

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
JANUARY 14, 2019
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. INTRODUCTIONS FOR NEW MEMBERS <i>(All)</i> | 25 min. |
| | B. Intercity Transit Authority Representative KAREN MESSMER
<i>(Sue Pierce)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. January 16, 2019, Work Session <i>(Tim Horton)</i> | |
| | B. February 6, 2019, Regular Meeting <i>(Marilyn Scott)</i> | |
| | C. February 20, 2019, Work Session <i>(Marie Lewis)</i> | |
| IV. | APPROVAL OF MINUTES - November 19, 2018 | 1 min. |
| V. | NEW BUSINESS | |
| | A. MARKETING, COMMUNICATIONS & OUTREACH
DIVISION OVERVIEW <i>(Rena Shawver)</i> | 20 min. |
| | B. YOUTH EDUCATION UPDATE <i>(Kerri Wilson & David Copley)</i> | 20 min. |
| | C. IMPROVING ONLINE CUSTOMER SERVICE
<i>(Rena Shawver & Nicky Upson)</i> | 30 min. |
| | D. DISCOUNTED BUS PASS RECIPIENTS <i>(Ann Freeman-Manzanares)</i> | 5 min. |
| | E. SURPLUS VAN GRANT RECIPIENTS <i>(Ann Freeman-Manzanares)</i> | 5 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. December 5, 2018, Regular Meeting <i>(Michael Van Gelder)</i> | |
| | B. January 5, 2019, Regular Meeting <i>(Ursula Euler)</i> | |
| | C. General Manager's Report <i>(Ann Freeman-Manzanares)</i> | |
| VIII. | NEXT MEETING - February 11, 2019 | |
| IX. | ADJOURNMENT | |

Attendance report is attached.

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

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

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
COMMUNITY ADVISORY COMMITTEE
November 19, 2018

CALL TO ORDER

Chair Pierce called the November 19, 2018, meeting of the Community Advisory Committee (CAC) to order at 5:31 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Sue Pierce; Tim Horton; Linda Vail; Marie Lewis; Ursula Euler; Jan Burt; Marilyn Scott; Billie Clark; Victor VanderDoes; Michael Van Gelder; Joan O'Connell; Justin Belk; Scott Paris; Peter Diedrick; and Carla Dawson.

Absent: Lin Zenki; Jonah Cummings; Denise Clark; Vice-Chair Austin Wright; and Walter Smit.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Emily Bergkamp; Paul Koleber; Rob LaFontaine; and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by HORTON and BURT to approve the agenda.

INTRODUCTIONS

Pierce introduced Authority member, CLARK GILMAN, as the representative attending the meeting.

MEETING ATTENDANCE

- A. December 5, 2018, Regular Meeting – Michael Van Gelder
- B. December 19, 2018, Work Session – Joan O'Connell
- C. January 2, 2019, Regular Meeting – Ursula Euler
- D. January 16, 2019, Work Session – Tim Horton

APPROVAL OF MINUTES

It was M/S/A by VAIL and SCOTT to approve the minutes of the October 15, 2018 meeting.

MILESTONE CELEBRATION

O'Connell arrived

- A. **ELECTION OF OFFICER** – (*Sue Pierce*) Pierce indicated the CAC held new officer nominations at their October 15, 2018, meeting. Sue Pierce was nominated for the Chair position; and Justin Belk was nominated for Vice Chair, and both accepted the nomination. Since only one person was nominated for each position, and there are no further nominations, Chair Pierce declared the nominees elected as nominated. Chair Sue Pierce and Vice-Chair Justin Belk will begin their terms in January, 2019.

B. RIDER CONDUCT UPDATE (*Emily Bergkamp*) Bergkamp indicated she was presenting an update to the Rules of Conduct. This creates guidelines for passenger conduct and how staff deals with different types of events. The rules also provide guidance to members of the public, and for public communication at IT facilities and on buses. The document uses the Washington State Transit Insurance Pool (WSTIP) form as a resource with best practice examples. Bergkamp indicated as she walked the committee through the document she would provide situational examples. WSTIP used legal counsel to put their document together. In this updated draft document included in the CAC packets there were two main changes. The first is a situation coming from Community Transit involving First Amendment Rights concerning projected images on the side of one of their facilities. The agency had no rules to prohibit the activity so they took it to WSTIP and asked them to speak with their lawyers concerning projection displays and asked for an expanded the definition. Also in March of 2018 IT struck the language in Article 3 number 27, concerning identification to verify age. Bus drivers can't require someone to move out of the mobility device area because of people may have hidden disabilities. If a passenger says they aren't going to move when boarding someone who would like to sit up front drivers can't require them to move.

Bergkamp shared that the document also creates a baseline for an effective transit exclusion policy. It defines the different types of restrictions and also governance on how a passenger would be excluded from service. It provides specific timeframes for exclusion, and includes indefinite exclusion. It does have a provision for appeal and she is the person who handles the appeals. Riders have 15 days to appeal and the agency has 20 days to respond. Lastly, it provides regulations for public communications and a process to allow the public to apply for a permit. The agency determines whether or not it is appropriate to have it at our facilities and then issue a permit.

Bergkamp began reviewing the document indicating the introduction provides the agency has a business to provide service in a safe and secure manner for our employees, vehicles, facilities and transportation services. Article II includes the definitions that help throughout the document to define facilities, properties – including bus shelters, park and ride lots, boarding and alighting from transit vehicles and is very inclusive. Article III outlines prohibitive behavior to make sure people understand when they are stepping over a line. This provides that anyone engaging in these behaviors maybe restricted from the use of IT services. It also includes an appeal procedure within 15 days either in person or by phone. Riders can be fairly vulnerable and they might not have access to particular ways. When people are excluded those notices are delivered in person. If there is a representative or advocate for that person staff works with them as well. Sometimes people simply ask to lift the appeal and if it is a lower level offense she listens to any mitigating circumstances. If there is some aggression she talks to the supervisor and the driver involved. Sometimes the behavior is frightening. She also watches any available video and looks at the responses of the other passengers riding because it does give a clear indication of how it impacted other riders. Sometimes she will lessen the exclusion and usually she will indicate they need to take a break and deescalate to give both the rider and the driver a break. It is really helpful. It typically won't be completely lifted but will try to reduce it.

