

**AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**February 6, 2019**  
**5:30 P.M.**

**CALL TO ORDER**

- 1) **APPROVAL OF AGENDA** **1 min.**
- 2) **INTRODUCTIONS** **15 min.**
  - A. **Hannah Toulme, HR Administrative Assistant** (*Heather Stafford Smith*)
  - B. **Paul Bedford and Al Heinemeyer, Operations Supervisors** (*Cameron Crass*)
  - C. **Operators – Class 19-01** (*Cameron Crass*)  
*Laurie Bates; John Garner; Michael Brock; Chinyere Thompson; Chad Edwards; Patricia Camus; Corey Morrison; Leata Roberts; Ricardo Lopez; Heather Dean; Mark Cook; Susan Janeway; Andrew Ross; Albert Kuhnle; Hai Hguyen; Dennis Byrd; Richard Cameron; John LaMontagne*
- 3) **PUBLIC COMMENT** **10 min.**

*This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is asked to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. Please include your first and last name, a mailing address or a phone number (in the event we need to contact you). When your name is called, step up to the podium and give your name for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. Citizens testifying are asked to limit testimony to three minutes.*

*The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.*
- 4) **APPROVAL OF CONSENT AGENDA ITEMS** **1 min.**
  - A. **Approval of Minutes:** January 2, 2019, Meeting; January 16, 2019, Meeting.
  - B. **Payroll – January 2019:** \$2,425,238.33.
  - C. **Accounts Payable:** Warrants dated December 31, 2018, numbers 26622-26691 in the amount of \$535,707.41; Warrants dated January 11, 2019, numbers 26692-26695, in the amount of \$1,222,482.45; Warrants dated January 18, 2019, numbers 26696-26744, in the amount of \$146,983.92; Warrants dated January 25, 2019, numbers 26769-26817, in the amount of \$269,479.94 Automated Clearing House Transfers for January 2019 in the amount of \$5,829.25 for a monthly total of \$2,180,482.97.
- 5) **PUBLIC HEARING - None** **0 min.**

- 6) **NEW BUSINESS**
  - A. **Pattison Base – North Site Security Camera Project** (*Jeff Peterson*) **5 min.**
  - B. **2019 Procurement Work Plan** (*Steve Krueger*) **20 min.**
  - C. **March Service Change/Long Range Plan Update** (*Rob LaFontaine*) **30 min.**
  - D. **Annual Authority Reorganizing Activities** (*Pat Messmer*) **20 min.**
- 7) **COMMITTEE REPORTS**
  - A. **Thurston Regional Planning Council (Feb. 1)** (*Karen Messmer*) **3 min.**
- 8) **GENERAL MANAGER’S REPORT** **10 min.**
- 9) **AUTHORITY ISSUES** **10 min.**
- 10) **ADJOURNMENT**

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

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

*If you need special accommodations to participate in this meeting, please call us at (360) 786-8585 three days prior to the meeting. For TDD users, please use the state’s toll-free relay service, 711 and ask the operator to dial (360) 786-8585.*

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

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**January 2, 2019**

**CALL TO ORDER**

Chair Sullivan called the January 2, 2019, meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Tumwater Councilmember Debbie Sullivan; Vice Chair and Citizen Representative Ryan Warner; City of Lacey Councilmember Carolyn Cox; Thurston County Commissioner Tye Menser; Citizen Representative Karen Messmer; Citizen Representative Don Melnick; and Labor Relations Representative Art Delancy.

**Members Excused:** City of Yelm Councilmember Molly Carmody; City of Olympia Councilmember Clark Gilman.

**Staff Present:** Ann Freeman-Manzanares; Jessica Gould; Dave Kolar; Steve Krueger; Rob LaFontaine; Pat Messmer; Eric Phillips; Rena Shawver; Carolyn Newsome; Katie Cunningham; Rob Rinehart; Steve Swan; Nicky Upson; Kerri Wilson.

**Others Present:** Community Advisory Committee Member, Ursula Euler; Legal Counsel, Jeff Myers.

*Chair Sullivan introduced and welcomed Thurston County Commissioner Tye Menser as a new Intercity Transit Board Member.*

**APPROVAL OF AGENDA**

**It was M/S/A by Vice Chair Warner and Citizen Representative Messmer to approve the agenda as presented.**

**PUBLIC COMMENT**

**Heath Reynolds, Olympia.** Mr. Reynolds thanked Intercity Transit for installing an on-street schedule at the bus stop he uses on Yelm Highway at Parkside Dr. (westbound).

**CELEBRATIONS/RECOGNITION**

**A. Surplus Van Grant Recognition** - Carolyn Newsome, Vanpool Manager, introduced the recipients of the Surplus Van Grant program. Each provided a brief description on how their agency will use the vans:

- Behavioral Health Resources Clinical Manager, Danielle Murphy
- Community Youth Services Senior Development Associate, Megan Lobdell

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- Kokua Development Director, GP Dempsey
- Family Education & Support Services Executive Director, Shelly Willis
- Nature Nurtures Farm Deputy Director, Julie Peters
- Catholic Community Services Program Manager, Gabriel Ash
- Senior Services for South Sound (not in attendance)

*Chair Sullivan recessed the meeting at 5:45 p.m. for refreshments and viewing of a surplus van. The meeting reconvened at 6:02 p.m.*

### APPROVAL OF CONSENT AGENDA ITEMS

**It was M/S/A by Citizen Representative Melnick and Vice Chair Warner to approve the consent agenda as presented.**

- A. **Approval of Minutes:** December 5, 2018, Regular Meeting
- B. **Payroll – December 2018:** \$2,363,513.17.
- C. **Accounts Payable:** Warrants dated December 7, 2018, numbers 26409-26454 in the amount of **\$105,817.92**; Warrants dated December 14, 2018, numbers 26457-26513, in the amount of **\$363,231.19**; Warrants dated December 21, 2018, numbers 26514-26582, in the amount of **\$255,361.26**; Warrants dated December 28, 2018, numbers 26583-26621, in the amount of **\$839,602.27**; Automated Clearing House Transfers for December 2018 in the amount of **\$11,557.62** for a monthly total of **\$1,575,570.26**.

