontaine noted that this is the first time Intercity Transit is conducting an equity analysis prior to making a service change. The draft equity analysis, assessing the impact on various demographics, is open for public feedback until the end of the week, with a public hearing already conducted. Future plans include potentially expanding Route 14 service, possibly adding weekend schedules by 2026, and considering the Farmers Market for future route extensions. These changes align with the 2025 budget and long-term transit goals, with public input encouraged to refine upcoming implementations.

LaFontaine answered questions about the upcoming service changes.

Garrett Fuelling:

Question 1: Inquired about the adjusted routing of Route 14 compared to the previous DASH routing.

LaFontaine:

The route design is influenced by timing constraints and the need to avoid excessive out-of-direction travel. Larger loops can make the service less convenient by increasing travel time for passengers needing to access certain areas. Keeping the loop compact helps maintain efficiency and convenience.

Question 2: Asked if the white dots on the map are bus stops, and if there are stops in the southeast part of the route.

LaFontaine:

Yes, the white dots represent bus stops. The absence of dots in the southeast part of the map is an oversight; stops are indeed present in that area. The map will be updated to reflect these, including stops from existing and former routes like the 620 and 612 (Olympia Express). There will be ongoing adjustments to the route

based on real-world testing, as transit planning lacks simulation capabilities for perfect route design.

Clair Bourgeois asked if this is a loop route?

LaFontaine: The route is not a continuous loop. Instead, it operates bidirectionally along Capitol Way, Maple Park, and Jefferson. The loop sections are limited to specific areas: 8th, East Side, Union, and 4th & State. The bus travels to the end of the route at the rectangle, then turns around and retraces its path back.

Rachel Weber provided input for *Fuelling's* earlier question: the easterly loop of the route includes several key state offices, notably the Healthcare Authority, along with a community college and drug and alcohol services. Additionally, once the route reaches Plum Street, it passes numerous association offices, making this loop a significant area for connecting various governmental and institutional destinations.

Nicole Smit asked what direction the loop is going?

LaFontaine: The northern loop involves three turns: from northbound Capitol, it's a right turn onto 4th Avenue, followed by a left turn onto Plum Street, and another left onto State Avenue.

Clair Bourgeois asked how long the route will take to complete?

LaFontaine: The route is expected to take approximately 35 minutes to complete a full cycle starting and ending at the transit center. This timing aligns with Route 42, which operates on a 45-minute cycle. By pairing the routes and adding another bus, they can maintain a 30-minute frequency.

LaFontaine then began discussing the equity analysis that focuses on the requirements of the newly adopted 2024-2027 Title VI program, which mandates assessing major service changes for potential equity impacts. These major changes include a service increase of more than 50% on a single route or the creation of a new route. The January 2025 service updates fall into this category due to both new routes and increased service, prompting a detailed equity analysis.

The draft equity analysis is currently open for public review and aims to identify any adverse impacts or significant disparities affecting racial minorities or low-income populations. LaFontaine defined disparity as an adverse effect that disproportionately affects minority or low-income groups by 3% or more compared to the general population or provides benefits to fewer minorities by 3% or less. The analysis utilized census data to examine the demographics of residents near the impacted routes.

Key findings revealed that while the service changes only involved additions (not reductions), there was initially a disparity in Route 42 and the new Route 14, which had proportionately fewer minority beneficiaries. However, adding Route 67 into the analysis balanced the findings, showing no significant disparity overall. Additionally, the analysis found no disproportionate benefits or adverse impacts concerning low-income populations, ensuring that changes are equitably distributed.

Clair Bourgeois commented about the importance of Route 67 for Seniors in the Lacey area.

LaFontaine agreed that operationally, Route 67 holds importance for seniors, particularly for accessing the Lacey Senior Center, despite its lower ridership due to less frequent service. Comparisons of higher-frequency routes were considered unfair in evaluating their impact.

John-Paul Fox-Seidel asked for the definition of PTBA.

LaFontaine answered that the acronym stands for Public Transportation Benefit Area. This is Intercity Transit's special taxing district that includes the urban growth areas of Lacey, Olympia, Tumwater, and Yelm.

LaFontaine shared that the public has until the end of the week to provide feedback on the draft equity analysis. The final review and approval by the Intercity Transit Authority (ITA) are set for November 6th. However, before advancing the analysis to the Authority Board, he explained that the CAC is a critical body for feedback and approval. If the CAC had reservations or concerns about the methodology of the analysis, he would not seek approval from the ITA before addressing those issues.

