

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
July 17, 2017
5:30 PM**

CALL TO ORDER

- | | | |
|-------------|--|---------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative MOLLY CARMODY
<i>(Victor VanderDoes)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. July 19, 2017, Regular Meeting <i>(Denise Clark)</i> | |
| | B. August 2, 2017, Regular Meeting <i>(Peter Diedrick)</i> | |
| | C. August 16, 2017, Regular Meeting <i>(Tim Horton)</i> | |
| IV. | APPROVAL OF MINUTES -June 19, 2017 | 1 min. |

BREAK FOR PHOTO SHOOT/TOUR OF CONTSTRUCTION

- | | | |
|--------------|--|----------------|
| V. | NEW BUSINESS | |
| | A. INTERCITY TRANSIT HAZARDS MITIGATION PLAN
<i>(Jessica Brandt)</i> | 20 min. |
| | B. DRAFT TDP 2017-2022 <i>(Dennis Bloom)</i> | 45 min. |
| | C. CAC SELF-ASSESSMENT RESULTS <i>(Ann Freeman-Manzanares)</i> | 20 min. |
| VI. | CONSUMER ISSUES - All | 20 min. |
| VII. | REPORTS | |
| | A. June 21, 2017, Work Session <i>(Jonah Cummings)</i> | |
| | B. General Manager's Report <i>(Ann Freeman-Manzanares)</i> | |
| VIII. | NEXT MEETING -August 21, 2017. | |
| IX. | ADJOURNMENT | |

Attendance report is attached.

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

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

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

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
June 19, 2017

CALL TO ORDER

Chair VanderDoes called the June 19, 2017, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Victor VanderDoes; Vice Chair Sue Pierce, Jan Burt; Michael Van Gelder; Peter Diedrick; Marie Lewis; Austin Wright; Ursula Euler; Mitchell Chong; Walter Smit; Billie Clark; Jonah Cummings; and Marilyn Scott.

Absent: Carl See; Denise Clark; Tim Horton; Joan O'Connell; Aariah Perez; Leah Bradley; and Lin Zenki.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Dennis Bloom; Duncan Green; and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by VAN GELDER and EULER to approve the agenda.

INTRODUCTIONS

VanderDoes introduced Authority member, VIRGIL CLARKSON.

MEETING ATTENDANCE

- A. June 21, 2017, Work Session – Jonah Cummings
- B. July 19, 2017, Work Session – Denise Clark
- C. August 2, 2017, Regular Meeting – Peter Diedrick

APPROVAL OF MINUTES

It was M/S/A by WRIGHT and DIEDRICK to approve the minutes of the May 15, 2017, meeting.

NEW BUSINESS

- A. **2017 BICYCLE COMMUTER CHALLENGE UPDATE** – *(Duncan Green)* Green coordinates the Bicycle Commuter Challenge (BCC) for Intercity Transit. He reminded the committee of his presentation in April on the winter BCC event. The winter BCC had 225 participants who had a lot of fun riding their bikes in all kinds of weather. There was a selfie contest for people who biked to work or to other destinations that were added to the Face Book page. Green indicated he was here to report on the next big event in April, the kickoff for the BCC. The Earth Day market ride actually fell on Earth Day this year. Seventy participants had a lot of fun riding in the rain that day. People rode from the Heritage Park Fountain over to the Farmer's Market. The BCC also received proclamations from all of the local jurisdictions making May bike month. The BCC collaborates with cities, local government agencies, the

county as well as Intercity Transit internal committees like the Cut Commute committee, and the Wellness committee on bike programs. We attend lots of local events to promote the BCC. This year the program promoted everything from a bike commuting class at REI, to local bike expos on the Capitol Campus. Another fun event is Bike to Work Day.

Participants set up refueling stations from 7-9 in the morning. This year there were six stations scattered around the urban part of Thurston County. People were able to stop and get a snack and cup of coffee. The Tumwater bike station had a wheel of fortune game. Players could spin, answer questions and win a prize. Another BCC event is the Interagency Bike ride. This is a picnic bike ride for local agencies in town. This year about 30 riders from 12 different agencies came out.

Green added the BCC participants get lots of fun fitness and fresh air, and everyone gets a pack of coupons with discounts and free passes. Everyone is entered to win prizes like a new bike and other things donated from sponsors. Since this was the 30th anniversary of the BCC we got a few promo items to give out. There are well over 200 prizes that people will win. This Saturday, the 24th is the prize hoopla at the Farmer's Market. This is a fast paced and frantic event and there are usually about 100 people.

Green shared in terms of the numbers this year, it was the wettest, coldest on record and it took a toll on the numbers. There were 1600 people signed up which is down a little from last year. There were 85 teams, 48 sponsors, and 200 win prizes collectively. Participants rode 93,000 miles, with over 11,000 trips and prevented 46 tons of carbon dioxide from entering the atmosphere. In spite of weather everyone had fun and rode bikes a lot. The program sponsors include local bike shops and a lot of local businesses. They donate prizes or offer discount coupons.

Green answered questions.

Burt – asked when the prize hoopla starts.

Green – responded that it starts at 9:30 am and it is a good idea to be on time.

Freeman-Manzanares – gave a shout out to Duncan for how much he has grown the program and what a great job he does coordinating it.

- B. EXISTING CONDITIONS REPORT & SHORT RANGE SERVICE PLAN -** (*Dennis Bloom, Eric Phillips & Thomas Wittmann*) Bloom identified himself as the planning manager and indicated the agency is going through a series of Open Houses. He thanked Sue Pierce for coming to the events. There is one more tomorrow in Yelm. He also thanked Virgil for coming to the one in Lacey. The Open Houses have also been in Tumwater and there were 2 in Olympia. He introduced Thomas Wittmann of Nelson Nygaard who is the consultant working on the project. Tonight Thomas will review the existing conditions report performed on the current system. The report is still in draft form and a lot of the information is very detailed. Staff has set aside a lot of time to go through the report and he asked that the committee hold questions until the end.

Wittmann reviewed the material to be covered in the presentation including a project overview, market assessment, system evaluation, context from background documents, public outreach, and next steps. The project is intended to identify the strengths and

weaknesses and find out what the agency can do to address operational issues. It looks at areas that don't have service and beyond.

Cummings arrived.

It also addresses what service will look like in the future. Some of the things in the initial stages of the process include taking a look at what the plans are in the region and where people are more likely to use service. Staff has started public workshops. Ultimately all of this information will be put together to develop a series of alternatives to make service more useful to the residents in the PTBA. This process examines where the areas are with the most density. Typically if there are more than seven people per acre, they tend to use transit more often.

Wittmann reviewed the population density map, the employment density map and then a map showing a combination of both in relation to fixed route service. Ultimately the agency looks at the darker areas of the map where it provides service more people will use it. Those are the best performing routes that Intercity Transit operates. This will also help identify if there are areas that show up that have need, but there is no service there. It also shows if the market is responding to the service out there in an appropriate way.

Wittmann reviewed the density maps of people with disabilities, senior citizen populations and those under the age of 18 in relation to fixed route service. He indicated there is a correlation between service in these areas and those that can't drive. He reviewed maps showing low income, zero vehicle and renter households in relation to fixed route service. The maps combined provide the Transit Propensity Index to identify the areas of highest need. All have a higher propensity to use transit. This allows staff to take a step back and determine if the areas with the darkest colors are well served by Intercity Transit and shows if there are areas that should have service that don't. Overall looking at the biggest concentrations those areas tend to be where Intercity Transit has service right now. Wittmann indicated they look at this as a gap analysis and there are very few gaps in service. Not to say that there aren't some, but some of the findings include most of the PTBA has less than 10 residents per acre. There are large areas where a big bus might not work too well. The traditional way of serving might not be the right way to serve it. The areas that need service the most have it right now. How does Intercity Transit begin serving an area like NE Lacey that has low population and employment density with a higher density senior population.

Wittman reviewed the Travel Demand Maps to look at travel patterns. Staff reviewed TRPC data to see where people are going to and from. This helps identify bigger travel patterns not being serviced by Intercity Transit right now between zones. It shows the biggest travel patterns from Lacey to Tumwater. What they look for are the biggest travel patterns from one zone to another and then to get a certain percentage to ride the bus. This shows a market for the colleges and east/west between Olympia and Lacey. What's on the map doesn't represent roadways it represents potential travel markets. It helps identify ones that aren't being serviced by Intercity Transit. Looking at the school and work trips these are the easiest travel markets for transit. Service to and from Evergreen shows up and also a stronger desire line in Lacey has to do with St. Martins. These looked at not just what is internal to the PTBA, but also external to the PTBA. They used census data and work patterns. Using 2014 data there are 94,000 daily work trips in Thurston County. Looking at data by 2025 the number of commuters living in Thurston County going into Pierce and

King are almost doubling. Thurston County is a bedroom community to those bigger cities to the north. Growth is anticipated in Mason and Lewis counties and more will travel to Thurston County. People are traveling long distances to work in both Olympia and Lacey. We drilled down to downtown Olympia and the capitol and there are almost 3,000 that work in downtown or in the capitol area. Approximately 1,500 live in Lacey and commute in. Some of the take-aways include looking for patterns and determining if the agency is meeting the market. The biggest travel patterns are being served by Intercity Transit right now. There is another opportunity in NE Lacey. Also there is not a direct connection from Tumwater to the Capital Mall area. It appears there might be sufficient demand to warrant more direct service. Another take-away was the connection between Tumwater and Lacey was not as strong.

Wittmann shared information on the study of the travel markets and propensity to use service. This included reviewing comprehensive plans for all local jurisdictions to determine future opportunities and plans for development. This ensures Intercity Transit considers where growth is going to be so they are where they need to be in the future. As part of this project, Wittmann also reviewed the Market Segmentation and Customer Satisfaction surveys done for the agency in 2015. Some of the takeaways include that the population appears to be a bit more transit dependent but the market share for Intercity Transit has shrunk. It also indicated that customer satisfaction has dropped and on-time performance has dropped. The top desired service improvements were on-time performance and service later in the evenings. This also looked at what non-users would want to see indicating they would use transit if some of these improvements came into play. The strengths and weaknesses of existing service and how high quality service is defined include service every 15 minutes which has been the industry standard, and means riders don't need a schedule because service is frequent and the average wait is 7.5 minutes. This also makes transferring a lot easier. Even if riders miss a connection the wait won't be awful.

Wittman reviewed the system evaluation slides including weekday peak frequency with service every 15 minutes and the rest have service every 30 minutes. Midday service frequency changes throughout the day. Some of the other routes move from 30 minutes to every hour. There is a relationship between ridership and demand and how frequent service is. The majority of ridership is in higher frequency service areas. From a ridership perspective since 2010, ridership peaked in 2012 and has been on a slightly downward trend which is a national phenomenon. There are all sorts of theories including changes in the economy, gas prices, etc. The question is what can the agency do to stem this curve and cause ridership to grow again. Productivity is also going down because there are fewer riders per unit of service and again this is a national trend. Major ridership generators include Evergreen, downtown Olympia and central Lacey. Secondary ridership generators include Capital Mall, SPSCC, and downtown Tumwater. There is a nice distribution of ridership held together by the connection points. There are also a large number of areas where ridership numbers aren't as high. Those routes go through lower density areas and are attributable to land use. The weekday productivity breakdown shows how many riders are being carried per hour of service. More than 20 passengers per hour is above average and less is below average. Some of the secondary routes do quite well but the 45 and 67 just aren't performing as good. Commuter routes aren't measured by passenger per hour but by how many riders are being carried per trip. The service to and from Pierce County doesn't carry that many riders. The average passenger count is 14 per trip per day. The 609 and 592 were carrying less than 5 passengers per trip. This can be viewed as sub optimal or as what should the agency do to increase the service, or should they be doing it at all. The demand

for this type of service is only going to grow. What can the agency do to make it more attractive and effective. Productivity on weekend service is lower than weekdays and this is normal. There are 10 passengers or less for most and is even more pronounced on Sundays. That is a normal ridership pattern. Given that some of the service is running a 40 ft. bus this may not be the most effective way of serving these. They don't have the answers yet, but these are some of the clues. Part of the Customer Satisfaction survey indicated on-time performance was an issue. The ability to make connections is one of the keys to making transit service work. Folks aren't going to use it if they can't make connections. One of the key takeaways was that on-time performance needs improvement. The high frequency corridor approach works and is carrying the majority of riders right now. The question is how does the agency build on that and leverage that success. There are multiple routes that carry less than 10 passengers per hour and maybe another approach should be considered. Commuter services are underperforming and they are expensive. Can this be improved and are there any ways to speed services through the JBLM area.