O'Connell – inquired if staff knows how the next few weeks go for people who are excluded.

Bergkamp – indicated they ask those with caregivers to reach out if their client's need medical transportation to try to work with them to get them where they need to be. The rules indicate that IT can be flexible.

Belk arrived.

Horton – asked how many riders go through this process in a month.

Bergkamp – responded as low as 3 and as many 10 per month. They always include a lot of detail and she doesn't hear many appeals. She did have one last week and the rider's representative contacted her because if the rider doesn't get to her services she will get worse.

Bergkamp indicated she rides the bus about 6 times a week. Today she had an awesome ride with Rich Harper and that every single person said thank you to him as they exited the bus. The same thing happened on her ride back with Clinton.

Bergkamp reviewed the updated exclusion order. Nicky in marketing has refreshed the documents and made them fillable forms. Staff has the option to exclude riders from OTC, LTC, or all of IT properties. Sometimes staff will tell them to stay away from the OTC for a while. That way they can continue to ride routes but chose a route that can get them around the OTC. There is a lot of wiggle room and flexibility. There is also a 365 day exclusion order and one that is indefinite.

Bergkamp reviewed the public communication activities and distributing information. This typically includes religious and political groups and is allowed as long as it isn't adverse to IT's mission and doesn't create any barriers to people using services. They are not allowed to approach people or request donations. She is not aware of any issues. They must apply to get a permit. IT is authorized to regulate time, place and manner. This process is handled through our business office on Pattison. She indicated Rena suggested a campaign for "Respect the Ride," as an opportunity to remind folks what approved conduct looks like and they may look at doing something like that down the road.

Bergkamp answered questions.

Horton – shared a few things worth considering concerning camping at park and rides and that maybe camping is the wrong word. And, regarding fare collection hampering on-time performance he suggested it be deleted as it might help solve the problem.

Bergkamp – indicated fare collection is actually in the operator's manual and they have discretion to waive the fare when necessary. If someone has repeatedly had that problem then they may have a discussion with them. She asked what type of language he would suggest they use regarding time to remain at the park and ride lots.

Horton – added something restricting the amount of time people remain at the park and ride.

Pierce – indicated the rules there say you can't have your vehicle there more than 48 hours and it is a start.

Horton – added that if he left for 6 hours and came back to sleep later that evening. He understands it is a complicated issue to address.

Bergkamp – shared that operations supervisors talk to folks at the park and ride lots and there are 2 RV's there now that she saw when she went to the dog park, but there is never anyone there. It has been very difficult to make contact with them. Staff left some paperwork because they had spilled paint to let them know they had exhausted their 48 hours and needed to move along. Sometimes the Sheriff's department will assist and talk to people but they have other priorities as well. Staff does keep a close eye on it.

O'Connell – added that keeping it general so it can be used as needed might be good.

Bergkamp – responded that when people ask for the rules staff put a shorter list for the website. Other agencies have very specific policies dealing with parking and staff will get some clarification from them. There needs to be better signage at the park and ride lots. It doesn't say anything about overnight camping. The problem ebbs and flows. There have been exclusion notices as it is not the intended use of the parking lot and they did leave. It is one of those things that always need to be monitored.

Lewis – added that it depends on the location of the park and ride lot. At the Amtrak Station people getting on the train sometimes won't be back for a few days. They are told to lock it up and make sure valuables are out of sight. It has never been an issue out there.

Bergkamp – indicated at Amtrak the signage asks people staying longer than 48 to alert people in facility. The agency doesn't tow unless it is a last resort and feel it is better served with a conversation. King County Metro has a lot of issues with campers and paying for disposal of RV's and IT does not want to get into an issue like that. Funny story about an RV parked at the park and ride a couple weeks ago and a gentleman who calls occasionally about suspicious things at the lot. An operations supervisor visited the RV and it was an individual vanpool customer using his RV to get to and from the park and ride lot because his car had broken down. In that case the conversation was the appropriate thing to have. He worked a really alternative shift leaving the park and ride lot at 1:00 am to start at TSA at 2:30 am and so it appeared to be there all night. It's not good to make assumptions.

O'Connell – added that kind of follow up makes people feel a lot safer. People tend to follow rules when they make sense.

Bergkamp – indicated it lets people know staff is paying attention. On the flip side out at Hawks Prairie Park & Ride someone siphoned some gas and staff pulled the video footage that showed people with gas cans and flashlights. The cameras are so helpful. Staff prepared the exclusion paperwork and Thurston County Sheriff helped and they left immediately. The drivers and operations supervisors are trained in de-escalation and always work to that end gracefully. Rudy Vento is stationed at the OTC now and the operators really appreciate that. Sometimes they have to call law enforcement but they really do a great job.

O'Connell – added that IT's success is indicative of the low number of exclusions and proof the de-escalation is working.

- C. LONG RANGE PLAN** – (*Eric Phillips*) Phillips indicated he would share a quick update on the short and long range plan, some post-election Prop 1 implementation plans including a

small service change in December, as well as some small project updates. The Authority adopted the short and long range plan earlier this month. There has been a lot of talk about the short and long range plan and how the budget could not sustain service. In 2015 the Authority and staff began working towards a solution with the state legislature. After three years of advocacy, IT was able to garner enough bipartisan support to get the legislation passed. During this time staff was working with the community on the outreach effort branded the IT Road Trip gathering feedback through the fall of 2016. Much of this information helped shape the long range plan and cost projections. Staff contracted with Stuart Elway to conduct a poll and looking back the election results closely parallel the polling. When people asked what drove the Authority to go for 4 tenths it was the community process. People said they wanted a transformational system and were willing to go to bat for it. Fast forward to today and now the hard part starts. The short and long range plans were really initiated to set priorities and the short range recommendation was the technical analysis and a health check of what the agency needs to do to grow. This showed issues with on time performance and Olympia express service. This has been a rigorous process culminating in September with the service changes. Changing service before going out on the ballot was tricky. In the community outreach process staff identified future service opportunities including service to NE Lacey, addressing on-time performance and the Olympia Express service. It was originally recommended that the Olympia Express service be eliminated. Staff is hopeful the redesigned service will rebuild the customer base. Initial information looks like it is turning around. The purpose of the Long Range plan is to develop a sustainable plan going forward that isn't just future bus service but provides mobility options. The agency was looking to establish a place at the table for mobility options for the future. There is no formal requirement to do a Long Range plan. How the agency grows including the Innovative Service Zones and those types of things the agency can be more responsive because it isn't defined. The assumptions for capital and operating costs were changed from the 80% assumption based on some of the most recent decisions on the level of future federal funding to 50% and this will still be a challenge. Staff will continue looking for grants and will also not overrate funding that isn't likely to occur. The September service change included some schedule tweaks for most routes and will be refined by the changes planned for December. Initial results show on-time performance is better. Running time improvements and schedule adjustments make it more relaxing for operators, and customers have the amount of time they need. Traffic can't be controlled but staff can look at the variability of those travel times and operators can adhere to schedules more consistently. Olympia express is looking better.