Rachel Weber asked if the methodology is defined by Title VI and if other agencies are following the same methodology.

LaFontaine answered that the Federal Transit Administration (FTA) allows for a lot of discretion for agencies to define their own threshold for major service changes and disparate impact. The methodology for the analysis, however, requires Intercity Transit to identify the racial diversity and income status of populations that are directly affected by the service change and compare them against the populations at large.

Doug Riddels asked if the equity analysis, primarily driven by government requirements like Title VI of the Civil Rights Act, could also track the impact on seniors, who are major service users. He further inquired if this was of interest to the Intercity Transit Authority (ITA).

LaFontaine clarified that the current equity analysis is focused on racial minorities and low-income populations, as mandated by Title VI. However, he acknowledged the importance of expanding the analysis. They suggested that future analyses should be more comprehensive, incorporating various demographics such as seniors, youth, individuals with disabilities, veterans, and those without cars. This broader scope would reflect the diverse needs of the community and ensure the transit service meets those needs effectively.

Ursula Euler asked if the broader analysis would go beyond Title VI requirements and whether the state of Washington mandates such analysis.

LaFontaine confirmed that while the current effort is specific to Title VI, future analyses could be expanded at the agency's discretion to include additional

demographics beyond those required by Title VI. It was also clarified that the state of Washington does not mandate such expanded analysis.

Clair Bourgeois asked whether Route 14 would affect Dial-A-Lift clients.

LaFontaine clarified that Route 14 would not impact these clients as it does not extend beyond the ¾-mile boundary required for Dial-A-Lift coverage. The only changes in the January 5 package that would affect Dial-A-Lift are in Lacey for Route 67 and in West Olympia and Northwest Tumwater for Route 42, due to weekend service increases. Specific locations like the Family Court and the Accountability and Restitution Center will gain weekend Dial-A-Lift access.

Betty Hauser praised the effort to ensure equitable service and inquired about the changes to Route 14 and Route 67.

LaFontaine clarified that Route 14 is a new route, and Route 67 will have increased frequency, though later evening service is planned for May.

Hauser also asked about the number of new drivers required and whether the distribution of drivers between the routes would be equitable.

LaFontaine explained that an estimated 17 new drivers will be needed for the overall service increase. Driver distribution depends on the total hours required for each route, and there is no imbalance in terms of public access to the services.

Hauser appreciated the consideration given to equity in these operational decisions.

Nicole Smit asked if the service change and equity analysis had been shared with OCPC?

LaFontaine acknowledged that the full package of service changes has not been presented to the OCPC (Internal Operations Committee), though some aspects have been discussed. He outlined the timeline for the rollout: the CAC reviewing the proposal, with the next step being a presentation to the Authority Board on November 6th. The finer details will be finalized in November and December, with the new service going into effect on January 5th, 2025.

After extensive discussion, the Community Advisory Committee (CAC) was actively involved in reviewing the analysis and provided a "thumbs up" consensus without formal voting, signaling general agreement to advance the findings to the Authority Board.

C. Nomination of Officers – (Emily Bergkamp)

Bergkamp indicated it is the time of year for the CAC to nominate members to serve as Chair and Vice Chair. Nominations are in October and elections are held in November. Chair Eliane Wilson and Vice Chair Ty Flint have both held their respective positions for one year. Officers serve a one-year term and may serve up to two terms in the same office. Members may nominate other members who are willing to accept the nomination and members may self-nominate.

Vice Chair Flint reported to CAC Liaison Amanda Collins that he will not seek a nomination to serve in 2025 due to health concerns.

Chair Eliane Wilson opened the floor for nominations for Chair.

Eliane Wilson nominated **Rachel Weber** to serve as **Chair**, Weber accepted the nomination.

Wilson closed the nominations.

Amanda Collins, staff liaison, shared that the chair is the primary individual responsible for hosting meetings and guiding the agenda. They act as the "speaker of the house" during meetings, ensuring smooth operations. The chair is involved in agenda planning, collaborating with staff by reviewing the lineup of agenda items before they are shared with the full committee.

The vice chair serves as the backup, stepping in to lead meetings in the chair's absence. They also provide input and feedback on agenda items alongside the chair. The process is collaborative and laid-back, with previous chairs like Nicole possibly sharing their experiences to provide further insight into the role.