Wittmann reviewed the three phases of the public outreach, including information gathering, alternative development, and the draft/final report. The outreach effort continues in Yelm tomorrow, and is supplemented by the online survey. There are two other phases including presenting alternative scenarios and asking the public's input. Comments will be reviewed and then put together into one package and then taken back to the public again as the preferred alternative. They will take the feedback and make refinements so it reflects community values and what the community thinks is important. There is a project website and that is where people can provide feedback and complete the online survey. The Open Houses have had about 15-20 people. There are idea boxes scattered throughout the community and people are providing comments and responses that way too. Wittmann reviewed the list of Road Trip Stakeholders and indicated there will be stakeholder meetings. Those people are not just focused on what can Intercity Transit can do next year, but where they should be 20 years from now. If one person says easy swipe passes are important and then 50 people say they want later service then they will know how to respond more effectively. This is all still a work in progress trying to understand what the communities needs are not just by what the numbers say, but what the people say. The CAC can help by having people fill out a survey to help understand what the issues are in the community. This allows staff to start off understanding what those needs are. The next steps include looking and listening as a part of public outreach process. Staff will look at future land use scenarios for the area and determine alternatives for Intercity Transit to accommodate for that growth. This will include looking at cell phone based services or something that is more flexible than a traditional fixed route bus. Staff will attempt to identify other high capacity transit routes within the PTBA to continue serving areas with the highest demand. Staff will create a series of alternatives to explore these options.

Wittmann, Bloom & Phillips answered questions.

Pierce – inquired if Intercity Transit could use the extra vanpools if a larger bus isn't feasible. Possibly the agency could put a driver in a 12 person van to Tacoma and back at certain time slots, or maybe something like a body on chassis vehicle.

Wittman – responded that it has to be an accessible vehicle and would have to have an alternative associated with it so there are limitations. In some cases you already do this giving somebody or providing access where they provide the driver. Transportation providers all across the country are considering partnerships with taxi companies or Lyft,

and Uber, etc. This answers questions like providing service at midnight. Then there are questions of subsidies to use other services. These types of flexible or smart mobility options are being tested elsewhere.

Van Gelder – added the state is testing demand response ridesharing that is being paid for by a number of different funding sources. It seems to be working and the state is investing more money into it. They are not companies they are individuals working for the collective.

Wittmann – indicated that it is one of the service delivery methods out there from an app that is happening in San Francisco now. There are a lot of different ways of providing transportation. Where does Intercity Transit go 10 years from now? Does this include becoming a mobility provider instead of a bus provider. That will be part of that discussion.

Van Gelder – added maybe Intercity Transit becomes a facilitator rather than just a direct provider.

Wittmann – remarked he couldn't say that for a fact, but that is the direction he sees things going.

Euler – remarked people coming from outside the area indicate they are not working where they live. Do they come from low density rural areas?

Wittmann – responded that many show "other" as the biggest component from the census data. Some of the communities are very small like Tenino or unincorporated areas of the county. Chances are pretty high that they are driving.

Euler – added she was surprised the market share was declining and this must be due to those driving.

Wittmann – indicated successful transit is defined differently by different people. Staff is looking for travel patterns big enough to support bus service. There are large areas of the PTBA that don't fit that definition. Then the question is how to serve those people.

Chong – stated sometimes people don't know how to connect with Intercity Transit buses.

Wittmann – responded existing ridership is only one of the clues. Staff looked at socio-economic factors and if there are people making movements that if they knew about it or if it were designed to accommodate them would they begin using the service. This is looking at the bigger picture to determine if the agency has captured all other opportunities.

Clarkson – inquired if taxis have been shown to impact use of transit service.

Wittman – responded he had yet to see taxi service take ridership from transit. He is aware of other agencies who have used taxis to help with paratransit services for those that don't need lift equipped services. Those firms typically do not have lift equipment and those that do charge considerably more. In terms of ridesharing services like Uber and Lyft, there has only been one study done in New York City and it indicated that they are taking ridership from transit services. It generally costs more for the client and the pricing is demand based

which might prove problematic. Currently there is a nationwide phenomenon with reduced ridership and overall there are some really strong suspicions that they are taking away market share from transit agencies. Maybe a partnership is the most effective way to provide service.

Euler – remarked she finds transit to be the more reliable option compared to the other ridesharing options.

Wittmann – responded the day and time of usage numbers for San Francisco provide that there are a lot of 6-8 am rides for commuting. There are some advantages for public transportation. Again, there is not enough data yet, but there are clues. There is no question that some of the work trips are happening on ridesharing. He added that from the neighborhood he lives in to south Lake Union where Amazon is located the Uber/Lyft fee is \$2.49. They pick you up in front of your house and this is the same price as fixed route service. He knows people using it every day in Seattle for that price point.

Van Gelder – added if there is high quality service, frequency of service, comfort and location then Intercity Transit's market share should grow, or remain steady but there are factors outside Intercity Transit's ability, cost of gasoline and the cost of parking. He thinks that the decline is because the cost of gas is pretty low and parking is available at a fairly inexpensive rate. The state is holding public hearings over parking rates. At \$25-\$30 the thing he hears from colleagues is it is the time it takes to get from A to B and they can drive it faster even if they have to pay. It is hard for Intercity Transit to compete with that.

Wittmann – indicated the cost of parking is a huge factor as is the ease of parking. One of the things the agency can do is improve the speed and reliability of service to compete with that. From a value proposition the ability to do other things with the commute time makes it more effective because people can be more productive.

Van Gelder – asked if there have been any studies about the time people are willing to spend related to transit.

Wittman – responded he is not aware of any. But there is an industry standard that the goal is no more than twice the amount of time to get from point A to point B. If there is high quality service that is fast and frequent and has priority treatments, people walk further than ¼ mile to access that.

Euler – inquired if those on-demand services would be willing to partner with transportation companies.

Wittmann – indicated Uber and Lyft are at the table and they want to partner. They see it as a growth market. In the next 10 years transit agencies will be testing autonomous vehicles in revenue service and who knows right now, but in the next 15-20 years things are going to be different. Even in a community like this area the need for quality service along major corridors will be there. The first/last mile services could be where the opportunities are. Planning for that is essential to ensure that Intercity Transit maintains that and has amenities along the way. If those vehicles come about it will raise questions of how does transit reserve the right of way to move through a more congested area. Look at it as an opportunity not as a threat.

Euler – added Intercity Transit needs to be a participant – a little bit at the leading edge and be able to change with it so continue to be educated about it.

Wittmann – responded if a recommendation comes there will be justification for it and the education will be part of this.

Smit – remarked regarding the map of weekday frequency along the high frequency routes it would be cool to have a map for the capacity going through every hour based on type of vehicle and how many empty seats are full at certain times.

Phillips – added the 62A and 62B between downtown there might times when it is half full or $\frac{3}{4}$ full within the same trip. This is why it is based on productivity per hour.

Smit – inquired why the on-time graph wasn't bundled with early departures.

Wittmann – responded if someone shows up to the bus at 6:00 and bus has gone by because it left at 5:58, was that bus on time for you.

Bloom – indicated they combined some of the express routes with local routes and that gives it a different weight and function of what happens on I-5 opposed to what happens here locally. On express routes anything can happen on I-5 that skews it.

Wittmann – stated he doesn't mind arriving early on express route.

Cummings – inquired if staff had found any sources of apprehension that employers have regarding their employees using public transit.

Wittmann – responded that he had not heard anything like that specifically from employers, but they have not completed the interview summaries.

Wittmann – indicated nationally 85-90% of routes are on-time if they are scheduled well. There are so many factors, for instance route #60 here has a larger number of boarding by wheelchairs. Each one is going to take 3-4 minutes to load and secure the passenger. If there is a 5 minute window for one passenger and then there are variations like who is riding and how many, congestion, and traffic lights, there is an issue. What might be easy at 2:00 would be impossible at 5:00 in the afternoon. There are different factors that come into play. You strive for perfection but your goal at 85% on-time and measure at every time-point. He understands it doesn't sound great, but so much is out of your control. There are certain routes where staff might be able to tweak the schedules to help improve on-time performance to provide some predictability to customers. It is an ongoing struggle because things change and levels change. Those are some of the factors that go into defining what causes some of the issues.

Smit – asked what the current mechanisms are for getting a route to be on time.

Wittmann – indicated it depends. Certain agencies have them color coded and if they are early they wait at stops. If you're late there isn't a whole lot you can do because you have to maintain a speed limit and pick up and drop off passengers. You can look at priority

measures like Transit Signal Priority as a way to help buses if they are late. Staff should also listen to operators.

Phillips – added there are ways to fix it and it's not a one size fits all. There are things you know about and things that happen regularly. For instance the same thing happens every day between 10-11, be proactive about mitigating that problem. With traffic growth run time am peak/pm peak and off time. Identifying areas where staff knows routes fall apart. Using resources versus do we go ahead and keep pushing it and when do make larger changes to accommodate. Those are the kind of financial issues that weigh into the alternatives.

Decisions making becomes difficult. When you get a local route where you know you have a problem there are proactive things that can be done. There are things that happen, like staff can't plan for a closure of I-5. So it is a tough question and all of those alternatives weigh on what else the agency would want to do with the resources.

CONSUMER ISSUES

- **Wright** – remarked it was a lot of fun riding the bus in the Pride parade. He appreciates Intercity Transit allowing the CAC to ride the bus.

REPORTS

- **May 17, 2017, Work Session** – Van Gelder provided the report from the May 17, 2017, Work Session including a presentation by Thomas and Jason on the Short Range Plan. The key points were emphasized this evening. 80% of success of transit comes from density/residency and employment.
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's Report including an introduction of Rena Shawver, the new Marketing and Communications Outreach manager. We held a graduation event for the 15 new operators. They went into revenue service on Saturday. The Intercity Transit RoadTrip Open Houses were held in Lacey, Olympia and Tumwater and tomorrow will be in Yelm. Staff will be vanpooling out tomorrow if anyone wants to go. There will be a bus in the Yelm parade on Saturday at 9:30 am. The agency hasn't been in that parade for a number of years. Everyone can meet here at 7:15 Saturday morning or down in Yelm by about 9:15. The bus will be staged at the Theatres. The next parade is the Tumwater 4th of July parade and then the Lakefair parade July 15. This year Sue and Tim will attend the WSDOT conference in Everett. The Excellence in Transit team winners this year includes the Operations Supervisor group; and the Inventory Team. The individual awards went to Rick Smart and the last nominee is Director of Operations and Maintenance, Jim Merrill. Jim is retiring in June of 2018. Transit Appreciation Day is Wednesday, August 9, 2017. The presentation starts at 12:04 pm. The September meeting schedule is a little different because the CAC has a joint meeting with the ITA. We can do the construction tour next month when we do the photo.

NEXT MEETING: July 17, 2017.