Phillips indicated the Long Range Plan started several years ago. It was informed by the Road Trip process and bringing in the stakeholders, major employers, and schools, was key to messaging how that information went out in the second phase of the Road Trip. The plan was adopted and it has several service elements. It is a substantial document and includes the technical and route scorecards, profiles, ridership maps and also the implementation plan. The summary sheets are also included. The final piece is the long range budget forecast and all of it is online. One piece is identifying the disparity in service between weekends and weekday. It is essential to bring the weekend service levels up and does a lot for the entire system. The plan outlines the core routes moving to 15 minutes service and everything else moves to 30 minutes. The agency can use existing vehicles to cover this with new operators. There is a two year lead time to purchase new buses and procurement staff is working on this now. The agency needs those new buses before they can implement the additional frequency of service as well as the service to new areas. This includes the express service to Yelm. The Innovative Service Zones are a demand response service that might be operated

by a service provider covering neighborhoods where a bus won't work. There are several areas identified in the plan. The Night Owl service is an extension of the innovative service zones to provide major urban areas along the lines of departure out of OTC similar when someone at the airport is dropped at the correct departure stop. It is radius based and wouldn't replace the Evergreen late night service. Staff is also fixing some of the schedules because they hadn't been updated in several years. The agency set aside 5-1/2% to 6% to account for traffic growth to maintain on-time performance and not lose customers. The Enhanced Commuter Services include upgraded services for longer commuter trips including over the road coaches and anything the agency can do to make the bus a better trip. Express is currently grant funded. One of the barriers with express service is the lack of control surrounding I-5 policy. The public indicated they love the bus stops and want more amenities including, benches, lights, and shelters to create better access to routes. This ups the game at the local level for safety and security. The biggest project in the Long Range plan is Bus Rapid Transit (BRT) light which provides high performance corridor service but wouldn't require dedicated right-of-way. It has limited stops, more express direct service starting at peak times. The agency would work with jurisdictions and businesses for implementation. The Transit Signal Priority project would also help this service. The BRT would only stop at every other stop along Martin Way and with only half as many stops it would speed up service. This project requires long term coordination with FTA for big dollars for branding of vehicles so people recognize the service.

Phillips stated at the last CAC meeting staff talked about public input regarding fare collection and the ability to make service faster instead of counting nickels when people are boarding. This would add quality of service, speed it up, increase ridership, and provide equity of access. This is a policy discussion that will happen later on. Fare collection provides under 10% of total operating costs. The agency has options to do something different and possibly utilize a demonstration project to see how people respond. Intercity Transit does a lot of different things to provide access and provide reduced fare packages to service providers. They apply annually and there are also several contracts with different colleges and universities, state employees, and there might be a better way to do this going forward. The agency is buying new buses and can't come up with fareboxes right now. Paul is having a hard time finding parts and is now looking on eBay. The timing provides an opportunity to do something different. There is an 8 year implementation plan because the agency can't do a lot of service expansion without the new buses. Staffing up is a significant issue and the agency has been struggling with new operator recruitments. What the agency doesn't want to do is say they are going to do something and not deliver. Paul has a shop built to handle 80 vehicles and now services 400 and the preventative maintenance has been good. The BRT service is the furthest out and requires FTA funding and relationships with jurisdictions have to be in place. The changes amount to roughly 80,000 annual service hours BRT is 20,000 of those. It is a significant increase about 40% system-wide. The breakdown of new operators by enhancement is span of service is 13 and frequency is 35. This will result in a DAL increase of approximately 25-35%. DAL has been growing in demand and budget and the agency has been adding in capital and planning for expansion and additional operating hours including more operators. Some of the additional growth will come from when rides are available and will bring additional demand. None of this has been finalized. The first service additions will be on the weekends to help equalize the services offered. Internally the agency has to hire new operators and that will trickle down throughout the agency. The Pattison Facility project has to move forward. The financial plan major components includes improvements to the north site first. The OTC is under construction and they have moved dirt. The first phase is construction between State Street and the platform where a garbage collection facility will be

built and will include a bicycle rack storage area. Hardscape will be done first along with the utility and drainage. The Authority increased the budget 20% and it will keep getting more and more expensive.

Euler – asked Phillips to identify the new dumpster area.

Phillips - identified the area.

Phillips indicated the agency had secured just over \$32M for the Pattison Street Facility project and had finished the UST's portion of the project. Last summer staff began working on master planning for the Pattison site and have a big meeting coming up that will focus on trying to scale the main building on the north side to handle all the admin and operation space needs to free up the other buildings and find out the rest of the construction costs because they are going through the roof. In February work will start out on the street including frontage improvements, curb and gutter, and sidewalk through the Aztec lanes site with bulb outs and a new traffic signal. The agency has been working for this traffic signal to help at this crossing for a long time there. Hope to have most of that work done by June. The Development Agreement provides a construction schedule. There are some grant funds that are time sensitive and have to be used in the right order.

Freeman-Manzanares added the agency received a \$9.7 M federal grant but the costs have skyrocketed and are now close to \$100M to do the work and it is a complicated project.

Phillips added that staff has been reaching out to all the jurisdictions on the implementation and will be careful how it is rolled out. The challenge is that it will continue to get busier. This is the first time that .4% has seen this kind of support. Yelm had the lowest numbers, but Olympia carried it with 75% which is unheard of. Staff did a great job getting the word out.

Phillips answered questions.