### NEW BUSINESS

- A. **Class Pass Pilot Program.** Kerri Wilson, Youth Education Specialist, with the Walk N Roll Program, explained schools have a huge barrier when it comes to field trips because of the lack of transportation, and Intercity Transit often gets requests from schools to help with their transportation needs. About 32 schools a year ride IT buses to go on field trips and more schools would do so if they could afford it and it was easier for the teachers to get bus passes.

The Class Pass pilot begins this month (January) for schools and non-profit organizations to ride IT buses for free for field trips. This provides benefits to our teachers, students and community as a whole as well as to IT.

The Class Pass program benefits teachers by allowing this inexpensive travel option to offer learning opportunities to their students and streamlines the pass acquisition process, it allows for an increased number of students to experience additional learning opportunities. From IT's perspective, it introduces individuals to the benefits of riding the bus; make the Walk N Roll and Travel Training Program more

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visible; strengthens our relationships with schools and the community groups; streamlines the ticketing process for Customer Service staff and provides a heads-up to Operations regarding ridership numbers.

The process has been made easy for the teachers to use – they can go onto the IT website and submit a request and they will receive an email class pass similar to an e-ticket they can show the bus driver when they board. They can also request from staff a classroom presentation to prepare students on how to ride the bus.

To qualify, they must be a public or non-profit school or youth organization pre-K to 12<sup>th</sup> grade; group sizes need to be 10 to 40 students – if there are over 40 students, then separate buses will be needed; and they must start and end their trip at an IT bus stop.

Messmer asked if there is a way to provide materials to the students and make sure there is the teaching opportunity beyond getting on/off the bus. Wilson said materials have not yet been developed, however, there is a video on how to ride the bus and the video will be available to the teachers. Teachers also have access to IT staff if they would like a presentation.

Sullivan said the jurisdictions meet regularly with the school boards, and this is a great way to get the word out.

Menser asked if there are schools that can't access the regularly scheduled routes. Wilson said we serve four school districts with about 62 schools and 40 of those schools have safe access to an IT bus stop. This speaks to the importance of land use planning and the provision of services. For those that do not have safe access, Intercity Transit can provide a presentation and/or provide a field trip, in what is called a Rolling Classroom, to the Pattison Street Facility for an educational opportunity.

Melnick said educating students about bus etiquette is important so not to be disruptive to the other bus riders and to be respectful.

Wilson announced staff moved into the new Walk N Roll Youth Education Center and there is an internal open house scheduled for January 17 from 11 a.m. to 2 p.m. There will be a public open house on April 4, 2019.

- B. Replacement Coach Purchase.** Procurement Coordinator, Katie Cunningham, presented for consideration the purchase of twenty-three replacement 40-foot buses and 35-foot diesel low-floor buses.

The replacement cycle for heavy-duty buses, as determined by the Federal Transit Administration, is 12 years. Due to lack of funds, Intercity Transit has focused on keeping older vehicles in service longer than optimal. With the passage of IT Proposition 1 and fulfillment of our proposed long-range plan, we anticipate more intense use of these vehicles with the increase of our service delivery beginning in 2019. Currently, the bus manufacturer is scheduling build and delivery dates for 2020 and 2021. To ensure our ability to keep vehicles on the road, and deliver the new service our community is expecting in a timely fashion, we need to refresh our fleet as quickly as possible. Getting on the manufacturer's production schedule as soon as possible is imperative.

This purchase request includes replacing a total of twenty-three (23) 2007 series coaches that will be in their 14<sup>th</sup> service year upon delivery. We are carefully considering the necessary bus sizes, and anticipate that the purchase will include 40-foot coaches and may also include 35-foot coaches. The total purchase price of each bus, including sales tax, is estimated at \$583,202 for a 35-foot coach and \$588,375 for a 40-foot coach.

Intercity Transit intends to utilize Washington State Department of Enterprise Services (DES) Contract 09214 for heavy-duty mass transit vehicles. DES competitively awarded its heavy-duty mass transit vehicle contract awarding to the lowest, responsive and responsible bidders by vehicle category, and Gillig, LLC was selected for this replacement purchase. As a member of the Washington State Purchasing Cooperative, Intercity Transit is eligible to purchase from the DES contract.

Intercity Transit staff concurs with DES's assessment regarding fair and reasonable pricing and Gillig, LLC's ability to perform. Based on our past experience with Gillig buses, staff is confident these vehicles are mechanically sound and will serve our staff and customers well for many years to come.

Messmer said she would prefer these buses were not referred to as "clean" diesel buses. Staff responded that clean diesel, and ultra-low sulfur diesel, is the industry term used for this fuel type.