ADJOURNMENT

It was M/S/A by VAN GELDER and WRIGHT to adjourn the meeting at 7:36 pm.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: July 17, 2017**

FOR: Citizen Advisory Committee

FROM: Jessica Brandt, 705-5819

SUBJECT: Review Intercity Transit Hazards Mitigation Plan

1) **The Issue:** Brief CAC on Intercity Transit's portion of the "Hazards Mitigation Plan for the Thurston Region."

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

3) **Policy Analysis:** The Federal Emergency Management Agency (FEMA) requires all planning partners to either approve the Hazards Mitigation Plan for the Thurston Region or cancel their participation. The Intercity Transit Authority approves agency resolutions. The Plan will be brought to the authority August 9, 2017 for approval and resolution.

4) **Background:** In an effort to manage risk, contain costs and promote sustainable communities, the federal government outlined new hazard mitigation planning requirements for states, tribes, and local governments in the Disaster Mitigation Act of 2000. The act establishes the requirement for local government to adopt a federally approved hazard mitigation plan to be eligible to receive federal mitigation assistance program grants. Local hazard mitigation plans must be updated and resubmitted to FEMA for approval every five years. This updated plan complies with all of the federal hazard mitigation planning requirements.

A component of the plan is Intercity Transit's Mitigation Initiative to implement self-identified priorities. Intercity Transit identified seven. Priorities do not need dedicated funding to be listed in the plan. Having a plan will provide opportunities to apply for grant funding and align with strategic goals and future budgets to fund these priorities.

5) **Alternatives:** N/A

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

7) **Goal Reference:** Goal 3: *"Maintain a safe and secure operating system."*

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- 8) **References:** Intercity Transit's Annex to the Hazards Mitigation Plan for the Thurston Region.

Intercity Transit Annex to the Hazards Mitigation Plan for The Thurston Region

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Placeholder for Adopting Resolution

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Intercity Transit Plan Development Process

Hazard Mitigation Plan Development Team

Intercity Transit's Environmental and Sustainability Coordinator, Jessica Brandt attended the Regional Natural Hazards Workgroup meetings on behalf of Intercity Transit and coordinated agency planning efforts with agency staff and the Transit Authority.

The following staff served as Intercity Transit's hazards mitigation planning development team:

Representative	Title
Jessica Brandt	Environmental and Sustainability Coordinator
Mark Sandberg	Fixed Route Manager of Operations
Brent Campbell	Information Systems Manager
Mark Kallas	Facilities Manager
Heather Stafford-Smith	Administrative Services Director
Ann Freeman-Manzanares	General Manager
Jeff Peterson	Procurement Coordinator
Dennis Bloom	Planning Manager
Joy Gerchak	Customer Service Manager

Hazard Mitigation Plan Development

The planning team met regularly during the plan development to review previous plans and update and develop new mitigation priorities. The following activities supported the development of Intercity Transit's local hazard mitigation planning process:

Date	Location	Activity	Subject
January –February 2015			Reviewed of Hazards Mitigation Plan for Thurston Region and IT Annex with all departments. Mitigation project ideas generated and discussed.
Eight cross-departmental planning meetings held in this time frame.	Intercity Transit	Department Meetings/Work sessions	Prioritized Mitigation Activities
June 29, 2015	Intercity Transit	Internal work session	
July 10 –July 31, 2017	Social Media and Website	Public invited to comment on draft plan	I.T. Annex to Hazards Mitigation Plan for Thurston Region
July 17, 2017	Intercity Transit	Citizen Advisory Committee Briefing Public Meeting	Brief public and CAC on updated Hazards Mitigation Plan for the Thurston Region and I.T. Annex
July 19, 2017	Intercity	Transit Authority Briefing	Brief public and ITA on updated

	Transit	Public Meeting	Hazards Mitigation Plan for the Thurston Region and I.T. Annex
August 9	Intercity Transit	Transit Authority Adoption	Adoption of I.T. Annex to Hazards Mitigation Plan for Thurston Region.

Opportunities for Public Participation

The first opportunity for public participation was July 1, 2015. A briefing was provided to the intercity Transit Authority about the agency's Emergency Management Program. Discussion of the development of the Hazards Mitigation plan was discussed. The packet items were posted on the Intercity Transit website and the meeting was open to the public.

On July 10, 2017 a press release was issued informing the public of the draft annex for review.

Future Public Participation

Intercity Transit's Citizen Advisory Committee will be briefed on the annex July 17, 2017. The Citizen Advisory Committee is a 20-member advisory group that provides input to the Authority on local public transportation issues such as: Dial-A-Lift policies, service changes, strategic plans, the budget, fare structures, transit amenities and other issues. Members are selected to achieve diversity and geographical representation in the Public Transportation Benefit Area. The group includes senior citizens, youth, people with disabilities, college students, business owners, social service agency representatives, neighborhood associations, the medical community, environmentalists and bicyclists. The packet items will be posted to the website and the public is invited to hear the briefing.

The Intercity Transit Authority will be briefed July 19, 2017. The packet items will be posted to the website and the public is invited to hear the briefing. The public will be allowed to submit comments online about the annex from July 10-31, 2017.

Integration in Plans, Policies, and Planning Mechanisms

The Intercity Transit's Strategic Plan, Transit Development Plan, and Annual Budget are all used to implement mitigation initiatives specified by this annex. After adoption of the Hazards Mitigation Plan, the agency will continue to integrate mitigation priorities into those documents.

Updates

The Executive Department will be responsible for updating the plan as needed. Senior management will continue to participate on the planning team and the project coordinator will provide annual briefings to keep the plan more in the forefront and place the decision makers in a more ready position to update the plan if needed. Intercity Transit plans to work with Thurston County and Thurston Regional Planning Council in four years to meet the required five year update to the plan. Intercity Transit has participated in updates in this manner on a regular basis since the plan was first adopted in the early 2000s.

Mitigation Initiative Prioritization Process

Intercity Transit completed mitigation initiative IT-MH 1, installing a generator in the Operations/Maintenance Facility, which was listed in the 2004 plan. From the 2009 plan, one initiative IT-MH-2 was carried over and modified, and six new initiatives were identified. The new initiatives were prioritized based on STAPLEE criteria.

A range of new mitigation projects was considered and reviewed using the benefit cost review criteria provided by TRPC in Chapter 2 of the core plan. Several of these ideas were selected and crafted into new Mitigation Initiatives for Intercity Transit.

The agency planning team discussed the benefits and costs of each initiative. Members provided input based on their experience with and understanding of past disaster events and the ability of the mitigation initiatives to protect public and private property. The plan development staff weighed the significance of the initiatives using the criteria established for the regional planning process as shown below. The final ranking of the initiatives was sorted through an iterative, consensus-based process.

- Life safety. How effectively will the action protect lives and prevent injuries?
- Property protection. How significant will the action be at eliminating or reducing damage to structures and infrastructure?
- Technical. Is the mitigation action technically feasible? Is it a long-term solution? Eliminate actions that, from a technical standpoint, will not meet the goals.
- Political. Does the public support the mitigation action? Is there the political will to support it?
- Legal. Does the community have the authority to implement the action?
- Environmental. What are the potential environmental impacts of the action? Will it comply with environmental regulations?
- Social. Will the proposed action adversely affect one segment of the population? Will the action disrupt established neighborhoods, break up voting districts, or cause the relocation of lower income people?
- Administrative. Does the community have the personnel and administrative capabilities to implement the action and maintain it, or will outside help be necessary?
- Local champion. Is there a strong advocate for the action or project among local departments and agencies who will support the action's implementation?
- Other community objectives. Does the action advance other community objectives, such as capital improvements, economic development, environmental quality, or open space preservation?

The order of implementation may vary from the identified priority due to changing hazard conditions or the criteria of available city funds and grants. Intercity Transit will pursue funding for projects that stand the greatest chance of competing for limited state and federal mitigation grant programs.

Intercity Transit Risk Assessment

Introduction

This Annex describes how Intercity Transit's risks vary from the entire planning area. Chapters 4.0 through 4.6 of the core plan address the Disaster Mitigation Act risk assessment planning requirements. The Risk Assessment summarizes the hazards and the risks that pose the greatest threat to Thurston County. The Risk Assessment includes hazard profiles that describe the hazards, their causes, sources, severity, effects and impacts, probability of occurrence, historical occurrences, geographic extent or delineation, and the portion of the population, assets, and essential facilities potentially exposed to the hazard. The information is presented for general audiences and includes figures, maps, and tables.

Hazard Analysis Definitions

The *Hazards Mitigation Plan for the Thurston Region* uses a subjective risk measurement process based on Thurston County's Hazard Inventory and Vulnerability Assessment or HIVA. This methodology rates elements of each hazard's risk characteristics using the descriptors high, moderate, and low. These descriptors are applied to the hazards' probability of occurrence, vulnerability, and overall risk. The following is an overview of this risk measurement model:

Risk Rating: A description (high, moderate, or low) of the subjective estimate of the combination of any given hazard's probability of occurrence and the region's vulnerability to the hazard.

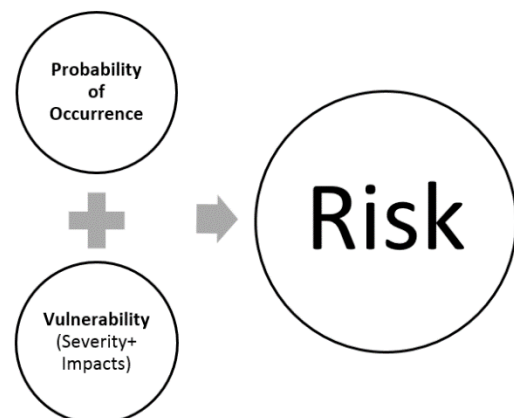
- High – There is strong potential for a disaster of major proportions.
- Moderate – There is medium potential for a disaster of less than major proportions.
- Low – There is little potential for a disaster.

Probability of Occurrence: A description (high, moderate, or low) of the probability of a hazard impacting Thurston County within the next 25 years.

- High – There is great likelihood that a hazardous event will occur within the next 25 years.
- Moderate – There is medium likelihood that a hazardous event will occur within the next 25 years.
- Low – There is little likelihood that a hazardous event will occur within the next 25 years.

Vulnerability: A description (high, moderate, or low) of the potential impact a hazard could have on Thurston County. Vulnerability can be expressed as combination of the severity of a hazard's effect and its consequential impacts to the community. It considers the population, property, commerce, infrastructure, and services at risk relative to the entire county.

- High – The total population, property, commerce, infrastructure, and services of the county are uniformly exposed to the effects of a hazard



of potentially great magnitude. In a worst case scenario, there could be a disaster of major to catastrophic proportions.

- **Moderate** – The total population, property, commerce, infrastructure, and services of the county are exposed to the effects of a hazard of moderate influence; or The total population, property, commerce, infrastructure, and services of the county are exposed to the effects of a hazard of moderate influence, but not all to the same degree; or an important segment of population, property, commerce, infrastructure and services of the county are exposed to the effects of a hazard. In a worst case scenario, a disaster could be moderate to major, but not catastrophic, proportions.
- **Low** – A limited area or segment of population, property, commerce, infrastructure, or service is exposed to the effects of a hazard. In a worst case scenario, there could be a disaster of minor to moderate proportions.

Hazard Profiles

The core plan includes detailed profiles of hazards that pose the greatest risk to the Thurston County. Because the core plan treats the entire county as the planning area, the core plan's risk assessment is the definitive risk assessment for Thurston County. Each hazard profile fulfills all the following criteria:

1. There is a high probability of the natural hazard occurring in Thurston County within the next 25 years
2. There is the potential for significant damage to buildings and infrastructure; and/or
3. There is the potential for loss of life.

The following hazards meet one or more of the above criteria. Every hazard profile was evaluated and updated during the plan update process.

Summary Assessment of Intercity Transit's Risks

Based on the regional risk assessment and the local risk assessment in the subsequent section, the following hazards pose the greatest threat to Intercity Transit.