Dawson – asked if the agency had any plans to work on the west side because her commute is really messed up.

Phillips – indicated there are some proposed changes and he would touch on that soon.

Burt – asked when the agency will begin seeing the increased funds.

Freeman-Manzanares – stated that it will start in April and the agency will see it near the end of June.

Euler – confirmed that consumers will start paying in April.

Freeman-Manzanares – responded yes.

Pierce – relayed some confusion she overheard regarding the new routes and frequency.

Phillips – indicated the changes will happen with regularly scheduled service changes and the larger changes will happen with the purchase of new buses and will be spread out over the next 8 years. It is not unusual for people to want changes the next day.

VanderDoes – inquired about when new transit guides will come out and when OneBusAway gets updated.

Phillips – responded they will be available the first week of December and OneBusAway is updated when changes are made. Routes 12 and 68 have been a challenge.

Freeman-Manzanares – added that the implementation schedule is online and is the agency's guidepost.

Euler – inquired about the number of additional employees for the changes.

Phillips – indicated one driver equals roughly 1,000 hours of service.

Freeman-Manzanares – added that there is a lot of attrition and people are retiring and replacing them has been challenging. Another issue is WPSL and paid family medical leave and the effective number of hours out on the street going down and down. Staff is working on adjusting for that as well.

Vail – asked if there was another way to get this route change information to people who don't have a computer and wanted to know how this was impacting drivers.

Freeman-Manzanares – responded that travel trainers could deliver printed material. There are contract negotiations every three years with the drivers..

Phillips – added that it is hard on the operators when the agency is down operators and drafting people for work is not a good position to be in.

Freeman-Manzanares – indicated overtime is a difficult issue. Pulling operators and supervisors for training is taxing. Change isn't our best thing as human beings. Service hadn't changed for a very long time and now it is changing considerably.

Phillips – added that getting Sunday service up to Saturday levels means that buses are out on the road longer and making sure to account for those type of resources to continue to take good care of the buses. It will be more difficult for Paul with limited shop recovery time.

Freeman-Manzanares – indicated the changes would even out working hours for operators but it will put more pressure on maintenance.

Lewis – cautioned that IT has a wonderful group of drivers who are so people oriented and to remember in the rush to build not to lower those standards.

Freeman-Manzanares – added that it is our top goal.

CONSUMER ISSUES

- *VanderDoes* – asked if IT works with cities to encourage them to adjust light cycles and referenced the Cleveland and Custer intersection.

Phillips – indicated there are a number of places where the peak hour turning movements and the short legs that connect them create capacity issues. The question would be is there a fresh way to look at that. TSP sees a bus coming and can do different things to increase throughput and would help traffic.

- Belk – stated he is noticing on the Olympia Express to Tacoma that people don't know their way around and was wondering if IT could get some signage from Pierce Transit. He also has noticed that northbound on the way to Tacoma some of the drivers tend to dwell at Lakewood Station and 512 instead of just dropping off.

Pierce – indicated the southbound time stop at 512 in the last month is waiting 4-6 min to come home which could be because they took the time from 10th and Commerce but the bus is leaving from the Tacoma Dome Station.

- Dawson – indicated taking route 47 to the Capital Medical Center stop is across the street and it is almost impossible to get across the street. She has to go downtown and catch the 45 and it just makes it more inconvenient.

REPORTS

- **Service Change Report** – LaFontaine – indicated staff was taking the opportunity in December to make some adjustments effective December 16 and will update the printed transit guides. Staff will issue a press release Monday December 3. Routes 12 and 62 will have a bit more service adding one trip on route 12 and four trips on route 62 to improve access, frequency and connections. IT will also add one additional bus on Saturday to route 13. The connections for route 68 with route 13 are not going as planned so the schedule will slide seven minutes earlier in the morning and seven minutes later in the evening. They will be a few minutes off of each other to allow some cushion on that schedule. Bay G at the Tacoma Dome Station for route 612 will be used for all pick up/drop offs for southbound trips.

Pierce – inquired if there is lighting on Bay G.

Belk – indicated since it was rebuilt it is excellent.

- **October 17, 2018, Work Session** – Vail provided the report including information on the extra hours and employees, the budget amendment, a presentation on external funding from federal, state, and regional sources and that it has to be matched with projects, including correct timing. Projects have to be ready to go.
- **November 7, 2018, Regular Meeting** – Belk provided the report including “overwhelmingly” being the word of the month! Staff introduced the newest class of three new operators; and there were no comments on the strategic plan. There were some consent agenda items, the long and short range plan, the budget adoption 1.0; and 2.0 will need to be addressed. There were new contracts for design services for the Pattison/Martin traffic signal and an interlocal agreement to study martin way corridor from west to east. The agency received 113 applications for the latest operator recruitment. YEP is holding an open house for their new space and Graham construction broke ground at OTC. Remember Be Bold and Unafraid.
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report:

- Introduced and thanked Jessica Gould, Grants Program Administrator, for her good work.
- It's parade season all are invited to ride the bus in the parades.
- A class of 11 operators just graduated which will help with overtime. This class will be in revenue service in December and 24% were referred by current employees. We hope this continues and Intercity Transit is an employer of choice. The next class of operators begins on January 14 so they will be ready for our March service change. It will be a class of 20 which is huge for IT.
- The Youth Education Program (YEP) took occupancy of their new space. Staff will look at the idea of getting the CAC down there to take a look at their new shop/office. On the down side there has been some difficulty downtown at the transit center. The full time Operations Supervisor has been assaulted twice so the Authority is considering more security down there and the supplemental budget will include funds for that.
- The agency is so pleased by the trust the community has placed in them. Passing with nearly 66% of the vote supporting Prop 1. It feels really good to have an incredibly supportive CAC and thank you for all you do.
- All are invited to attend the Holiday Banquet December 14, and the program begins at 12:04.

NEXT MEETING: January 14, 2019 - one week early due to the Martin Luther King Day holiday.