Bergkamp shared that while Robert's Rules of Order are referenced, the meetings maintain a flexible approach. The aim is to adhere to rules without being overly formal. There's an emphasis on creating a supportive environment, with Amanda and other staff available to assist. Participants are encouraged not to worry too much about strict adherence to formal rules, fostering a more relaxed and approachable atmosphere.

Wilson opened the floor for nominations for Vice Chair.

Clair Bourgeois nominated **herself** to serve as **Vice Chair**.

Wilson closed the nominations.

Both **Weber** and **Bourgeois** will be appointed to their positions at the November meeting as Chair and Vice-Chair respectively; uncontested nominations do not require a vote.

CONSUMER ISSUES

JoAnn Scott asked about updating or removing outdated signage, specifically referring to the "612" at Lakewood Park and Ride related to the 512 routes.

Bergkamp shared that the issue has been raised at OCPC as well, and ongoing communication with Pierce Transit is taking place to address the updates. The facilities team may need to collaborate with Pierce Transit to resolve the matter. Dena, the Operations Director, has connections with Pierce Transit and will be consulted for the status of the issue.

Scott also raised a concern about reminding passengers with children in strollers to set the brakes and ensure their child is secure, as sudden braking by drivers can pose safety risks. The suggestion is to integrate this reminder into existing safety announcements, though it requires a nuanced approach due to the volume

of current announcements. It was noted that this issue has also come up through customer feedback, indicating prior discussion or action might be underway. Bergkamp will consult with OCPC to help determine the best way to address the issue.

John-Paul Fox-Seidel prompted a discussion regarding the punctuality of buses, particularly the 12 and 68 routes, which are often either on time or around 8 minutes late.

Nicole Jones, Executive Assistant Intern and Coach Operator, answered that factors contributing to this inconsistency include school schedules, with the 68 routes being significantly affected by traffic around school drop-off and pick-up times, as well as general commuter traffic. She acknowledged that these delays tend to be most noticeable during school hours and should not affect subsequent trips.

Rachel Weber asked how the apps gather bus information.

Various members and staff discussed, which centered around the reliability of various bus tracking apps, particularly "One Bus Away" and "MyStop." Users noted that "One Bus Away" had been experiencing data reliability issues recently, making it difficult to track buses like the 94 accurately. The preference seemed to be for "MyStop," which is linked to the CAD system used by Intercity Transit and is considered more dependable.

The conversation highlighted that apps powered by Google tend to be less reliable, while the "Transit" app is generally well regarded. There are plans to potentially replace "One Bus Away" with a new regional transit app, but specifics are still forthcoming.

Accessibility concerns were raised, particularly about the usability of these apps for individuals with low vision. While some features may be available for accessibility, users found it challenging to navigate and read information effectively. Feedback about these accessibility issues is encouraged to be shared with the app developers for improvements.

Clair Bourgeois expressed concern about the lack of night service in and out of Olympia, particularly for events at places like the Washington Center and local restaurants and pubs. While the new Route 14 is being introduced to serve office workers, Bourgeois emphasized the need for transit options that could help people travel to and from their parking lots during busy evening events.

LaFontaine responded that this issue has been acknowledged in the long-range plan for transit service. Additionally, there are plans for the May 25 schedule to include added trips on several residential routes (specifically routes 47, 52, 51, and 64) to extend service hours closer to 11:00 PM. This is in line with the goal of expanding service availability to better meet community needs.

Jo Ann Scott expressed appreciation for the addition of a bus schedule for East Bay Drive and State, noting that it's a positive development for the community.

John-Paul Fox-Seidel asked about the Joint ITA meeting's discussion about updating mission/ vision statements for safety and incorporating diversity, equity, and inclusion (DEI) language into the organization's guiding principles.

Bergkamp mentioned that the new DEI Committee is actively working on these issues within the workforce and raising awareness. She noted that they had captured comments from the meeting and met with the DEI Committee to gather insights. As a result, Bergkamp plans to propose updated mission and vision statements that reflect this new terminology. She indicated that a complete overhaul of the mission and vision might be better suited for an annual planning session, but she will present the proposed updates in November.