Hazard	Probability of Occurrence	Vulnerability	Risk
Earthquake	High	Moderate	Moderate
Storm	High	Moderate	Moderate
Flood	Moderate	Moderate	Moderate
Landslide	Low	Low	Low
Wildland Fire	Low	Low	Low
Volcanic Event	Low	Moderate	Low

Earthquake

Severity

The epicenter of an earthquake is the point on the earth's surface directly above the earthquake's focus. The severity of an earthquake is dependent on the amount of energy released from the fault or epicenter. The Richter Magnitude Scale measures the intensity of ground motion. Each whole number increase in magnitude represents a ten-fold increase in measured amplitude, and 31 times more energy released. Three kinds of earthquakes are recognized in the Pacific Northwest: shallow earthquakes potentially producing magnitudes mostly less than 3.0 but as high as 7.5, subduction zone earthquakes considered to be the most destructive with potential magnitudes of 9.0 or greater, and deep earthquakes with recorded magnitudes of 7.5.

Impacts

Impacts of earthquakes would be damage to roadways and subsequent disruption of surface transportation.

Probability of Occurrence

History suggests a high probability of occurrence of another damaging earthquake sometime in the next 25 years. The overall probability of occurrence of a damaging earthquake is high.

Historical Occurrences and Impacts Specific to Intercity Transit

On February 28, 2001, a 6.8 magnitude deep earthquake was centered in the Nisqually Reach northeast of Olympia, the second worst earthquake in recent Washington history. Intercity Transit experienced an acute increased ridership shortly after the 2001 event, due to riders needing to reach home destinations as soon as possible. Overall impacts of this occurrence were temporary service interruptions to West Olympia destination routes, namely routes traveling over the 4th Avenue Bridge, which received substantial damage from the quake, and Deschutes Parkway, which suffered the most damage of any road in the state. The timeliness of routes, paratransit services and vanpools were temporarily impacted due to high traffic volumes, traffic signal power outages and higher than normal ridership. Temporary detour routes were established to eliminate interruptions and reinstate service to West Olympia. Intercity Transit's facilities (Olympia Transit Center, Lacey Transit Center, Pattison Street Operations hub) did not receive any reportable damage. Landslide impacts are minimal as Intercity Transit's service area and its two transit centers are located in specific "low to moderate" liquefaction zones. Facility power outages do not occur due to Intercity Transit's use of a high powered generator.

Summary Assessment

Though the example of the 2001 quake is not the largest earthquake event possible in the Puget Sound region, future occurrences would have similar temporary impacts on Intercity Transit's service area and subsequently the service it provides to the community. History does suggest a high probability of occurrence of another damaging earthquake sometime in the next 25 years, however, taking into consideration Intercity Transit's relatively small 94 square mile service area relegated to surface travel, vulnerability to the impacts of earthquakes would be moderate, as would the overall risk.

Summary Risk Assessment for Earthquake for Intercity Transit's Service Area

Hazard	Probability of Occurrence	Vulnerability	Risk
Earthquake	High	Moderate	Moderate

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Storm

Severity

Destructive storms come in several varieties: wind, rain, ice, snow, and any combination. Nearly all destructive local storms occur from November through April when the jet stream is over the U.S. west coast and Pacific low-pressure systems are more frequent. The trajectory of these lows determines their effect locally. Southerly lows bring heavy rains; northerly lows bring cold air and

potential for snow and ice. Winter storms can bring high winds, with winds above 30 miles per hour causing widespread damage and those above 50 miles per hour causing possible disastrous damage. High winds of short duration can also be destructive though generally not as widespread.

Impacts

1. High winds can bring down trees, telephone and electrical lines over roadways, temporarily interrupting surface transportation.
2. Prolonged heavy rains can cause saturated ground conditions resulting in standing water on roadways impacting surface transportation.
3. Ice storms create treacherous road conditions and often cause downed trees, telephone and electrical lines, temporarily interrupting surface transportation.
4. Snow storms temporarily impact availability and timing of transportation systems due to road conditions.
5. Each of these when in combination with any other or if accompanied by freezing temperatures can exacerbate a storm's impact. High winds, heavy snows and heavy rains often result in increased automobile accidents effecting safety, timing and availability of surface transportation.

Probability of Occurrence

Storms are frequent in Thurston County and history suggests a high probability of wind, rain, ice, snow, and any combination occurring.

Historical Occurrences and Impacts Specific to Intercity Transit

The ice and windstorms of December 1996 caused large amounts of debris and damage on road systems. Specifically, Intercity Transit temporarily stopped all service the morning after the event until roads had been cleared of branches and power lines. Treacherous road conditions existed due to the ice; Intercity Transit couldn't serve all regular routes. Temporary detour routes were established to eliminate interruptions and reinstate service. The snowstorm of December 2008 again caused treacherous road conditions resulting in temporary detours to eliminate interruptions and reinstate service. This heavy snowfall also caused system wide use of chains on Intercity Transit buses and vans to ensure better traction and safety. The timeliness of routes, paratransit services and vanpools

in both events were temporarily impacted due to treacherous road conditions. Intercity Transit's facilities (Olympia Transit Center, Lacey Transit Center, Pattison Street Operations hub) did not receive any reportable damage. Facility power outages do not occur due to Intercity Transit's use of a high powered generator.

Summary Assessment

Though examples of December storms '96 and '08 are not the most severe storm events possible in the Puget Sound region, future occurrences would have similar temporary impacts on Intercity Transit's service area and subsequently the service it provides to the community. History does suggest a high probability of occurrence of damaging storms, however, taking into consideration Intercity Transit's relatively small 94 square mile service area relegated to surface travel, vulnerability to the impacts of storms would be moderate, as would the overall risk.

Summary Risk Assessment for Storm for Intercity Transit's Service Area

Hazard	Probability of Occurrence	Vulnerability	Risk
Storm	High	Moderate	Moderate

Flood

Severity

Several factors determine the severity of floods, including rainfall intensity (or other water source) and duration. Four types of flooding occur in Thurston County: river or stream building floods, flash floods, tidal floods, and groundwater flooding.

Impacts

Impacts of flooding on surface transportation would likely be from standing water over roadways due to flash and groundwater flooding. Public surface transportation may be called upon for assistance with evacuation and rescue operations.

Probability of Occurrence

Historically, flooding occurs along one or more of the Thurston county's waterways every year, suggesting a high probability of occurrence regionally, however, taking into consideration Intercity Transit's relatively small 94 square mile service area, the majority of which is relegated to surface travel outside of both 100- and 500-year flood plains, the probability of occurrence within Intercity Transit service area is moderate.

Historical Occurrences and Impacts Specific to Intercity Transit

In local flooding events of 2007 & 2008, Intercity Transit was called upon for assistance evacuating residents outside Intercity Transit's service area, specifically South Thurston and Lewis Counties. No significant flooding events have taken place inside of Intercity Transit's service area in recent history.

Summary Assessment

Though no significant flooding events have taken place inside of Intercity Transit's 94 square mile service area, any future occurrences of standing water over roadways due to flash and groundwater flooding would call for temporary route detours to eliminate interruptions and reinstate service. Vulnerability would be moderate with moderate overall risk.

Summary Risk Assessment for Flood for Intercity Transit's Service Area

Hazard	Probability of Occurrence	Vulnerability	Risk
Flood	Moderate	Moderate	Moderate

Landslide

Severity

Landslides are movement of rock, soil, or other debris, down a slope. The term landslide includes a wide range of ground movement, such as rock falls, deep failure of slopes, and shallow debris flows. Factors such as erosion, unstable slopes, earthquakes, volcanic eruptions, vibrations, increase of load, hydrologic factors, human activity, removal of lateral and underlying support, increase of lateral pressures and regional tilting will affect the severity of a landslide.

Impacts

Possible impacts of landslides to surface transportation would be debris over roadways.

Probability of Occurrence

Landslides tend to occur in isolated, sparsely developed areas threatening individual structures and remote sections of transportation, energy, and communications infrastructure. Intercity Transit's service area is located in the urbanized areas of Olympia, Lacey, Tumwater and Yelm, therefore landslides would have a low probability of occurrence.

Historical Occurrences and Impacts Specific to Intercity Transit

No significant landslide events have taken place inside Intercity Transit's service area in recent history. Any future landslide occurrences would call for temporary route detours to eliminate interruptions and reinstate service due to debris over roadways on routes that Intercity Transit serves.

Summary Assessment

Intercity Transit's service area is located in an urbanized area where landslides are not prevalent with no significant history of landslide events. This leads to low vulnerability and low overall risk.

Summary Risk Assessment for Landslide for Intercity Transit's Service Area

Hazard	Probability of Occurrence	Vulnerability	Risk
Landslide	Low	Low	Low

Wildland Fire

Severity

According to the Natural Hazard Mitigation Plan for the Thurston Region, "A wildfire is an uncontrolled fire spreading through vegetative fuels, exposing and possibly consuming structures. Wildfires can begin unnoticed and spread quickly. Naturally occurring and non-native species of grasses, brush, and trees fuel wildfires. In Thurston County, wildfires are most likely to occur during the local dry season, mid-May through mid-October, or anytime during prolonged dry periods causing drought or near-drought conditions.

Impacts

Possible impacts of wildland fires on surface transportation would be spread of fire near roadways, causing safety issues for motorists.

Probability of Occurrence

According to FEMA, a low wildland fire risk area might be a developed portion of a city with few native trees and higher urban densities including commercial or industrial development. Intercity Transit's 94 square mile service area is located in the urbanized areas of Olympia, Lacey, Tumwater and Yelm, therefore wildland fires would have a low probability of occurrence.

Historical Occurrences and Impacts Specific to Intercity Transit

No significant wildland fire events have taken place inside Intercity Transit's service area in recent history. Any future wildland fire occurrences would call for temporary route detours to eliminate interruptions and reinstate service due to spread of fires near roadways on routes that Intercity Transit serves. Smoke from wildland fires could reduce motorist and bus operator visibility.

Summary Assessment

Due to the fact that Intercity Transit's service area is located in the urbanized areas of Olympia, Lacey, Tumwater and Yelm, matching FEMA's definition of a low wildland fire risk, vulnerability would be low, and the overall risk is low.

Summary Risk Assessment for Wildland Fire for Intercity Transit's Service Area

Hazard	Probability of Occurrence	Vulnerability	Risk
Wildland Fire	Low	Low	Low

Volcanic Hazards

Severity

An eruption of Mount Rainier, an intermittently active local volcano, could create mud and debris flows called "lahars." Lahars originate on volcano flanks and can surge tens or even hundreds of miles downstream from a volcano. Historically, lahars have been one of the most destructive volcanic hazards.

Impacts

Impacts of an eruption of Mount Rainier and subsequent lahar would be relegated to the Nisqually River valley, impacting nearby roadways, disrupting surface transportation in this area.

Probability of Occurrence

There is evidence (dated to have occurred approximately 300 years ago) that lahars have buried forests near what are now the City of Yelm and the Nisqually Indian Reservation. This indicates a low probability of occurrence.

Historical Occurrences and Impacts Specific to this Intercity Transit

The USGS provides the following short history of a major lahar event which originated from Mount Rainier and impacted the Nisqually River valley:

"Less than 2200 years ago, another lahar of similar origin, named the National Lahar, inundated the Nisqually River valley to depths of 10-40 meters (30-120 feet) and flowed all the way to Puget Sound." (R.P. Hoblitt, J.S. Walder, C.L. Driedger, K.M. Scott, P.T. Pringle, and J.W. Vallance, 1998, Volcano Hazards from Mount Rainier, Washington, Revised 1998: U.S. Geological Survey Open- File Report 98-428)

Intercity Transit's service area includes the urbanized area of Yelm serving both the City of Yelm and the Nisqually Indian Reservation. In the event of a Nisqually Valley lahar, nearby roadways would be impacted (I-5, Yelm HWY, HWY 510, and HWY 507) disrupting or potentially cutting off service on Intercity Transit routes in this area. Temporary detour routes would need to be established to eliminate interruptions and attempt to reinstate service.