ADJOURNMENT

It was M/S/A by DIEDRICK and BURT to adjourn the meeting at 7:45 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2018\CAC Minutes 20181119.docx

**INTERCITY TRANIST
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: January 14, 2019**

FOR: Community Advisory Committee

FROM: Rena Shawver, Marketing & Communications Manager, 705-5842

SUBJECT: Marketing, Communications and Outreach Division Overview

-
- 1) **The Issue:** Provide an overview of the Marketing, Communications, and Outreach division as well as ongoing and planned projects for 2019.
-
- 2) **Recommended Action:** This item is for information and discussion.
-
- 3) **Policy Analysis:** The Marketing, Communications and Outreach division supports the agency in the accomplishment of our day-to-day mission to deliver services to our community as well as the longer range elements of our strategic plan.
-
- 4) **Background:** The Marketing, Communications and Outreach division plans, manages and executes our marketing, advertising, communications, public involvement and community relations efforts to increase usage of Agency services and raise awareness of the value of Intercity Transit. The division directs agency marketing research, oversees customer information and publication efforts and represents the agency in organizational and community events. The Marketing and Communication division oversees our Youth Education Programs and the Bicycle Commuter Challenge.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** N/A.
-
- 7) **Goal Reference:** Goal #1 "Assess the transportation needs of our community throughout the Public Transportation Benefit Area"; Goal #6: "Encourage use of our services"; Goal #7: "Build partnerships to address and jointly find solutions to the mobility needs and demands in our community."
-
- 8) **References:** N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: January 14, 2019**

FOR: Community Advisory Committee

FROM: Rena Shawver, 705-5842
Marketing, Communications & Outreach Manager
Kerri Wilson, Youth Education Specialist
David Coppley, Youth Education Assistant

SUBJECT: Overview of Youth Education Program and update on the Youth Education Center

1) **The Issue:** To share the work of Intercity Transit's Walk N Roll youth education program and to discuss what's next.

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

3) **Policy Analysis:** Supporting youth to walk, bike and ride the bus fulfills a goal of our strategic plan.

4) **Background:** Our Youth Education Program, which has been branded "Walk N Roll" had a banner year in 2018 thanks to the support of the community and our Authority. Staff would like to share the work they did in 2018, provide an update on the status of the new Walk N Roll Youth Education Center, and present what's planned for 2019.

The agency's youth education program is supported by a full-time Youth Education Specialist, a three-quarter time Youth Education Assistant, and as of August 2018, an AmeriCorps Service Member. The program includes supporting Walk to School Days, a school bike challenge, Kidical Mass bike rides, the Earn-A-Bike program as well as Rolling Classrooms and the newly approved Class Pass Pilot Program.

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

6) **Budget Notes:** The 2019 budget includes \$73,340 to operate the Youth Education Program. The program is partially funded by grant funds.

7) **Goal References:** **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding

customer service." **Goal #4:** "Provide responsive transportation options within financial limitations." **Goal #5:** "Integrate sustainability into all agency decisions and operations to lower environmental impact and enhance our community."

8) **References:** N/A

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: January 14, 2019**

FOR: Community Advisory Committee

FROM: Rena Shawver, 705-5842
Marketing, Communications & Outreach Manager
Nicky Upson, Marketing, Communications & Outreach Coordinator

SUBJECT: Improving Online Customer Service

-
- 1) **The Issue:** Share your thoughts regarding the strengths and weaknesses of Intercity Transit's website to enhance the customer experience and learn more about GovDelivery, a recently implemented customer service tool.
-
- 2) **Recommended Action:** Share strengths and weaknesses of the agency website and GovDelivery system.
-
- 3) **Policy Analysis:** N/A.
-
- 4) **Background:** In the last year, more than 155 pages, 74 documents and 55 images have been added to the website which is visited by more than 20,000 unique users each month, many of whom are sight-impaired and 70% of which are using handheld devices. In the spirit of continual improvement, IT introduced a new customer service tool called GovDelivery, which is a subscription email and text service to share agency information. In addition, the 2019 budget includes funds to enhance our existing website to create a better customer experience online and make improvements that will meet today's customer expectations. Today we're looking for initial input from CAC members on ideas for improvement to the website.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** N/A.
-
- 7) **Goal References:** **Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #2:** *"Provide outstanding customer service."*
-
- 8) **References:** Please evaluate IT's website at www.intercitytransit.com and come prepared to share your opinion regarding its strengths and weaknesses.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: January 14, 2019**

FOR: Community Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: 2019 Discounted Monthly Bus Pass Program

-
- 1) **The Issue:** Update the CAC on the 2019 Discounted Bus Pass Program.
-
- 2) **Recommended Action:** This item is for information only.
-
- 3) **Policy Analysis:** Resolution 01-2018 directs the General Manager to implement a Discounted Bus Pass Program up to \$400,000 in bus passes each year. On December 5, 2018 the Authority Adopted Resolution 04-2018 increasing the program limit to \$600,000.
-
- 4) **Background:** The Authority adopted resolutions totaling \$600,000 for the Discounted Bus Pass Program to assist qualifying government agencies and non-profit organizations serve the unmet public transportation needs of low income persons. This is the seventh year of the program. Administratively, if requests received by the deadline exceed available funding, applicants would receive a reduced percentage of requested passes equal to program limits. If funding remains beyond the initial award period, the program has a rolling application process which awards on a first-come, first- serve basis.
- Staff issued the application October 8, 2018, with a due date of November 16, 2018. Twenty-four applications were received for a total request of \$507,129.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** The Authority has dedicated up to \$600,000 in half-priced passes and potentially up to \$300,000 in revenue for this program if all passes were purchased. There is some question as to whether or not these bus passes would or could be purchased by the organizations or those receiving assistance through applicant agencies.
-
- 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."*
-
- 8) **References:** 2019 Discounted Pass Program Recipients.