**It was M/S/A by Citizen Representative Melnick and Councilmember Cox to authorize 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, including sales tax, to purchase twenty-three (23) replacement 40-foot and 35-foot diesel low-floor buses.**

- C. Contract Amendment for Proposition 1/Long-Range Plan Implementation Assistance.** Eric Phillips, Development Director, presented an amendment to the

contract with Nelson Nygaard to include implementation assistance for IT Proposition 1 and the Long Range Plan.

With the passage of IT Proposition 1, and adoption of the Long Range Plan by the ITA in November 2018, Intercity Transit is set to grow significantly. Staff is seeking assistance to implement the enhancements identified in Proposition 1 and our Short and Long Range Plan. This assistance would include formalizing protocols and processes around planned service change dates during the eight year implementation of planned service improvements including: performance tracking, long range financial planning, analysis of resources, existing and emerging technologies, confirming internal and public facing roles and responsibilities, and developing a set of service change packages that would serve as the roadmap for the full multi-year implementation plan benchmarking service change elements, capital needs, financial considerations and the required steps in order to achieve them. Initiating this contract amendment as quickly as possible will assist staff in the timely planning and delivery of service and prepare us to operate efficiently and effectively within a much larger service environment while messaging these milestones to the public and promoting new service.

**It was M/S/A by Citizen Representative Messmer and Vice Chair Warner to authorize 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.**

- D. New Bus Paint Scheme.** Freeman-Manzanares said with the opportunity to replace old vehicles, there is the ability to change the look and feel of the branding. She showed the new color scheme being used on the vanpool vehicles, and the design team was asked to come up with several color scheme options for the new coaches. She presented two options.

*Messmer, Warner, Melnick and Sullivan prefer Option 2; Cox said she is okay with Option 2, however, she actually prefers Option 1 because it gave a different look to the new buses. She thinks it's important to have a different look to show the community how IT is using the money from Proposition 1.*

Messmer expressed her concern about the casino full-wrapped buses and worries about the image it projects. They look like "casino buses" rather than Intercity Transit buses. Freeman-Manzanares suggested the bus advertising contract may be a good topic for Authority consideration. Regardless of the outcome of that conversation, staff can work with the existing advertising firm to keep these newly branded vehicles advertising free to better display the new paint scheme. There were nods of consent to discuss the advertising contract and attempt to keep the new painted buses free from advertising.

**The Authority decided to go with Option 2.**

- E. **Alternative Fare Study Scoping Project.** Freeman-Manzanares said one of the nine enhancements requested by the public and offered as part of Proposition 1 was the promise to study alternative ways of paying fares. The current farebox system is old and failing. The Authority paused in the replacement process pending the outcome of Proposition 1. Now that staff has direction from the community, staff is recommending the Authority pursue options and opportunities regarding fare collection sooner rather than later.

Typically staff installs old fareboxes into new replacement buses but is questioning the wisdom of doing so based on their age, their propensity to break, the time and money associated with maintaining and administering the system as well as the operational costs associated with delayed running time. Eight replacement buses are scheduled for service starting summer 2019. In addition, the existing farebox system is no longer in production so staff cannot order additional fareboxes for the expansion vehicles which are scheduled for delivery in late 2019. Staff intended to study and procure new fare collection technology pending the outcome of the vote.

Based on community feedback from the IT RoadTrip and the Long Range Community Task Force to explore fare replacement as a possibility, staff is pausing procurement of a new system in favor of a deeper exploration regarding fare replacement. The timing and the circumstances around the community desire to explore this topic and the need for a replacement system do not coincide perfectly which likely suggests an opportunity, or actually the need, to pilot an alternative to fill the gap. With that, Freeman-Manzanares introduced Jason Robertson to offer a refresher on community comments concerning fare collection and to gain Authority input regarding project scope.

Robertson reviewed the proponents of an alternative fare study scoping:

**How We've Described the Potential**

- Faster Service
  - + Increased punctuality and faster running time
  - + Equity
  - + Reduced barriers to access equals:
    - More riders (both those that cannot afford to pay as well as those that can afford to pay but find payment systems and trying an alternative to their SOV outside their comfort zone)
    - Reduced congestion
    - Reduced emissions
    - Stronger workforce = stronger economy and stronger community
    - Operational cost savings



**Alignment with Other Community Goals**

- Move people more efficiently
- Reduce parking/road congestion and costs associated with parking and congestion.
- Serve transit-dependent; but also attract more/diverse/choice ridership
- Recruitment advantage for businesses and schools

**Why Now?**

- Task Force Recommendation (*\*With potential concerns noted*)
- High Community Interest
- Fare Box Replacement Due
- New Buses Coming!

**Primary Alternatives**

- Community Partnership Model - Replace fares with combination of institutional investment and operational savings
- New Technology - Replace old fareboxes with newer technology

**Component Research**

- Operating/equipment replacement estimates
- Fare revenue/expense analysis
- Peer system evaluation, related benefits/impacts
- Partner interest/support
- Increased ridership benefits/capacity assessment

**Component ITA Briefings**

- Ensure high comfort level throughout process
- Seek advice regarding specific stakeholder targets
- Troubleshoot challenges; identify opportunities
- Informed final decision

**Component Task Force**

- Shared discovery and recommendation process
- All angles considered
- Foster connections with partners
- Provide vetted recommendation to ITA

**Component Outreach - this is a policy decision.**

- Partners - targeted engagement to measure support, potential concerns
- Public outreach (inform the community and get feedback)
- Conduct online survey and open house(s) to allow deeper discussion
- Look at peer systems

Robertson asked the Authority:

1. Do they want to pursue alternative fare analysis? - **Yes**
2. Start now or later? - **Begin now**
3. Do they have suggested process improvements?
4. Are there key audiences to reach? - **Discounted bus pass recipients**
5. Is there other direction or essential considerations? -
  - Be sure to ask questions such as: Would it be a good fit for us? Are we buying an aging system or is it dying out? How can we tap a resource that has a handle on these questions?
  - What is the interoperable compatibility with other systems?
  - Bring in fellow transit agencies of a similar size to see what they did and how it works for them.
  - Consider the administrative fees because if the system costs more to operate than what is received in fares, how is that being a good steward of funds.