Tephra or ash fall could reduce motorist and bus operator visibility, cause treacherous road conditions, and contaminate air-breathing engines. Frequent monitoring and changing of air filters would prevent vehicle break down and or wear and tear on Intercity Transit's vehicular engine components.

Summary Assessment

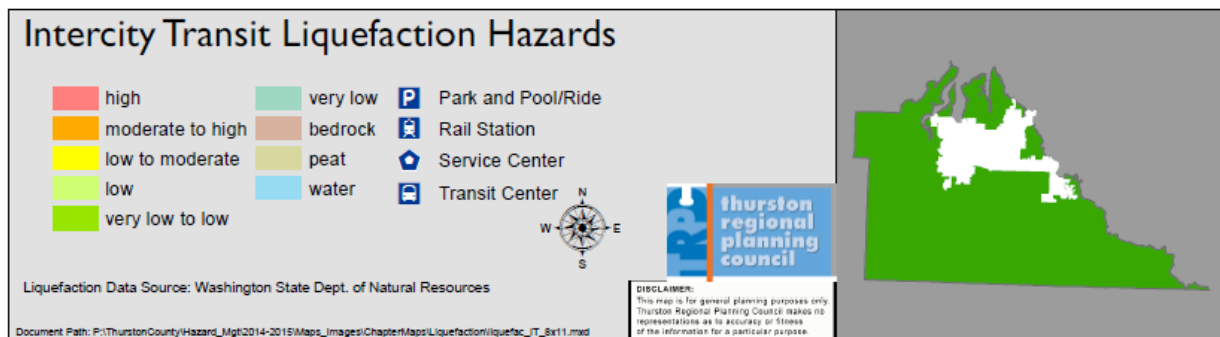
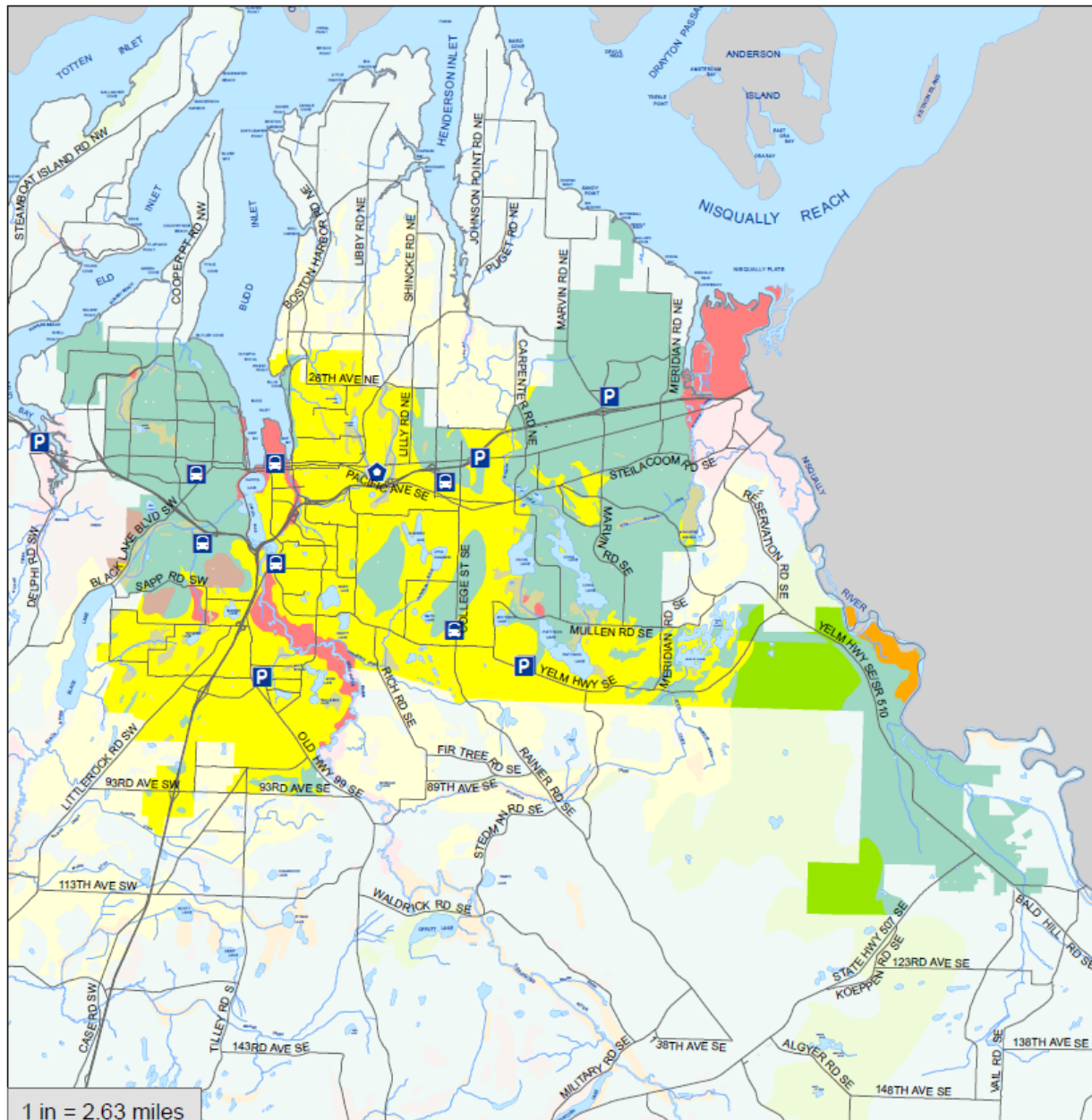
Due to the possible impact on nearby Nisqually River valley roadways and subsequent disruption of service on Intercity Transit routes, vulnerability would be moderate, but paired with a low probability of occurrence, the overall risk would be low.

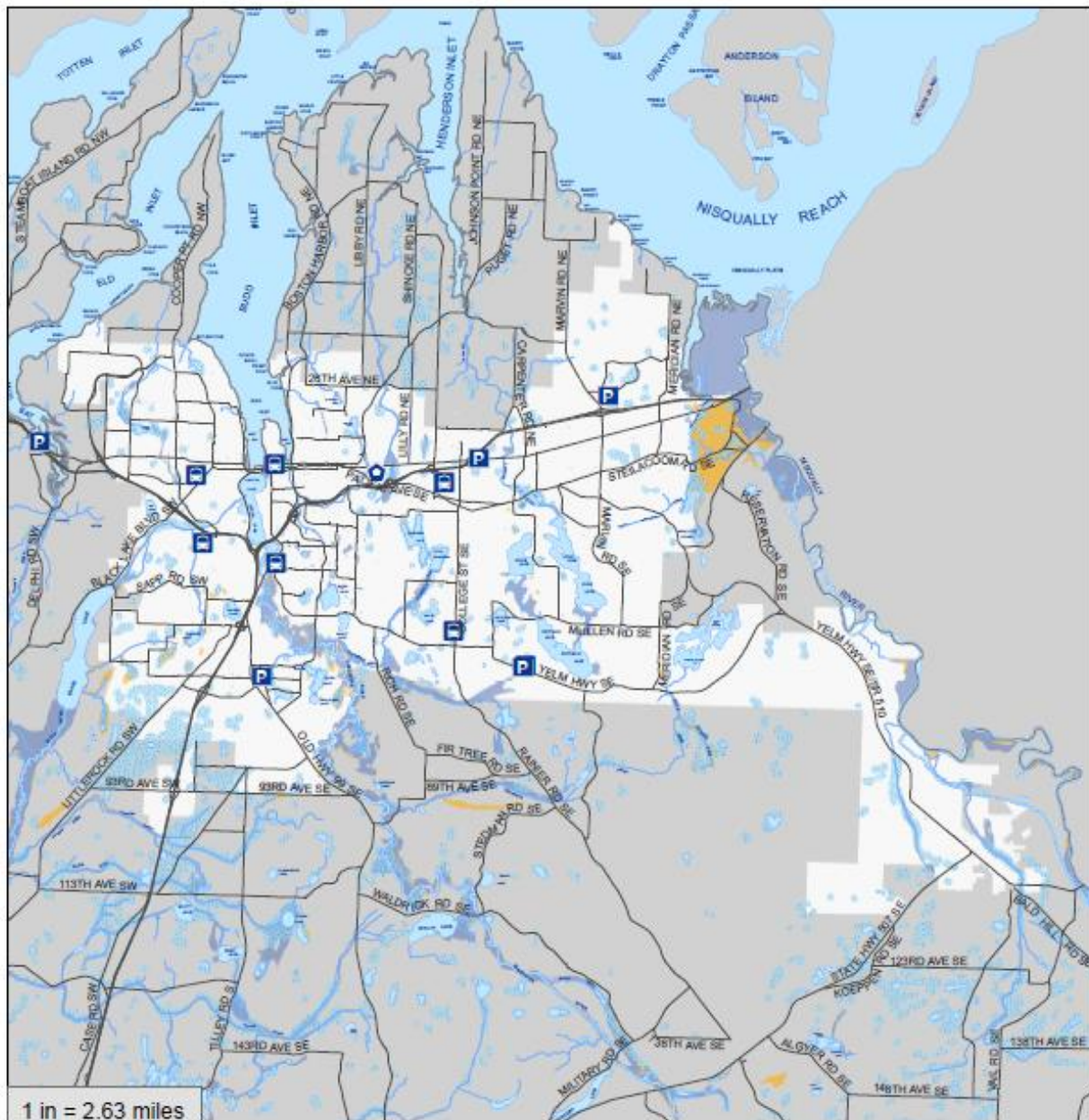
Summary Risk Assessment for Volcanic Events for Intercity Transit's Service Area

Hazard	Probability of Occurrence	Vulnerability	Risk
Volcanic Event	Low	Moderate	Low

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Risk Maps of Intercity Transit Service Area





Intercity Transit Flood Hazards

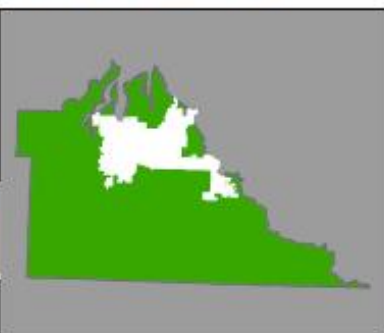
- 1% Chance of Flood (100 Year Floodplain*)
- .2% Chance of Flood (500 Year Floodplain*)
- High Ground Water Flooding **

* Source: FEMA DFIRM (Digital Flood Insurance Rate Map)
 ** High Ground Water Flooding Area Includes a 300 Foot Buffer. Source: Thurston GeoData Center