2019 Discounted Bus Pass Program ~ Potential Grant Recipients

Name of Recipient	Contact Name/Phone Number/Email Address	Passes at Discounted Rate	Passes at Full Rate	Pass Type
1 Behavioral Health Resources 3857 Martin Way East Olympia, WA 98506	Tracey Lasley 360-704-7170 tlasley@bhr.org	\$12,960.00 \$2,430.00 \$15,390.00	\$25,920.00 \$4,860.00 \$30,780.00	Adult Youth
2 Capital Recovery Center 100 Cherry Street SE Olympia, WA 98501	Meta Hogan 360-357-2582 meta@capitalclubhouse.org	\$2,592.00	\$5,184.00	Adult
3 Catholic Community Services (CCS) Drexel House 604 Devoe Street SE Olympia, WA 98501	Gabriel Ash 360-753-3340 x124 gabea@ccsww.org	\$7,560.00	\$15,120.00	Adult
4 Catholic Community Services (CCS) Family Behavioral Health 1011 10th Ave SE Olympia, WA 98501	Heidi Williams 360-878-8248 heidw@ccsww.org	\$1,512.00 \$900.00 \$500.00 \$2,912.00	\$3,024.00 \$1,800.00 \$500.00 \$5,324.00	Adult Youth Summer Youth
5 Community Action Council of Lewis, Mason & Thurston 3020 Willamette Drive NE Lacey, WA 98516	Vallerie Ballew 360-438-1100 x1134 Valerieb@caclmt.org	\$21,600.00	\$43,200.00	Adult
6 Community Youth Services 711 State Avenue NE Olympia, WA 98506	Nicole Bisping 360-918-7874 nbisping@communityyouthservices.org	\$9,900.00 \$3,262.50 \$400.00 \$13,562.50	\$19,800.00 \$6,525.00 \$400.00 \$26,725.00	Adult Youth Summer Youth
7 DSHS Community Services Division Region 3 Olympia Community Service Office 6860 Capital Blvd SE Point Plaza East, Bldg #2 1st Floor Tumwater, WA 98501	Milton Caron 360-725-6530 CaronMD@DSHS.WA.GOV	\$7,560.00 \$562.50 \$8,122.50	\$15,120.00 \$1,125.00 \$16,245.00	Adult Youth
8 Capital Region ESD 113 - Gravity High School (Lacey) 4315 6th Ave SE Lacey, WA 98503	Silky Russell 360-464-6847 rsrussell@esd113.org	\$2,160.00 \$4,500.00 \$6,660.00	\$4,320.00 \$9,000.00 \$13,320.00	Adult Youth
9 Capital Region ESD 113 - Gravity High School (Olympia) 906 Columbia Street SW Olympia, WA 98501	Russ Surridge 360-464-6851 rsurridge@esd113.org	\$4,050.00 \$3,375.00 \$7,425.00	\$8,100.00 \$6,750.00 \$14,850.00	Adult Youth
10 Family Education & Support Services (NEW) 1202 Black Lake Blvd. #B Olympia, WA 98502	Jessica Olson 360-754-7629 JessicaO@familyess.org	\$2,520.00	\$5,040.00	Adult
11 Family Support Center of South Sound PO Box 784 Olympia, WA 98507	Natalie Skovran 360-754-9297 x 218 natalies@fscss.org	\$3,672.00	\$7,344.00	Adult
12 Garden Raised Bounty - GRuB 2016 Elliott Ave NW Olympia, WA 98502	Wade Arnold 360-753-5522 warnold@goodgrub.org	\$420.00	\$840.00	Youth
13 Housing Authority of Thurston County 1206 12th Avenue SE Olympia, WA 98501	Tammie Smith 360-918-5832 tammies@hatc.org	\$2,592.00 \$810.00 \$240.00 \$3,642.00	\$5,184.00 \$1,620.00 \$240.00 \$7,044.00	Adult Youth Summer Youth
14 New Market Skills Center 7299 New Market Street SW Tumwater, WA 98501	Tara Clemmens 360-570-4525 tara.clemmens@newmarketskills.org	\$432.00 \$360.00 \$792.00	\$864.00 \$720.00 \$1,584.00	Adult Youth
15 North Thurston Public Schools - Special Education 305 College Street NE Lacey, WA 98516	Kevin Gausepohl 360-412-4483 kgausepohl@nthurston.k12.wa.us	\$8,100.00 \$4,500.00 \$12,600.00	\$16,200.00 \$9,000.00 \$25,200.00	Adult Youth
16 Olympia Union Gospel Mission PO Box 7668	Jerry Gatton 360-584-3505	\$5,184.00 \$360.00	\$10,368.00 \$720.00	Adult Youth

2019 Discounted Bus Pass Program ~ Potential Grant Recipients

Name of Recipient	Contact Name/Phone Number/Email Address	Passes at Discounted Rate	Passes at Full Rate	Pass Type
Olympia, WA 98507-7668	jerry@ougm.org	\$5,544.00	\$11,088.00	
17 Pacific Mountain Workforce Development Council 1570 Irving Street SW Tumwater, WA 98512	Corinne Daffern 360-570-4249 corinne@pacmtn.org	\$14,040.00 \$270.00 \$14,310.00	\$28,080.00 \$540.00 \$28,620.00	Adult Youth
18 South Puget Sound Community College (NEW) 2011 Mottman Road SW Olympia, WA 98512	Jennifer Manley 360-596-5305 jmanley@spscc.edu	\$117,000.00	\$234,000.00	Adult
19 Thurston County Public Defense Office 926 24th Way SW Olympia, WA 98502	Mia Pagnotta 360-786-5868 mia.pagnotta@co.thurston.wa.us	\$3,240.00 \$900.00 \$4,140.00	\$6,480.00 \$1,800.00 \$8,280.00	Adult Youth
20 Tumwater School District TOGETHER! 1520-A Irving Street SW Tumwater, WA 98512	Jennifer Gould 360-999-0546 Jennifer.Gould@tumwater.k12.wa.us	\$607.50 \$200.00 \$807.50	\$1,215.00 \$200.00 \$1,415.00	Youth Summer Youth
21 Tumwater FRESH Farm Administered by: New Market Skills Center 7299 New Market Street SW Tumwater, WA 98501	Gabriel Marks 443-786-2149 Gabriel.Marks@tumwater.k12.wa.us	\$360.00	\$720.00	Youth
22 Tumwater School District 621 Linwood Ave SW Tumwater, WA 98512	Lisa Alonzo 360-709-7006 lisa.alonzo@tumwater.k12.wa.us	\$900.00 \$825.00 \$1,725.00	\$1,800.00 \$1,650.00 \$3,450.00	Adult Youth
23 United Way of Thurston County - AmeriCorps VISTA (NEW) 1211 4th Avenue E Suite 101 Olympia, WA 98506	Lindsay Fujimoto 360-943-2773 x122 lfujimoto@unitedway-thurston.org	\$198.00	\$396.00	Adult
24 YWCA Olympia 220 Union Avenue SE Olympia, WA 98501	Heather Penny 360-352-0593 hpenny@ywcaofolympia.org	\$1,080.00 \$270.00 \$1,350.00	\$2,160.00 \$540.00 \$2,700.00	Adult Youth
		Adult	\$229,459.50	\$458,919.00
		Youth	\$24,105.00	\$48,210.00
		Total Discounted	\$253,564.50	\$507,129.00
		Summer Youth	\$1,340.00	\$1,340.00
		Total Amount	\$254,904.50	\$508,469.00