Freeman-Manzanares stated that based on Authority desire to move forward, staff would present a contract to move forward with this project at their next meeting.

**F. Annual Planning Session.** Freeman-Manzanares said the Authority traditionally conducts a day-long planning session annually (in the summer) to review issues and talk about strategic goals. She asked the Authority what their preference is for 2019. The Authority suggested:

1. Plan more than one session this year to discuss growth associated with the ballot measure. Plan for two sessions now- one in April and one in July; and perhaps with a third in the fall to be determined later.
2. Would like Jason Robertson to facilitate.
3. Possible Topics: Transit advertising; alternative fare collection system; service planning and longer range service implementation; master facility planning for Pattison street; technology; climate planning; economic forecast in July; continued scenario planning.

## COMMITTEE REPORTS

**A. Thurston Regional Planning Council.** Sullivan said TRPC met December 7. The members conducted subcommittee appointments; approved the Deschutes Valley Trail Funding Transfer Request in the amount of \$308,601; approved an amendment to the 2018 TRPC budget; Veena Tabbutt outlined an update to TRPC's Pay and Classification Plan - members will take action in January; adopted the 2019 Work Program; reviewed the Human Services Transportation Plan and adopted the Prioritized Project List; discussed the state legislative session commencing on January 14 and reviewed selected prefiled bills including HB 1008; and participated

in a game led by Katrina Van Every, Senior Planner called “Who Wants to be a Profile Millionaire.”

**Transportation Policy Board.** Melnick said the TPB met December 12. Members received a presentation by Sophie Simpson on the Olympia Transportation Master Plan development process and the results of recent public outreach; Business Representative Doug DeForest’s term expired earlier this year, and the members appointed a subcommittee to develop criteria and establish the selection process; the TPB received a presentation on the 2018 Profile highlighting some of the data trends in Thurston County.

## **GENERAL MANAGER’S REPORT**

Intercity Transit’s Jingle Bus was in the “Downtown for the Holidays Parade.” It was the third year participating in the Lacey Lighted Parade. To gain more benefit from staff efforts in creating the lighted bus; IT was on hand to enhance community festivities at the Lighted Boat Parade, and will be at the Children Hands On Museum for Free First Friday, and at the Tumwater Tree Lighting on Saturday. To further add to the festivities, Nancy Trail donned her Grinch costume to greet and take pictures with hundreds (if not thousands) of people.

The State Legislative session begins January 14 and staff is looking for support for our Regional Mobility projects, funding for the Pattison Street Rehabilitation and Expansion Project and continued funding for the Dash service.

There are two new regional mobility grants that were selected by the Department of Transportation and they are in the Governor’s budget. One of them is for \$222,000 for each two biennium’s for the vanpool promotion project that was started last year; and the second is for almost \$5M to start the BRT light pilot project earlier than proposed in Proposition 1.

There are continuing Regional Mobility Grants from the current cycle for the vanpool supercenter and the I-5 express project.

The new class of 18 operators begins January 14, 2019. And another class begins in February.

A window was broken at the Olympia Transit Center on December 22nd. This is the first window to ever be broken at the OTC. Intercity Transit gives many thanks to the Olympia Police for responding and the Olympia Fire Departments for boarding up our window very quickly pending repair.

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The Olympia Transit Center project is coming along on schedule and still looking at late 2019 for completion.

Looking at options and funding scenarios for the master planning of the Pattison facility for maintenance, operations and admin facility. The good economy has caused construction costs to exceed value. Adjusting to this economic reality is imperative and unfortunately causing delay in the ability to move forward.

Freeman-Manzanares shared the schedule of APTA 2019 conferences which may be of interest to the Board. Sullivan, Gilman and Carmody expressed interest in attending the APTA Legislative conference held in March in Washington D. C.

### **AUTHORITY ISSUES**

Melnick referred to recruitment ads for bus drivers he's seen on Community Transit buses. He asked if IT would be doing something similar. Freeman-Manzanares said currently IT is not having problems recruiting new drivers, but it may be a project in the future.

Messmer said the Washington State Bike Summit takes place in Olympia on February 11 and 12. She'll be presenting a history on the bike lane and facility development.

Melnick thanked staff for coming to Panorama to pitch the various IT programs. He asked if staff would provide statistics about how many people sign up for the different programs (i.e. Bus Buddies, Reduced Fare, etc.).

### **ADJOURNMENT**

**With no further business to come before the Authority, Chair Sullivan adjourned the meeting at 7:30 p.m.**

**INTERCITY TRANSIT AUTHORITY**

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**Debbie Sullivan, Chair**

**ATTEST**

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**Pat Messmer  
Clerk to the Authority**

**Date Approved: February 6, 2019**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**January 16, 2019**

**CALL TO ORDER**

Chair Sullivan called the January 16, 2019, meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Tumwater Councilmember Debbie Sullivan; Vice Chair and Citizen Representative Ryan Warner; City of Lacey Councilmember Carolyn Cox; City of Yelm Councilmember Molly Carmody; City of Olympia Councilmember Clark Gilman; Thurston County Commissioner Tye Menser; Citizen Representative Karen Messmer; Citizen Representative Don Melnick; and Labor Relations Representative Debbie Solomon.