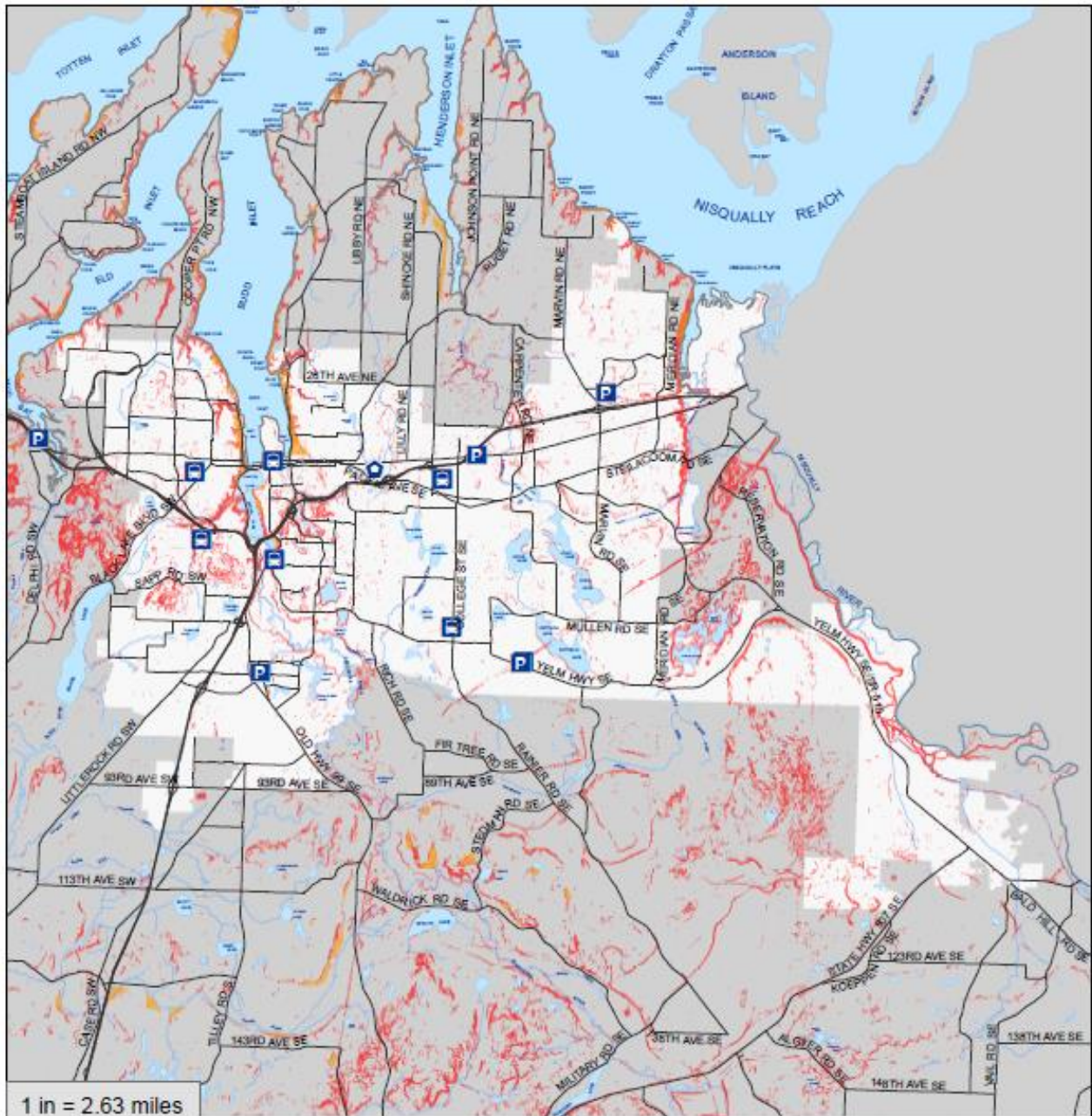
- Park and Pool/Ride
- Rail Station
- Service Center
- Transit Center

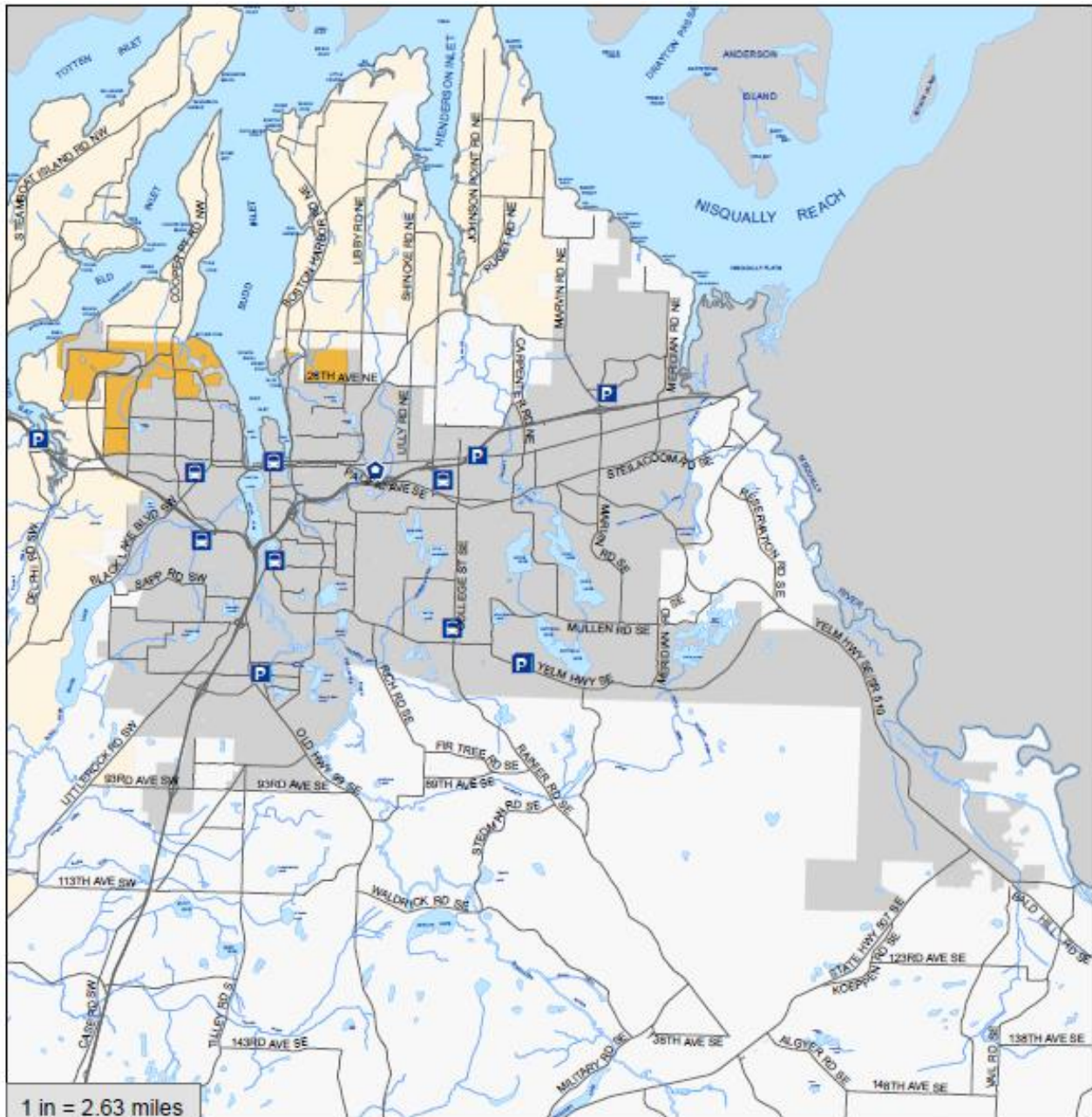


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Intercity Transit High Risk Wildland Urban Interface Areas

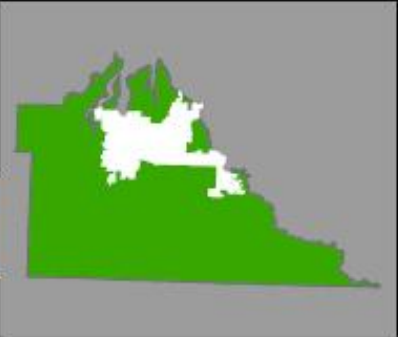
- Wildfire Hazard Areas
- P Park and Pool/Ride
- Rail Station
- Service Center
- Transit Center

* Source: DNR, USFS, and National Fire Protection Association determined these high risk areas through a process of evaluation that considered behavior potential, fire protection capability, and risk to social, cultural and community resources

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Mitigation Initiatives – Adopted

The adopted mitigation initiatives are Intercity Transit’s specific actions for mitigating losses and protecting life and property. They consist of initiatives that carried over from the previous plan and new initiatives that were identified during the plan update process. All of Intercity Transit’s adopted initiatives were reviewed and updated by the development team.

Priority	ID Number	Category	Description	Status
1 of 7	IT-MH 1	Hazard Preparedness	Install 300kW generator at Olympia Transit Center	New
2 of 7	IT-MH 2	Hazard Preparedness	Update Emergency Operations Plan and Develop Continuity of Operations Plan.	Modified
3 of 7	IT-MH 3	Hazard Preparedness	Provide Emergency Preparedness and Response Training to Employees	New
4 of 7	IT-MH 4	Hazard Preparedness	Replace ACS/Orbital Radio System	New
5 of 7	IT- MH 5	Hazard Preparedness	Determine Feasibility and Options for a Mobile Command Center	New
6 of 7	IT-EH-1	Critical Facilities Replacement/Retrofit	Evaluate and Prioritize Structural Seismic Retrofit Options for Operations/Administration/ Maintenance Building	New
7 of 7	IT-EH-2	Critical Facilities Replacement/Retrofit	Evaluate and Install Non-Structural Seismic Retrofits in Operations/Administration/ Maintenance Building	New

Hazard Category Codes are as follows: EH=Earthquake Hazard; FH=Flood Hazard; LH=Landslide Hazard; MH=Multi Hazard; SH=Storm Hazard; WH=Wildland Fire Hazard; and VH=Volcanic Hazard.

Priority: 1 of 7

Status: New

IT-MH 1: Install a 300kW generator at the Olympia Transit Center

Hazard Addressed: Multi Hazard

Category: Hazard Preparedness

Rationale: The Olympia Transit Center is the main transfer center for our service and the location of Customer Service. The ability to maintain our customer information system is another way to keep the public informed and aid emergency responders with requests to transport evacuees. The current emergency system has to be supplemented with the use of three portable power generators. A new administration building adjacent to the Transit Center is scheduled for completion in 2020, and the new generator will power that building as well. This installation will include an auto transfer switch to provide uninterrupted power.

Relates to Plan Goal(s) and Objectives: 1A

Implementer: Procurement and Capital Projects Division

Estimated Cost: \$100,000

Time Period: 2017-2018

Funding Source: Local funds

Source and Date: Olympia Transit Center Administration Master Plan

Adopted Plan Number:

Reference Page:

Initiative and Implementation Status: Construction for the OTC Administration Building is scheduled for 2017.

Priority: 2 of 7

Status: Modified

IT-MH 2: Update Emergency Operations Plan and Develop Continuity of Operations Plan

Hazard Addressed: Multi Hazard

Category: Hazard Preparedness

Rationale: As the County's lead on ESF1, Intercity Transit staff must have plans in place to ensure preparedness for catastrophic events. Staff will update existing emergency operations plans, and also develop a continuity of operations plan. These plans will provide the framework for an organized agency response to community disasters and maintain transit services to the general public.

Relates to Plan Goal(s) and Objectives: 4E

Implementer: Executive Services Department

Estimated Cost: \$50,000

Time Period: 2016-2018

Funding Source: Local funds

Source and Date: 2009 Thurston County Natural Hazards Mitigation Plan: Intercity Transit Annex.

Adopted Plan Number:

Reference Page: Page 26 of Annex

Initiative and Implementation Status: This initiative was carried over from the 2009 plan because plan reviews and updates are an ongoing program at Intercity Transit.

Priority: 3 of 7

Status: New

IT-MH 3: Provide Emergency Preparedness and Response Training to Employees

Hazard Addressed: Multi Hazard

Category: Hazard Preparedness

Rationale: Employees providing a community critical service, public transit, must be prepared for all hazard emergencies. Intercity Transit will train employees on the updated Emergency Operations and Continuity Plans. Training will also emphasize personal preparedness. Training will be a combination of seminars and drills.