Beginning Balance of Grant Fund:	\$400,000.00
Total Amount of <u>Potential</u> Grants Awarded:	(\$507,129.00)
Funds Available to Award:	(\$107,129.00)

Path in Share drive: I: Discounted Bus Pass Grant Program\2018

H:\Accounting\Discounted Pass Grant Program\Grant Recipients and Funds Allocation.xlsx

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-E
MEETING DATE: January 14, 2019**

FOR: Community Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: Surplus Van Grant Program

-
- 1) **The Issue:** To inform the CAC of the 2019 Surplus Van Grant recipients.
-
- 2) **Recommended Action:** Informational only.
-
- 3) **Policy Analysis:** The Surplus Van Grant program supports the Strategic Plan's goal of strengthening partnerships with local agencies and groups by assisting them in meeting their unmet transportation needs. Resolution 07-03 dedicates up to four surplus vanpool vehicles for this use. The Authority has exercised the opportunity to award to additional applicants based on the availability of vehicles and community need.
-

- 4) **Background:** On September 3, 2003, the Intercity Transit Authority adopted Resolution 07-03 creating the Surplus Van Grant program. The program makes surplus vanpool vehicles available annually to non-profit groups in the Thurston County PTBA to meet the transportation needs of customers not met by Intercity Transit's fixed-route services. The Authority has granted 55 vans to community groups since the program began.

A review team consisting of, General Manager Ann Freeman-Manzanares, former CAC member and Path Program Manager at Capital Recovery Center, Meta Hogan, Food Bank Executive Director, Robert Coit, Vanpool Manager Carolyn Newsome, and Vanpool Coordinator Dave Kolar evaluated 16 applications received by the November 16 deadline. Utilizing selection criteria including; community benefit, passenger trips provided, coordination of services and ability to maintain vehicle and service, the team recommended award of vehicles to the Behavioral Health Services, Catholic Community Services, Community Youth Services, and Senior Services for South Sound, Family Education and Support, Kokua, and Nature Nurtures. All have worthy programs, demonstrate community benefits and have the ability to comply with the requirements of the grant. On December 5, 2018 the Authority granted award of the vehicles.

-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** The surplus van grant program will result in lost revenue to Intercity Transit from the sale of surplus vans. This is estimated at \$10,000 per vehicle or a total of \$70,000 for seven vehicles.

-
- 7) **Goal Reference:** **Goal #4:** *"Provide responsive transportation options within financial limitations. Goal #7: "Build partnerships to address and jointly find solutions to mobility needs and demands in our community."*
-

- 8) **References:** 2019 Van Grant Recipients & Van Grant Recipient List from Program Inception

2019 Van Grant Recipients

Behavioral Health Services, responding to opioid epidemic, will be opening a drug and alcohol treatment facility for pregnant and parenting women January 2, 2019. This allows for the development of healthy parenting skills while acquiring skills to needed to stay clean and sober. Van will provide transportation to the facility and as part of their case management; appointments in the community including methadone treatment, prenatal appointments, pediatric and wellness checks and court-required meetings.

Catholic Community Services (CCS) will utilize their van for two programs. First for Drexel House; providing support for and housing to shelter Olympia's most vulnerable homeless adults, over 50% of those served are veterans. Secondly, CCS is partnering with Olympia Police Department to start a new program, "Familiar Faces." Program will provide Peer Navigators who will work with the 20 individuals in downtown Olympia who have the most contacts with law enforcement.

Community Youth Services works with low income and at-risk youth, aged 12-24, to overcome impact of abuse, abandonment and the stigma of poverty and homelessness. Van will provide reliable transportation for Rosie's Place; an engagement center, overnight shelter and street outreach program for homeless youth and young adults.

Senior Services for South Sound transports seniors to activities such as the Senior Nutrition Program, Services to at Risk Seniors (STARS) and Adult Day Care and Respite Programs. Senior nutrition program provides over 110,000 warm, nutritious meals while having a social connection with other seniors in our community. Senior Services for South Sound's Inclusion Program provides seniors with developmental disabilities custom designed activities including arts and crafts, bingo and field trips.

Family Education and Support Services supports families by offering intensive classes for families impacted by trauma; including addiction, domestic violence, incarceration or separation due to deployment, divorce or deportment. Their prevention based parent training supports women who have acknowledged using drugs or alcohol during pregnancy. Family Education and Support Services assist adults caring for children impacted by trauma with Kinship and Foster parent support.

Kokua Services' mission is to provide individuals with disabilities the support they need to lead full and meaningful lives. Kokua hopes to provide two new services; Community Guide and Engagement Services and Respite Care. All services incorporate getting individuals out into our community to help build a sense of self-value through engagement with other community members in inclusive activities.

Nature Nurtures Farm hope to transport children who live at Family Support Center's Pear Blossom Shelter to their farm so they may participate in Farm Start outdoor pre-school program, expanding childcare offerings and increasing student population from 55 to 163. Nature Nurtures is leasing office space on the West Side of Olympia, reserving nearly 50% for students accessing care via ECEAP or Washington's Working Connections Childcare subsidy through DSHS.