**Staff Present:** Ann Freeman-Manzanares; Lisa Allison; Emily Bergkamp; Suzanne Coit; David Copley; Tammy Ferris; Jessica Gould; Paul Koleber; Steve Krueger; Ally McPherson; Pat Messmer; Carolyn Newsome; Jeff Peterson; Eric Phillips; Rena Shawver; Steve Swan; Nicky Upson; Kerri Wilson.

**Others Present:** Community Advisory Committee Member, Tim Horton.

**APPROVAL OF AGENDA**

It was M/S/A by Citizen Representative Messmer and Vice Chair Warner to approve the agenda as presented.

**PUBLIC COMMENT - None**

**INTRODUCTIONS**

- 1) **Robert Oliver and Jarod Burke, Vehicle Detailers** (*Paul Koleber*)
- 2) **Riley White, Commuter Services Assistant** (*Carolyn Newsome*)
- 3) **Kiera Maryott, Accounting Specialist** (*Suzanne Coit*)

**NEW BUSINESS**

**A. Youth Education Update.** Marketing & Communications Manager, Rena Shawver, provided an overview of Marketing, Communications and Outreach programs. She said they are integrating all of those programs for the agency, making an impact, moving to change behavior and using resources for the good of the community. Shawver said Marketing supports the mission of the agency; branding the agency well by integrating materials (i.e. bus paint colors, the wraps, etc.). Last year's projects included supporting the short/long range plan; helping with the September

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service change and the Prop 1 project. This year, focus will be on helping the agency roll out the new fixed route service.

Shawver introduced members of the Marketing staff:

**Nicky Upson**, Marketing & Communication Coordinator – responsible for the agency website and GovDelivery, communicating with the 200 employee transportation coordinators at state agencies, does graphic design support work taking on some of the larger profile projects like the Be Safe/Be Seen Campaign, Ride Transit – a state campaign put on by Transportation Choices Coalition, and the EDC's annual Expo which IT sponsors. Also this year, Upson is taking on the Bicycle Commuter Challenge in coordination with Duncan Green to make it more visible in the community.

**Ally McPherson**, Marketing & Communication Specialist – is responsible for all customer publications (Transit Guide, Rider News, brochures and transit tickets). She's also the gatekeeper and manages all social media include FaceBook and Twitter. McPherson also coordinates between 15-20 events a year to make sure the agency has a presence (i.e. the parades and events like the Lacey Family Fun Fair). She also does graphic design and supports the route maps, posters, flyers and manages special projects like the Summer Youth Pass collaboration with five other transit systems.

Both Upson and McPherson take on the task of sending out information on Rider Alerts to make sure customers know when a road is closed, start running snow routes and other information that would impact the commute.

**Duncan Green** is the BCC Assistant six months out of the year between January and July. He's takes on the Winter Bicycle Challenge, Earth Day Market Ride, and annual Bicycle Commuter Challenge.

**Kerry Wilson**, Youth Education Specialist, **David Copley**, Youth Education Assistant, and **Liam Collins**, AmeriCorps member. They dedicate their time to the Walk N Roll Youth Education Program. Since they were making a presentation later in the meeting, Shawver deferred a more in-depth exploration of their responsibilities.

Marketing/Communications does a lot of work with outside vendors and consultants to complete many of the projects (Lamar Advertising, JayRay Communications, HandCrank Video Production, Nelson Nygaard and Jason Robertson).

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Another major project is to increase participation in the vanpool program. IT received a \$250,000 innovators grant from the State Legislature to relieve congestion on the I-5 corridor by partnering with the Chamber to reach businesses and their employees who may not know about the benefits of vanpooling.

Shawver showed the recently produced video entitled, "Everyday Heroes." The Everyday Heroes theme was developed in concert with feedback from Thurston County Chamber members.

Shawver turned the presentation over to Kerri Wilson for a Walk N Roll update. Wilson said in 2018 the program served about 8,495 youth and their family encouraging biking, walking and bus riding. They did this through a partnership with Olympia, Tumwater and North Thurston school districts and a new partnership with the City of Olympia.

The Walk N Roll to School days had 3,407 participants with 12 schools. The hope is to expand to more North Thurston Schools.

The School Bike Challenge had 166 participants with 7 schools totaling 3,775 miles. This program is part of the Bicycle Commuter Challenge. It's a great way to reach more youth – they provide a toolkit to the school where students log their miles and can win prizes. Wilson is hoping to increase more school participation, particularly middle schools.

Pace Car Pledge asks drivers to commit to make roads safer for walking and biking by pledging to drive the speed limit, avoid distractions, be cautious around kids and stop for pedestrians. Last year they increased the outreach thanks to the help of Liam Collins and were able to get 128 pledges.

Walk N Roll Bike Rides were once known before as Kidical Mass Rides. These have been dwindling in participation over the years and in 2018 there were 30 participants. This year staff will rejuvenate the program by partnering with other events happening in the community like the Tumwater Easter Egg Dash.

Rolling Classrooms had 475 participants, made 23 presentations, at 8 schools. New flyers are going out this year to more schools.

New this year is the Class Pass. Schools were notified last week and to date 7 passes have been requested, serving 200 riders.