Relates to Plan Goal(s) and Objectives: 1D

Implementer: Human Resources Department

Estimated Cost: \$50,000

Time Period: 2017

Funding Source: Local Funds

Source and Date: Intercity Transit 2016-2021 Strategic Plan

Adopted Plan Number: N/A

Reference Page: page 15

Initiative and Implementation Status: New

Priority: 4 of 7

Status: New

IT-MH 4: Replace satellite navigation and wireless communications system

Hazard Addressed: Multi Hazard

Category: Hazard Preparedness

Rationale: Intercity Transit's current analog radio system is 8 years old. The equipment has almost no redundancies, so if the equipment at the main Administration/Operations building stops working, Intercity Transit will have no radio communication with Bus Operators. This places them in an unsafe situation without knowledge of what roads and bridges are passable as well as being unable to keep them informed as to any further hazards that may arise. The current radio's major components are no longer manufactured, and will be out of support in three years from the manufacturer. Some equipment is propriety and no longer available. The relay system has many vulnerabilities that need to be addressed and redundancies that need to be created. A new system will create redundancies because it will not be tied to anyone one building, it will be digital.

Relates to Plan Goal(s) and Objectives: 1A

Implementer: Finance/Administration Department, Information Systems Division

Estimated Cost: \$4,000,000

Time Period: 2017-2019

Funding Source: Local Funds

Source and Date: Intercity Transit 2016-2021 Strategic Plan

Adopted Plan Number: N/A

Reference Page: Page 34

Initiative and Implementation Status: New

Priority: 5 of 7

Status: New

IT-MH 5: Determine feasibility of a mobile command center

Hazard Addressed: Multi Hazard

Category: Hazard Preparedness

Rationale: Having a Mobile Command Center provides redundancy in the case of building failure where our dispatch center is located. It also provides space, equipment, and flexibility during a large-scale incident. The primary use would be for communications with Bus Operators on the road, On-Scene Coordinators/Road Supervisors, local first responders, and County or State Emergency Managers.

Relates to Plan Goal(s) and Objectives: 1A

Implementer: Executive Department

Estimated Cost: \$10,000

Time Period: 2017-2019

Funding Source: unknown

Source and Date: N/A

Adopted Plan Number: N/A

Reference Page: N/A

Initiative and Implementation Status: New

Priority: 6 of 7

Status: New

IT-EH 1: Evaluate and Prioritize Structural Seismic Retrofit Options and Costs for Operations/Administration/Maintenance Building.

Hazard Addressed: Earthquake Hazard

Category: Critical Facilities Replacement / Retrofit

Rationale: Intercity Transit completed a cursory structural assessment in 2009. KPFF Consulting Engineers performed seismic evaluations of three structures at Intercity Transit's Pattison Base, located in Olympia, Washington. The evaluations were performed on the Operations/Administration Building, Maintenance Building, and Pedestrian Bridge. The scope of that report included a seismic evaluation and the review of a 1998 Structural Engineering Feasibility Study. Each structure was designed in accordance with 1979 Uniform Building Code (UBC), and is constructed primarily of steel framing. The buildings are one-story tall with partial mezzanines. The Bridge is a steel truss with open sides and a metal roof. During that tier 1 screening, the highest potential risk to life safety was identified. The consultants recommend further evaluation using the more rigorous ASCE 31 Tier 2 procedure to determine whether the potential deficiencies pose life safety hazards. Also, they recommended an evaluation of geologic site hazards be performed by a geotechnical engineer.

Relates to Plan Goal(s) and Objectives: 2A

Implementer: Procurement and Capital Projects Division

Estimated Cost: \$150,000

Time Period: 2018-2019

Funding Source: unknown

Source and Date: N/A

Adopted Plan Number: N/A

Reference Page: N/A

Priority: 7 of 7

Status: New

IT-EH 2: Evaluate and Prioritize Non-Structural Seismic Retrofit Options and Costs for Operations/Administration/Maintenance Building

Hazard Addressed: Earthquake Hazard

Category: Critical Facilities Replacement / Retrofit

Rationale: The goal of seismic non-structural retrofitting is to reduce the risk of death, serious injury, and property damage during a future earthquake event. This will be accomplished by securing, bracing or isolating architectural elements, mechanical equipment, and building contents. This project coupled with Priority 6 for structural retrofitting will greatly reduce risk of death, injury to occupants and damage to Intercity Transit's primary facility.

Relates to Plan Goal(s) and Objectives 2A

Implementer: Procurement and Capital Projects Division

Estimated Cost: \$50,000

Time Period: 2017-2020

Funding Source: unknown

Source and Date: N/A

Adopted Plan Number: N/A

Reference Page: N/A

Initiative and Implementation Status: New

Completed or Removed Mitigation Initiatives

IT-MH 2: Update Emergency Operations Plan and Develop Continuity of Operations Plan

Status: Completed

Hazard Addressed: Multi Hazard

Category: Hazard Preparedness

Initiative and Implementation Status: Plan reviews and updates are an ongoing program at Intercity Transit. This initiative carried over to current plan.

DRAFT

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: July 17, 2017**

FOR: Citizen Advisory Committee

FROM: Dennis Bloom, Planning Manager, 705-5832

SUBJECT: Review Draft of Annual Update of the Transit Development Plan

-
- 1) **The Issue:** Review update of the Transit Development Plan (TDP) for 2017-2022.
-
- 2) **Recommended Action:** For information and discussion purposes. Staff will provide a presentation on the highlights of the 2016 Annual Report and the 2017-2022 Transit Development Plan.
-
- 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 three elements:

- a) Description of the system from the previous year (a 2016 Summary);
- b) Description of planned changes, if any, to services and facilities (2017-22); and
- c) Operating and capital financing elements for the previous year (2016), budgeted for current year (2017), and planned for five years (2018 - 2022).

This year's update remains an administrative process to fulfill state requirements. The annual update of Intercity Transit's "strategic plan," which more fully explores policy, service, capital projects and budget continues later this year, after the submission of this document.

A public hearing on the TDP will be held August 16, 2017, with a request for adoption by the ITA on September 6, 2017. Staff will also present an overview of the annual TDP update to the Transit Authority on July 19.

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

6) **Budget Notes:** This is currently covered under the 2017 Budget. The TDP simply reports on past and projected agency elements based on the current budget year. The development of next year's budget will be accomplished later in 2017, when discussions on the annual update of the agency's Strategic Plan takes place.

7) **Goal Reference:** The conducting of a public hearing for the draft TDP reflects all current goals established for the agency.

8) **References:** Draft: 2016 Annual Report & Transit Development Plan 2017-2022.

2017 Timeline for TDP Process:

July 17, CAC:	Present Draft TDP
July 19, ITA:	Present Draft TDP
July 20, Public:	Draft available to the public
August 16, ITA:	Conduct Public Hearing
September 6, ITA:	Request to Adopt 2016 Summary and 2017-2022 TDP

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-C
MEETING DATE: July 17, 2017**

FOR: Citizen Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: CAC Self Assessment Results

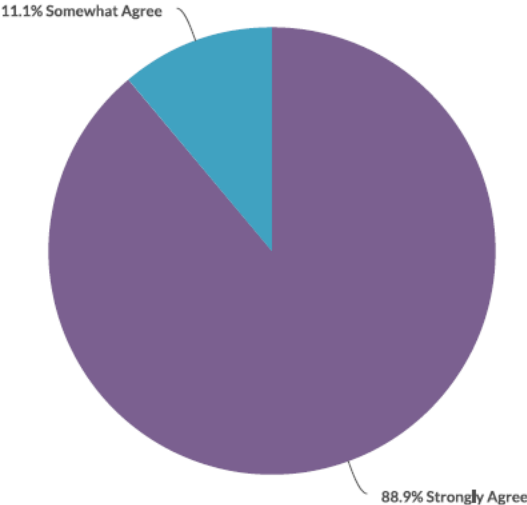
-
- 1) **The Issue:** The Citizen Advisory Committee (CAC) will discuss the results of their recently completed self-assessment.
-
- 2) **Recommended Action:** Discuss results of the assessment; prepare to share the information with the Authority at the joint meeting.
-
- 3) **Policy Analysis:** Per the Operating Principles, the CAC will conduct a self evaluation (assessment) at least annually and present the results to the Transit Authority.
-
- 4) **Background:** All 20 members of the CAC were eligible to participate in the self-assessment process, and 18 members completed the self-assessment. The results and comments are included in the attached document.

Members will have an opportunity at the meeting to seek clarification, discuss and share ideas. If the CAC identifies areas needing further development, staff will work with the Chair to schedule time for additional CAC discussion.

-
- 5) **Alternatives:** N/A
-
- 6) **Budget Notes:** N/A
-
- 7) **Goal References:** The CAC works with the Authority to meet all goals of Intercity Transit.
-
- 8) **References:** 2017 CAC Self-Assessment Results.

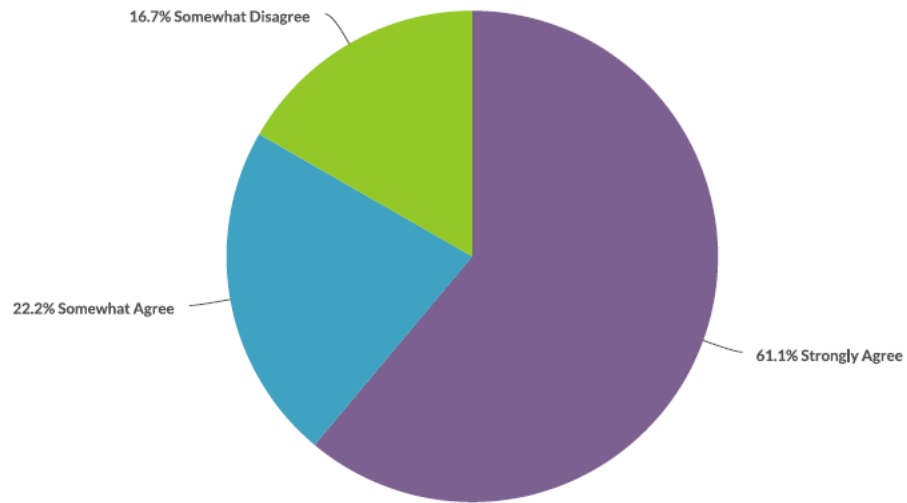
2017 CAC Self-Assessment Results

1. We remained faithful to our purpose.



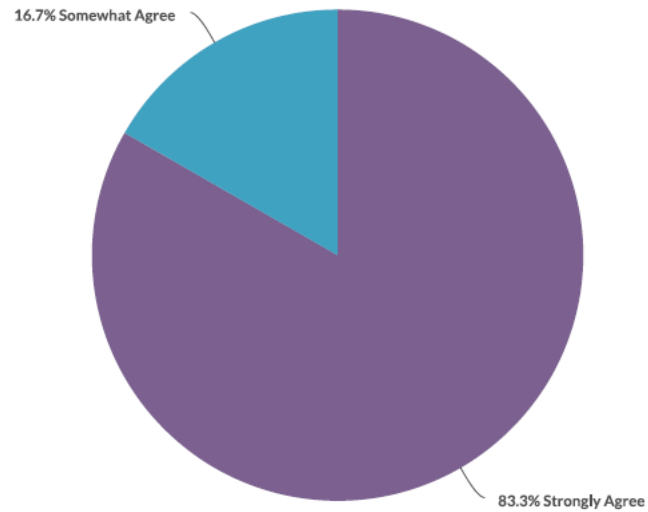
Value	Percent	Responses
Strongly Agree	88.9%	16
Somewhat Agree	11.1%	2
		Total: 18