REPORTS

- **October 2, 2024, ITA Report** – Ty Flint attended the meeting, but was not available to share the report. ITA meeting highlights were provided in the meeting packet.
- **October 16, 2024, ITA Report** – Clair Bourgeois attended the meeting and reported the following meeting highlights:
 - **Introducing new customer service representatives** and celebrating **Customer Service Appreciation Week** that is a week-long acknowledgement October 21st-25th.
 - **Scheduling a Public Hearing** for the January 2025 Service Change.
- **General Manager's Report** – Bergkamp provided the General Manager's report including:

Meeting with DEI Committee

Last week, Intercity Transit's Authority Board Chair Clark Gilman, Administrative Services Director Heather Stafford and Bergkamp met with the Diversity Equity and Inclusion Committee to collaborate on possible language to include while updating Intercity Transit's mission and vision statements to better reflect our values of diversity, equity, and inclusion. While the Board approves these renewed mission and vision statements annually with the updated Strategic Plan, this work with staff demonstrates the agency's dedication to ensuring everyone feels a sense of belonging at Intercity Transit so we can better serve our community with these same principles. Bergkamp plans to bring the draft updated Strategic Plan before the Board and CAC in November.

The Big Maintenance Move

The Maintenance Department had a chili cookoff & potluck last month to commemorate their transition to the temporary structure for Maintenance Operations while their facility is being rehabilitated. They will move in at the first of the year.

Transit 101 at Tumwater Planning Commission

Deputy Director of Planning, Rob LaFontaine provided Transit 101 training to the Tumwater Planning Commission last week. This presentation shares the major ingredients that go into transit planning in cities like Tumwater, as well as an update on current service levels, our progress on promises from Proposition 1, our Long-range Plan, and future system enhancements.

Visit from Congresswoman Strickland Last Week

Intercity Transit hosted a visit from Congresswoman Marilyn Strickland last week. The agency is a recipient of \$1.8 M in community project funding shepherded by Congresswoman Strickland for zero fare bus stop enhancements, which includes expanded concrete pads that accommodate front and rear door boarding and amenities like shelters and solar lighting for our Pacific NW weather. Intercity Transit started Congresswoman Strickland's visit with a staff overview of the work planned at the stops, similar to the comprehensive update the Board received at their meeting in August. Afterwards staff took Congresswoman on a tour to visit two nearby stops on the 94 at Washington Middle School scheduled for enhancement. Special thanks to ITA Member and Lacey City Councilmember Carolyn Cox for joining us for this visit and Operator Lois Thomas for being the driver and tour guide going to the bus stops. Drew Goffeney, Jessica Gould, Peter Stackpole, and Tammy Ferris were also on hand to provide details of the project.

- **Staff Liaison Updates**– Amanda Collins provided updates to committee:

Introduction of Intern Nicole Jones

"Nikki" has served as a Coach Operator at Intercity Transit for just under 7 years, most recently on the Extraboard. Earlier this year during a transitional work assignment, she also had the opportunity to assist Human Resources, our Customer Service team, and the Executive department with a variety of tasks related to customer care, records management, public disclosure, and other special projects. She will be working with the Executive Department for two years assisting with public records requests and records management, in addition to providing administrative support for the department.

End-of-Year Celebration Date

As the year wraps up, the Committee will need to select their end-of-year celebration date of either their November or December meetings. At this celebration, staff will recognize outgoing CAC members for their service and thank all members of the committee for their contributions to public transit. An informal survey will be sent out to all CAC members to collect feedback on the preferred date.

NEXT MEETING: November 18, 2024, at the Olympia Transit Center

- **ADJOURNMENT at 7:00 pm.**

Prepared by Amanda Collins

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

FOR: Community Advisory Committee

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

SUBJECT: Zero-fare customer survey findings and other updates

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- 1) **The Issue:** Informational briefing for the CAC about the results of our zero-fare customer survey conducted in late summer / early fall 2024.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy Analysis:** Provide an update to the CAC about the activities and plans of the Marketing and Communications team. Discuss the next appropriate steps. Solicit feedback and suggestions from CAC members.
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- 4) **Background:** In September 2024, the Marketing and Communications team conducted a survey soliciting feedback on how the zero-fare pilot has impacted customer's lives and riding experience. This presentation is the result of that feedback.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** No additional budget is required.
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- 7) **Goal Reference:** **Goal #1:** *Assess the transportation needs of our community throughout the Public Transportation Benefit Area.* **Goal #2:** *Provide outstanding customer service.* **Goal #3:** *Maintain a safe and secure operating system.* **Goal #4:** *Provide responsive transportation options within financial limitations.* **Goal #6:** *Encourage use of our services, reduce barriers to access and increase ridership.*
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- 8) **References:** N/A.