David Copley said a big part of the work he does is with the Earn-a-Bike Program. The program partners with one middle school each year and offers free afterschool bike education classes that focus on bike maintenance and safe riding skills. The

class runs for 4 days for a total of 8 hours. Each student who completes the class has the opportunity to receive a refurbished bike, helmet, lock and lights. Last year the agency partnered with Jefferson Middle School and 74 students graduated. Last year the first summer classes were offered in coordination with the Olympia Parks and Recreation who handles the actual registration. It went well, but didn't have full registration and this year staff is looking at better advertising and changing the format to make it accessible for more families.

The bike repair shop is essential to the Earn-a-Bike program because all of the bikes have to come from somewhere, and bikes get donated and salvaged from the buses internally, local partner bike shops and community members. Each bike gets a complete overhaul. That's about 6 to 8 hours per bike to do the repairs and that was made possible by 1,225 hours of volunteer time in 2018. In the beginning in 2015, there was only 400 hours of volunteer time dedicated to this program. New this year is a pilot program called the Mechanic Volunteer Program, and it's a first engagement with high school level youth. It's a more extensive mechanics class with about 20 hours of education and bike mechanics, and students pledge another 20 hours of volunteering in the shop. The students receive volunteer credits that go towards graduation requirements.

The new Youth Education Center is open and located at 215 Washington Street. There are 10 workstations, and everything is now under one roof – it's an inviting and comfortable space.

- B. Improving Online Customer Service.** Shawver said Intercity Transit's website is an online storefront and there's been a lot of growth, adding 155 pages of materials, and more views or visits. Staff is looking at the website from the customers' perspective to bring it up to speed in terms of tools that key stakeholders might need.

A request for proposal is being submitted for a consulting group to talk with everyone in the agency about what's going on with the website in terms of user ability; and help staff set a course for the work that needs to be done to support the online transit center.

Upson provided an update on the digital communication known as GovDelivery that was instituted in July 2018. Customers subscribe for email and/or text notification service. There are currently 1,700 subscribers with seven to ten new subscribers a day. Examples of content are Rider Alerts, Rider News, Employment Announcements, News Releases and more.

Upson explained there are several ways to subscribe. When accessing the IT website, an overlay pops up giving the option to sign up; or you can type in



[www.intercitytransit.com/subscribe](http://www.intercitytransit.com/subscribe); and in the top left hand corner of all of the webpages a Stay Connected icon is provided; and it's also being integrated into FaceBook.

*Gilman suggested all Board members sign up for GovDelivery.*

Upton provided statistics.

**Website Usage:**

- Users = 14,663
- Sessions = 39,021
- Sessions Per User = 2.66
- Page views = 106,464
- Pages per session = 2.73
- Average session duration = 2:47 minutes

**How do customers find us?**

- Email = 0.12%
- Paid search = 0.17%
- Other Ads = 0.31%
- Advertisement = 0.35%
- Social = 2.03%
- Referral = 6.84%
- Direct = 24.98%
- Search = 65.15%

**How customers access the site:**

- Mobile devices = 56.34%
- Desktop = 38.19%
- Tablet = 5.47%

**Where customers go on the site:**

- Bus/routes/94, 62 A and B
- Fares
- Trip planner
- Home page

Upton took a tour of the website, and demonstrated the Trip Planner feature, which is based on Google Maps. And she asked the Authority to share their likes/dislikes about the current website.

- Carmody wants to purchase monthly passes online and have it either emailed to her so it shows on her phone; or print it out.
- Messmer would like to find agency documents more easily.
- Gilman would like to understand why people are opening the route schedules more than other areas on the site.
- Relocate the One Bus Away icon to a more visible space on the website.
- Warner asked if there are usage numbers for One Bus Away. Upson said it's a University of Washington product and she does not have those numbers. He said it would be interesting to ask them, and it would be good to know how many people use that app; and IT could promote it more.
- Warner said to keep in mind accessibility issues for those with disabilities, such as low vision. Making sure there is a magnification capability and be within the law in terms of accessibility.

**C. Pattison Base Master Plan and Design Services.** Steve Krueger, Procurement Manager, presented for consideration an amendment to the Stantec Master Planning Agreement.

In December of 2015, Intercity Transit entered into a development agreement with the City of Olympia regarding the Pattison Base Rehabilitation and Expansion Project. In May of 2018, Stantec was awarded the contract to update the Pattison Base Master Plan for an initial contract amount of \$411,751. The Master Planning process has resulted in conceptual designs for the Vanpool Center, Fuel, Wash and Facilities buildings that align with the development agreement. Final engineering, design, and the development of bid packages is now needed to move forward with construction of these facilities on the north parcel. The detailed design work is also required to move forward with the next phase of permitting discussions with the City of Olympia. The timely approval and staged progress will also keep the project on schedule to utilize secured funding in accord with grant requirements.

Additional Master Planning work and more comprehensive cost estimate analysis is also needed for both the Maintenance and Administrative buildings which will influence which final design options best satisfy facility and long term operational needs within budgetary limitations.

This request includes an additional \$135,000 anticipated to complete the Master Planning work, and a new agreement for final design & engineering services in the amount of \$1,272,093 to move forward with final design of the Vanpool Center, Fuel, Wash and Facilities buildings.