2. The Citizen Advisory Committee represents the community.



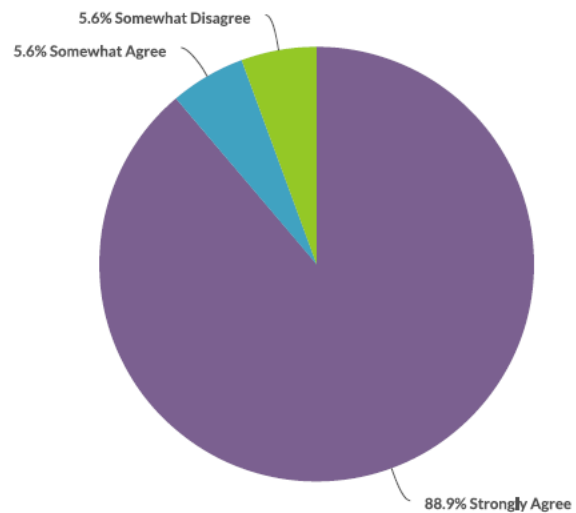
Value	Percent	Responses
Strongly Agree	61.1%	11
Somewhat Agree	22.2%	4
Somewhat Disagree	16.7%	3
		Total: 18

3. Intercity Transit and the community benefited from our input.



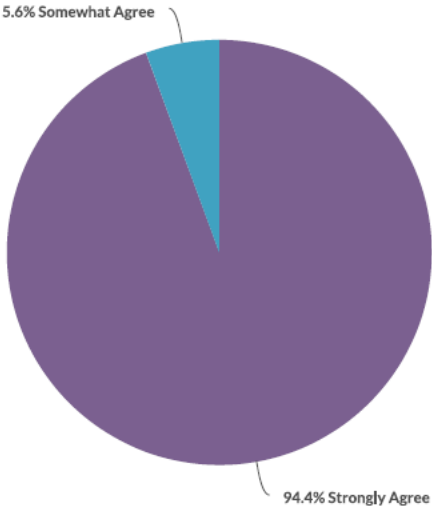
Value	Percent	Responses
Strongly Agree	83.3%	15
Somewhat Agree	16.7%	3
		Total: 18

4. We add value to the Transit Authority's decisions.



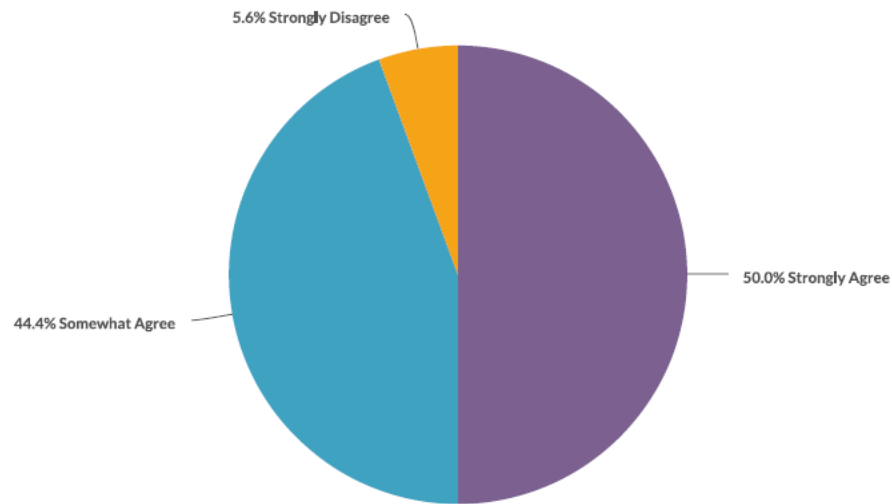
Value	Percent	Responses
Strongly Agree	88.9%	16
Somewhat Agree	5.6%	1
Somewhat Disagree	5.6%	1
		Total: 18

5. Our meetings are run well.



Value	Percent	Responses
Strongly Agree	94.4%	17
Somewhat Agree	5.6%	1
		Total: 18

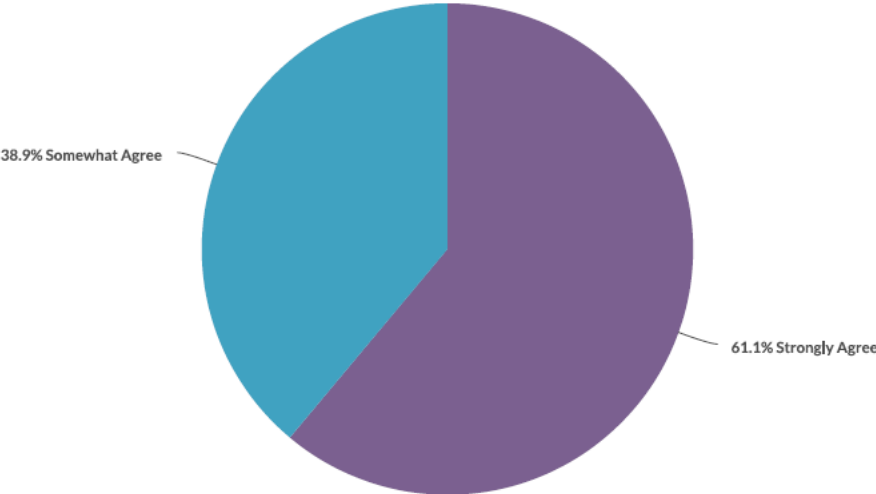
6. I feel satisfied with my participation level within the Citizen Advisory Committee.



Value	Percent	Responses
Strongly Agree	50.0%	9
Somewhat Agree	44.4%	8
Strongly Disagree	5.6%	1

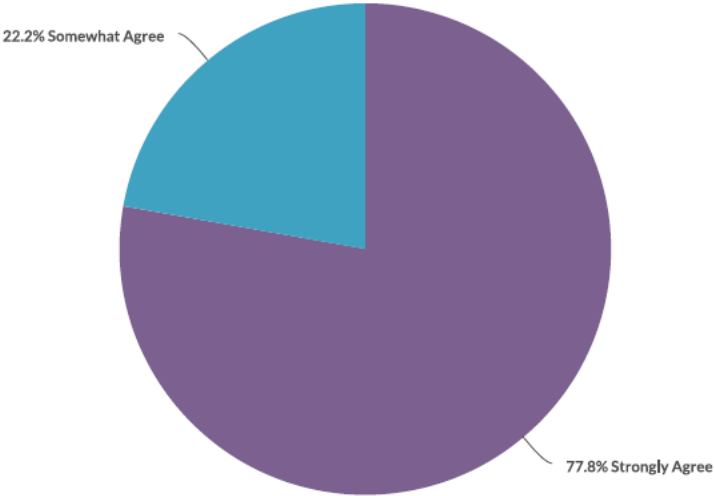
Total: 18

7. I am prepared for meetings.



Value	Percent	Responses
Strongly Agree	61.1%	11
Somewhat Agree	38.9%	7
		Total: 18

8. I feel comfortable contributing at the meetings.



Value	Percent	Responses
Strongly Agree	77.8%	14
Somewhat Agree	22.2%	4
		Total: 18

9. If you have additional comments please provide them here.

A word cloud visualization of community feedback. The words are arranged in a horizontal, overlapping manner. The most prominent word is 'community' in a large, dark blue font. Other significant words include 'feel' in blue, 'cac' in red, 'great' in purple, 'group' in blue, 'learned' in red, 'goodaction' in purple, 'future' in red, and 'contribute' in red. Smaller words like 'proud', 'agenda', 'adding', 'agree', '6', '8', '2', and '90' are also visible, some in green and some in blue. The overall color palette consists of various shades of blue, red, purple, and green.

community
feel
cac
great
group
learned
goodaction
future
contribute
proud
agenda
adding
agree
6
8
2
90

Count Response

1	#5 we sometimes get off track and lose track of time due to lots of input. #6 I would say 90% of the time I have read the agenda, have been looking over the IT website and have looked over the ITAs meeting notes. #8 There are time when I want to contribute but we have gone so long over allotted time that I hesitate keeping everyone longer. We need to try to stick to our agenda timeline a little more closely. Really enjoy working with this group and feel proud to serve on this committee.
1	—
1	Great management and CAC group.
1	I always feel that I could contribute and participate more.
1	I am proud to be a member of the CAC. I have learned a lot about the mission of the IT. I was not aware of the Village Vans program and think this is a great program. I hope I can be a helpful contributor now and in the future.
1	I am very happy to be able to participate. As a senior without private transportation I value my bus service highly. I have learned more about the impact you make in my community since my appointment to CAC. I look forward to being a part of this committee for the next three years.
1	I do feel most of the time the meetings are helpful for the passengers as well as the advisory committee. Sometimes I feel that things we discuss are not taken into action and repeatedly asked again in future meetings. For example, telling how the future of intercity transit should be more helpful for our riders. Sometimes I do not see our opinion or positive feedback placed or set into action. It would be great if we give the authority members one of our ideas to see it in action and written up as a summary of the results to our comments. Meaning if we give them an idea, and they set forth by adding it to their program or community events, then they should be summarizing it in the next meeting or ridership program
1	I feel that our committee could benefit by seeking specific representation of our homeless and mental health community.
1	It seems like the CAC overrepresents citizens that would otherwise have a hard time having their voice heard. For example, there seem to be a high percentage of people with disabilities. However, I think that this is a good thing.
1	Regarding question 2, I strongly agree the CAC does a good job at trying to represent the community, to the credit of IT and CAC members. I just think we have to continue finding ways to build the connections.
1	The Community Action Moved to Willianette

Authority Meeting Highlights
a brief recap of the Authority Meeting of June 21, 2017

Action Items

Wednesday night, the Authority:

- Authorized the General Manager to purchase 41 personal computers and 16 monitors from Dell Inc. in the amount of \$59,381.44.
- Scheduled a public hearing on the Transportation Development Plan (TDP) for the August 16, 2017, Authority meeting at 5:30 p.m.
- Authorized the General Manager to enter into an IAA with DES to provide Project Management Services and authorize Project Management Services in support of the Olympia Transit Center project the amount of \$157,493.
- Adopted Resolution 04-2017 amending the Authority Bylaws to eliminate Article V – Section 5.4 – Work Sessions, and changing that meeting to a Regular monthly meeting.

Other Items of Interest:

Recognized and congratulated the 2017 Excellence in Transit Honorees Jim Merrill, Rick Smart, Inventory Team (Jon Licht, Judy Selleck and Brian Sutherby) and Operations Supervisors (Steve Barlow, David Dudek, Cindy Fisher, Jason Hanner, Kevin Karkoski, Reuben Lamberson, Ruby Lance, Tom Mateski, Michael Midstokke, Rudy Vento).

Received an update from Duncan Green on the 2017 Bicycle Commuter Challenge.

Received an update from Dennis Bloom on the Short Range Service Plan & Community Conversation.

Pat Messmer/Executive Assistant/Clerk to the Board
Prepared: June 22, 2017

CITIZEN ADVISORY COMMITTEE ATTENDANCE RECORD

		6	7	8	9	10	11	12	1	2	3	4	5	6
CAC	Members	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Leah	Bradley	Absent			Absent			MEETING CANCELLED	Absent	Absent	Absent		Absent	Absent
Jan	Burt		Absent											
Mitch	Chong			Absent	Absent						Absent			
Billie	Clark	Absent							Absent					
Denise	Clark	Absent		Absent	Absent				Absent		Absent	Absent		Absent
Jonah	Cummings										Absent		Absent	
Peter	Diedrick											Absent		
Ursula	Euler				Absent	Absent					Absent			
Tim	Horton										Absent			Absent
Marie	Lewis											Absent		
Joan	O'Connell	Absent									Absent			Absent
Ariah	Perez	Absent	Absent		Absent	Absent			Absent	Absent	Absent	Absent	Absent	Absent
Sue	Pierce													
Marilyn	Scott											Absent	Absent	
Carl	See				Absent									Absent
Walter	Smit	Absent		Absent					Absent		Absent			
Victor	VanderDoes			Absent										
Michael	Van Gelder	Absent	Absent											
Austin	Wright													
Lin	Zenki	Absent		Absent			Absent		Absent		Absent	Absent	Absent	Absent

= Joint meeting does not count against required meeting attendance