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

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Deputy Director

SUBJECT: September 2025 – Network Restructure

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- 1) **The Issue:** Provide the CAC with an overview and discussion of the anticipated restructuring of fixed routes in September 2025.
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- 2) **Recommended Action:** Information and discussion.
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- 3) **Policy Analysis:** As a means to improve outreach, transparency, and public involvement, a staff presentation containing the key concepts and considerations for restructuring fixed route service will be shared with the CAC.
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- 4) **Background:**
Staff have identified September 2025 to implement significant changes to the existing fixed route network. The primary purpose is to establish an enhanced route on the Martin Way/Harrison Ave/State Ave corridor consistent with the Long-Range Plan element of Bus Rapid Transit (BRT). With the frequent corridor route serving as an anchor, it becomes necessary to consider other route changes to reduce duplication of coverage. A restructure of routes also provides opportunities to adjust service in hopes of addressing evolving mobility needs and improving the community's access and use of transit.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** A restructuring of service is reflected in the Draft 2025 Annual Budget in terms of total operating employees, vehicles, and related facilities.
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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 limitations." **Goal #6:** "Encourage use of our services, reduce barriers to access and increase ridership."
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- 8) **References:**
[2018 Long Range Plan \(Proposition 1\)](#)
[2024 – 2029 Transit Development Plan](#) – Section 7 Planned Operating Changes

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

FOR: Intercity Transit Authority

FROM: Emily Bergkamp, General Manager, 360-705-5838

SUBJECT: Draft Strategic Plan 2025-2030

1) **The Issue:** Review of notable changes to the 2025-2030 Draft Strategic Plan.

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

3) **Policy Analysis:** The Strategic Plan is Intercity Transit's primary policy document and Authority direction determines the level of resources and priorities devoted to specific services and projects. The first year of the Strategic Plan provides direction regarding service levels, programming and capital projects, which is the basis of the budget.

4) **Background:** The Draft 2025-2030 Strategic Plan identifies policy positions and includes operating and capital budget recommendations. The Strategic Plan is updated yearly and covers a six-year period.

This year, Intercity Transit broke through labor shortage challenges allowing us to nearly accomplish our goal of reaching 325 FTE budgeted Operators, and the direct cause of being able to return to 102% pre-pandemic service levels with the September 2024 service change. This took place ahead of last year's conservative Transit Development Plan forecasts. 2025 marks a milestone of transitioning away from reviving service lost during the pandemic to improving and enhancing our services. The ITA set a public hearing for the 2025-2030 Draft Strategic Plan to transpire at their December 4, 2024, meeting. This keeps the 2025-2030 Draft Strategic Plan on track for approval at the December 18, 2024, Authority meeting.

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

6) **Budget Notes.** The Strategic Plan coordinates with the development of the annual budget. There are no contractual costs associated with the development of the plan.

7) **Goal Reference:** The Strategic Plan specifies how resources will be allocated to address all of the Authority goals.

8) **References:** [2025-2030 Draft Strategic Plan](#)

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

FOR: Community Advisory Committee

FROM: Amanda Collins, Staff Liaison CAC, 360-357-1532

SUBJECT: Election of Officers

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- 1) **The Issue:** The Community Advisory Committee will conduct elections for their officers.
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- 2) **Recommended Action:** Elect a Chair and Vice-Chair.
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- 3) **Policy Analysis:** Per the Operating Procedures, nominations are made in October and elections conducted in November.
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- 4) **Background:** Only one person was nominated for each position, so ballot votes are not required. The Chair can simply declare that the nominee is elected. Therefore, we will ask Chair Wilson to declare Rachel Weber, Chair and Clair Bourgeois, Vice Chair, effective at the January 2025 meeting serving for one (1) year terms.
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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal References:** N/A
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- 8) **References:** Operating Procedures.