**It was M/S/A by Citizen Representative Melnick and Vice Chair Warner to authorize the General Manager to amend the Stantec Master Planning agreement to include an additional \$135,000 in funding; and enter into a new agreement with**

**Stantec to provide design services for a Vanpool Center, Facilities, Fuel and Wash buildings for a total amount not-to-exceed \$1,272,093.**

- D. Olympia Transit Center Construction Update.** Steve Krueger, Procurement Manager, provided an update on the new construction at the Olympia Transit Center. He said every Wednesday, the General Contractor, Graham Construction, hosts a regimented construction meeting that includes the architect, SRG Partnership, and the DES Project Manager and a number of internal stakeholders. The agenda includes safety and other issues and also a four week look ahead.

To date, all excavation is complete; all conduits are laid; the forming work is underway and the first initial concrete pour is scheduled for this upcoming Monday or Tuesday weather permitting. The slab-on-grad pour is scheduled for 5 a.m. on Thursday, January 31 – about 20 concrete trucks running all day long. Once the concrete is poured, we should be past much of the risk associated with the build and visual progress will be more noticeable.

Krueger said there has been a lot of great energy by the team throughout this process. Everyone seems excited about the project and the project is on schedule and within budget.

- E. Pattison Street Facility Update.** Eric Phillips, Development Director, provided an update on the Pattison Street Facility master plan. He emphasized that the North parcel of the Pattison property has been the main focus of attention. The master planning team from Stantec was brought in to facilitate the internal coordination with staff which included asking questions and discussions centered around work functions, program space form and the processes we use to do our work to provide service to the public. Stantec looked at many aspects of our operation including our allocation of current space; current and future needs; how many vehicles the maintenance bays were designed to handle, which was originally 80 and we're up to 400 when you add vanpool. We went through that exercise with Stantec and they were looking at how many employees are needed for each function, and looked at the space necessary for Operations, Maintenance and Administrative functions with optimal workflow, circulation patterns and site positioning.

The North lot includes city improvement requirements. These are related to the existing Development Agreement and permitting that started with the UST project. Staff spent a lot of time during the master planning trying to decide how to retain the synergy of our organization, including a lot of consideration for the type of culture Intercity Transit is known for – working and staying together – grow but don't divide.

All of the secured funding is tied to project elements currently envisioned to be developed on the North site (lot). Staff has been working with the City of Olympia since last summer on a joint public improvement project consistent with the development agreement for the ROW. The components of this phase include a traffic signal; frontage improvements; bus pullouts, utility undergrounding and storm water collection and conveyances within the ROW area. Construction for these improvements will start in February and costs for that portion are estimated at about \$1.7M. Another portion of the project would be space on the corner of Martin Way and Pattison, originally scoped as a smaller Vanpool Service Center. IT is required to have an element building massing out onto the Martin Way frontage area, and that could be in the form of the Vanpool Super Center (to include the Vanpool and Youth Education programs) and house the ADA eligibility staff. It might also be a much larger three-story complete administration and operations building.

Some additional discussion ensued around the regulatory issues that hinder rehabilitation efforts on the existing site and buildings including cost, timing and maintaining operations without disruptions to services. Primarily issues related to fixing the existing bus lot and the new storm water requirements that would be triggered if that rehabilitation work is started. While expensive, a greater concern is maintaining revenue vehicle flow and site use for meeting daily service as rehabilitation efforts require that a significant disruption (like installing a really large storm water infiltration gallery) were to occur.

Phillips said all funding numbers are based on the cost estimating position of where we are in the master plan, and there's an escalation factor for construction and contingency. Freeman-Manzanares said our initial estimate was \$28.5M to rehab and expand the Pattison facility and looking at those initial plans, Stantec gave us a current estimate of \$99M, which is far more than we can afford, so we are reconsidering options and opportunities. Phillips said when staff looked at the options, they weren't apples-to-apples and some of the options for expansion don't include the full amount of administrative space to meet our program needs. Some of these options were looked at assuming we can't get there with the funds we have then what's the fallback position and phasing plan. For example the estimate per square foot for rehabbing the current Pattison administration building is more than new construction and leaves us with less flexibility in the future in how we manage staff program space.

Phillips talked about the construction of a new three-story building option which is putting all the administrative space together on the North site near Martin Way/Pattison which gives the best square footage to meet our long-term program needs and has the least financial risk, and it's showing up as more cost-effective than rehabbing the current administrative facility, and it allows for other options to

mitigate around the maintenance building, future parking options and alternative space to mitigate the storm water requirements that will be likely on the existing parcel. Staff is looking to complete the master plan and go through the process to make those final recommendations. Staff said it might take over a year to get through the permitting process and it will be tight on the schedule for the first phase of funds. We do know that the fuel, wash and facilities footprint is certain and needs to be constructed before other necessary and critical rehabilitation work can be completed in the existing maintenance building.

- F. Contract Amendment Community Conversation.** Freeman-Manzanares presented for approval an amendment to the contract with J Robertson and Company to provide assistance regarding the implementation of IT Proposition 1 and the promise to study the way fares are paid to address challenges and help meet shared community goals.

IT Proposition 1 included this statement in one of its nine enhancements: "Changing the way fares are paid means different things to different people, and can address several challenges identified by the community. There are options and opportunities that, with some additional study, can help meet shared community goals." This study would establish the framework, include a public outreach process and help define the roadmap to address this element of the Long Range Plan. IT's existing fare collection system takes cash only and is failing. Initiating this study as quickly as possible is prudent.