Van Grant Recipients

2004:

1. Behavioral Health Resources
2. Bread and Roses
3. Habitat for Humanity
4. Senior Services for South Sound

2005:

1. Behavioral Health Resources
2. Boys and Girls Club of Thurston County
3. Pacific Peaks Girl Scout Council
4. Olympia Union Gospel Mission

2006:

1. Behavioral Health Resources
2. Senior Services for South Sound
3. Morningside
4. Catholic Community Services

2007:

1. Behavioral Health Resources
2. Bread and Roses
3. Senior Services for South Sound
4. Partners in prevention

2009:

1. Thurston County Food Bank
2. Yelm Adult Senior Services
3. Capital Clubhouse
4. Community Youth Services

2010:

1. Early Learning Center
2. Senior Services for South Sound

2011:

1. Olympia Union Gospel Mission
2. Senior Services for South Sound
3. Olympia Christian School

2012:

1. Boys and Girls Club of Thurston County
2. Catholic Community Services
3. Thurston County police Athletic League
4. Wee Love Learning Early Learning Center

2013:

1. Boys and Girls Club of Thurston County
2. G.R.u.B.
3. Panza for Quixote Village
4. Thurston County Food Bank

2014:

1. Boys and Girls Club of Thurston County
2. Community Youth Services
3. Olympia Union Gospel Mission
4. Senior Services for South Sound

2015:

1. Community Youth Services
2. Catholic Community Services
3. YWCA
4. Interfaith Works

2016:

1. Community Youth Services
2. Boys and Girls Club of Thurston County
3. Senior Services for South Sound
4. Community Action Council
5. City Gates Ministries
6. Center for Natural Lands Management

2017:

1. City of lacey veterans Services HUB
2. Community Youth Services
3. Senior Services for South Sound
4. Thurston County Food Bank
5. TOGETHER!
6. Yelm Senior Center
7. WA-YA Outdoor Institute

Authority Meeting Highlights
A brief recap of the Authority Meeting of December 5, 2018

Action Items

Wednesday night, the Authority:

- Canceled the December 19, 2018 Authority meeting.
- Authorized the General Manager, pursuant to Washington State Contract 05916, to issue a purchase order to Toyota of Yakima in the amount of \$629,780 to purchase twenty (20) new seven-passenger Toyota Sienna minivans.
- Authorized the General Manager to execute a contract amendment with Pierce County Security to increase security services at the Olympia Transit Center for the remainder of the current contract term through May 31, 2019 in the amount of \$56,389.
- Authorized the General Manager, pursuant to Washington State Contract 04115, to purchase seven (7) expansion Dial-A-Lift vehicles from Schetky Northwest in an amount not to exceed \$1,005,063. There is no sales tax on Dial-A-Lift Vehicles.
- Authorized the General Manager, pursuant to Washington State Contract 09214, to issue purchase orders to Gillig, LLC in an amount not-to-exceed \$15,381,530 to purchase eleven (11) replacement and up to fifteen (15) expansion 35-foot and 40-foot diesel low-floor buses.
- Authorized the General Manager to enter into a three-year contract with RouteMatch to lease mobile tablets for the Dial-A-Lift fleet. The value of the contract is \$205,115.40, including tax.
- Authorized the General Manager to grant surplus vanpool vehicles to Behavioral Health Services, Catholic Community Services, Community Youth Services, Senior Services for South Sound, Family Education & Support, Kokua, and Nature Nurtures.
- Accepted the updated Rules of Conduct, Transit Exclusion and Regulation of Communication Activities policy.
- Adopted the 2019-2024 Strategic Plan.
- Community Advisory Committee Appointments: Reappointed Joan O'Connell and Jonah Cummings to full three-year terms beginning January 1, 2019; Appointed Sreerenjini Namboothiri to the youth position beginning January 1, 2019; and Appointed David Bonauto to a full three-year term beginning January 1, 2019.

- Adopted Resolution 04-2018 increasing the program limit to \$600,000. Staff will provide a list of grant applicants and the total amount being requested in discounted bus passes at this time.

Other Items of Interest:

- Bid farewell to Authority member, Thurston County Commissioner Bud Blake, who served on the Intercity Transit Authority Board since January 2015.
- Received a presentation from Mike Burnham, Senior Planner with TRPC on the Climate Adaptation and Mitigation Plan.

Pat Messmer/Executive Assistant/Clerk to the Board
Prepared: December 7, 2018

Authority Meeting Highlights
A brief recap of the Authority Meeting of January 2, 2019

Wednesday night, the Authority:

- Authorized the General Manager, pursuant to Washington State Contract 09214, to issue a purchase order to Gillig, LLC in an amount not-to-exceed \$13,532,625, to purchase twenty-three (23) replacement 40-foot and 35-foot diesel low-floor buses.
- Authorized the General Manager to amend the Nelson Nygaard contract in an amount not-to-exceed \$150,000 for the implementation of the Long-Range Plan.
- Reviewed and decided on a new paint scheme for the new buses.
- Decided to conduct an Annual Planning Session sometime in April, and perhaps again in July.

OTHER ITEMS OF INTEREST:

- Welcomed Thurston County Commissioner Tye Menser to the Authority Board.
- Welcomed the recipients of the Surplus Van Grant Program: *Behavioral Health Resources, Catholic Community Services of Western Washington, Community Youth Services, Senior Services for South Sound, Family Education & Support Services, Kokua, and Nature Nurtures Farm*. This was followed by a brief recess with refreshments.
- Received an update on the Class Pass Pilot project.
- Received a presentation from Jason Robertson on the Alternative Fare Study.

Pat Messmer

Prepared: January 3, 2019

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		12	1	2	3	4	5	6	7	8	9	10	11	12
CAC	Members	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	18-May	18-Jun	18-Jul	18-Aug	18-Sep	18-Oct	Nov-18	Dec-18
Justin	Belk	MEETING CANCELLED				Absent				Absent				
Jan	Burt				Absent									
Billie	Clark			Absent	Absent							Absent		
Denise	Clark						Absent	Absent			Absent	Absent	Absent	
Jonah	Cummings						Absent	Absent		Absent	Absent		Absent	
Carla	Dawson								Absent					
Peter	Diedrick				Absent					Absent		Absent		
Ursula	Euler				Absent						Absent			
Tim	Horton			Absent										
Marie	Lewis													
Joan	O'Connell				Absent	Absent			Absent			Absent		
Scott	Paris									Absent				
Sue	Pierce													
Marilyn	Scott													
Walter	Smit											Absent	Absent	
Linda	Vail													
Victor	VanderDoes							Absent	Absent					
Michael	Van Gelder		Absent						Absent	Absent				
Austin	Wright			Absent	Absent	Absent		Absent	Absent	Absent	Absent	Absent	Absent	
Lin	Zenki		Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	

= Joint meeting does not count against required meeting attendance