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

FOR: Community Advisory Committee

FROM: Emily Bergkamp, General Manager 360.705.5838

SUBJECT: Cancel December 16, 2024, CAC Meeting

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- 1) **The Issue:** Whether to cancel the December 16, 2024, CAC meeting.
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- 2) **Recommended Action:** Cancel December 16, 2024, CAC meeting.
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- 3) **Policy Analysis:** The CAC must take action to cancel a regularly scheduled meeting.
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- 4) **Background:** Staff conducted a poll of CAC members in October regarding end-of-year celebrations. A majority voted to conduct end of year celebrations at the November 18, 2024, CAC meeting. At this time, staff does not anticipate any agenda items scheduled for the December 16, 2024, meeting. Given the lack of agenda items, staff recommend canceling the meeting.
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- 5) **Alternatives:**
- A. Cancel December 16, 2024, CAC meeting.
 - B. Maintain the schedule as it stands and meet on December 16, 2024.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** N/A.
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- 8) **References:** N/A.
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Authority Meeting Highlights/Summary
A brief recap of the November 6, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Conducted a public hearing on the Draft 2025 Budget. *(Jana Brown)*
- Authorized the General Manager to execute a Task Order with Stantec Architecture, Inc. in the amount of \$275,000. *(Jonathan Martin)*
- Declared Operations vehicle 1227, a 2018 Ford Explorer 5-passenger vehicle, as surplus. *(Noelle Gordon)*
- Scheduled a public hearing for the 2025-2030 Draft Strategic Plan for 5:30 p.m. on Wednesday, December 4, 2024. *(Emily Bergkamp)*
- Discussed the interview questions to be presented to the Community Representative candidates on November 22, 2024. *(Emily Bergkamp)*

Other Items of Interest:

- David Chaffee introduced **Joshua Yearout, Technician 1**

General Manager's Report:

The agency celebrated Customer Service week, October 21-25, which saluted our dedicated and knowledgeable Customer Service division. Festivities included an open house, Intercity Transit swag giveaways for customers, and a staff potluck.

Bergkamp, Rob Lafontaine Deputy Director of Planning and Drew Goffeney Sr. Planner participated in TRPC's half day transportation leaders visioning meeting on October 23. At the meeting, TRPC shared their High-Capacity Transportation project findings, and a panel of regional transportation providers, including Bergkamp and Goffeney from Intercity Transit, and other professionals from Pierce Transit, Sound Transit, Rural Transit and Amtrak discussed possible future high-capacity options.

Intercity Transit continued the tradition of employees wearing work-appropriate Halloween costumes on October 31. Employees dressed up in a wide variety of amazing costumes, showing our community we can deliver our mission in a way that brings a smile to their face.

Last week, we celebrated Denise Paul's retirement after almost 17 years of service to the community. Paul started her career at Intercity Transit in 2008 as a Coach Operator, before becoming a Customer Service Representative where she worked for the past seven years making sure customers got the most out of our services. In both roles, Paul consistently advocated for her customers and co-workers alike, always putting others' needs before her own. Many of us were aware that she has dealt with significant health challenges over the past few years, making her transition to retirement even more important as she focuses on herself for a change. We will miss Paul's steadfast presence, hard work, and compassion.

On November 8, 14 candidates will be interviewed to fill 6 open positions on the Community Advisory Committee. The combined ITA/CAC ad-hoc committee will complete the interviews and make recommendations to the Authority at the December 4 ITA meeting. Similarly, interviews for Don Melnick's Community Representative position, whose term ends at the end of this year, will take place on Friday, November 22. We all look forward to the outcome of these important recruitments.

Prepared November 7, 2024

Pat Messmer/Clerk of the Board

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		1	2	3	4	5	6	7	8	9	10	11	12
CAC	Members	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Betty	Hauser	X	X	X	X	X	X	X	ABSENT	X	X		
Clair	Bourgeois	X	X	X	X	ABSENT	ABSENT	X	X	X	X		
David	Payton	X	X	X	X	X	X	X	X	X	X		
Doug	Riddels	X	X	X	X	X	ABSENT	ABSENT	ABSENT	X	X		
Eliane	Wilson	X	X	X	X	ABSENT	X	X	X	X	X		
Garrett	Fuelling	X	X	X	X	ABSENT	X	X	X	X	X		
Harrison	Ashby	X	X	X	X	X	X	X	X	X	X		
JoAnn	Scott	X	X	X	X	X	X	X	X	ABSENT	X		
Lloyd	Peterson	X	ABSENT	ABSENT	ABSENT	ABSENT	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED		
Marilyn	Scott	X	X	X	X	X	X	X	X	X	X		
Nicole	Smit	X	X	X	X	X	X	X	X	X	X		
Ursula	Euler	X	X	X	X	X	X	X	X	ABSENT	X		
Tony	Mealy-Chapman	X	X	X	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED		
Ty	Flint	X	X	X	X	X	X	ABSENT	ABSENT	X	ABSENT		
Rachel	Weber	X	X	X	ABSENT	X	X	X	ABSENT	ABSENT	X		
Rachel	Wilson	X	X	X	X	X	X	X	X	X	X		
Trina	Primm	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT		
YOUTH John-Paul	Fox Seidel	X	X	X	X	X	X	ABSENT	X	X	X		

= Joint meeting does not count against required meeting attendance