**It was M/S/A by Citizen Representative Messmer and Councilmember Carmody to authorize the General Manager to amend the J Robertson and Company contract in an amount not-to-exceed \$60,000 for the implementation of IT Proposition 1 and the promise to study the way fares are paid to address challenges and help meet shared community goals.**

## COMMITTEE REPORTS

- A. Thurston Regional Planning Council.** Messmer said TRPC met January 4. Members received a presentation from Intercity Transit on the Bus Buddies program; Sarah Luna briefed the Council on the South Sound Military and Communities Partnership Connect Kit – an initiative to develop and distribute resource kits relating to medical/health, housing, food, transportation, education and employment to connect community members to available community services; Karen Parkhurst discussed the state Legislative session priorities, and there are a number of priorities on the TRPC list that would be of interest to Intercity Transit, including maintain and grow public transportation, preserve and maintain multi-modal system and complete current projects, and the I-5 system discussions.

- B. Transportation Policy Board.** Melnick said the TPB met January 9. The TPB received a presentation by Ryan Andrews, Senior Planner from Lacey, about their pedestrian and bicycle plan. It was well done and Melnick has a copy if anyone is interested. Senior Planner, Doug DeForest, has been the TRPC Business Representative and he is termed out. TPB discussed and adopted a change to the Bylaws on to how to arrange for a 3-year business citizen membership to allow a phase out over time; they adopted the 2019 meeting schedule; prepared for an election of officers, and said Mayor Ryder and Graeme Sackrison would continue in their roles. Karen Parkhurst provided an update on the 2019 Legislative priorities.
- C. Community Advisory Committee.** Tim Horton said the CAC met on January 14. The CAC welcomed two new members; received a presentation on the Marketing & Communications Outreach programs; an update on the Youth Education Program; and an update on the Discounted Bus Pass and Surplus Van Grant Programs.

## **GENERAL MANAGER'S REPORT**

Freeman-Manzanares provided an update regarding the increase the Authority passed for the Discounted Bus Pass program to \$600,000. That increase was based on a request from SPSCC for over \$100,000 in discounted bus passes for students who hadn't paid their tuition yet. There was a miscommunication at the SPSCC regarding how they were going to address transportation issues of students who had not yet paid their tuition and didn't have their student ID cards. This situation was rectified internally and they pulled their request for discounted bus passes. This leaves a lot of funding available for other interested agencies as this program is on a rolling application system pending funding availability. Freeman-Manzanares asked the Authority if they have interest in returning this program to its previous limit of \$400,000 or leaving it at the newly established limit of \$600,000. There was consensus to leave the existing resolution in place rather than revisiting the previous limit and potentially changing the resolution to reflect that.

A new class of 18 Operators began on Monday, January 14. This is an eight week course. Another new class begins in February.

There have been significant issues at the Olympia Transit Center with staff being harassed and/or assaulted. And there have been other unfortunate incidents with the construction contractor, janitorial and sweeper contractors as well. This has escalated over the last nine months and staff is working with Councilmember Gilman to work through those issues. In the meantime, the Authority hired an additional Operations Supervisor to dedicate one full-time Operations Supervisor to the OTC. The Authority also increased the security contract with Pierce Security so there are two individuals present at the OTC while Intercity Transit is operational.

## **Intercity Transit Authority Regular Meeting**

**January 16, 2019**

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Staff received scheduling information for the two Authority Planning Sessions the Authority requested for 2019: Friday, April 19 and Friday, July 26 are the two dates in April and July that worked best. As the Authority directed, staff is pausing before scheduling a third day-long session in the fall pending need. Jason Robertson is scheduled to facilitate both the April 19 and the July 26 planning sessions as requested.

Maintenance Director, Paul Koleber announced his retirement effective October 31, 2019. To facilitate a smooth transfer of leadership, and address the possibility of Koleber leaving earlier, staff anticipates working with Carras Consulting to fill that position soon. Freeman-Manzanares is spending time with the staff to get their feedback.

### **AUTHORITY ISSUES**

Warner attended a Mason Transit Board meeting. They are working on several interesting capital projects. He encourages the other Authority members to take time to attend other agencies' Board meetings.

Melnick said he met John Sussman at the TPB, and he mentioned IT recruited three of their school bus drivers. Sussman said he was excited about the IT Walk N Roll program and he wanted to know if Intercity Transit could arrange for a Walk N Roll presentation for his group.

Melnick reiterated that IT should spend more time marketing to the senior community.

Melnick said he talked with Bill McGregor from the Port of Olympia and he's interested in connecting DASH to the fueling dock and Melnick suggested he talk to Freeman-Manzanares to see what can be arranged. Freeman-Manzanares said she had an appointment scheduled with McGregor. She shared that extending DASH service wasn't part of the Proposition, but welcomes conversation and ideas about how to better serve the community, potentially increase ridership and expand on community partnerships.

Gilman addressed the issues taking place downtown and said it has been the prime focus of the City Council. The city is working on emergency interventions day-by-day and launching a long term homelessness response plan and recruiting a group to help guide that launch in February. Gilman and Councilmember Cox visited the camp site to the north of the transit center and they were impressed by how calm and clean it was largely due to self-governing. Giving them just a little bit of space to control and a little less daily hassle has proven effective. He said the tiny houses behind the old city hall will open at the end of January. The city gave notice to the folks on B Avenue they will

## **Intercity Transit Authority Regular Meeting**

**January 16, 2019**

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be clearing that area. That should be followed by addressing the unmanaged site across the street from the OTC.

Messmer is participating in the Washington Bike Summit on February 11 and 12 held at the Red Lion in Olympia. She'll be speaking about bike facilities and then at the end of the day on Monday a tour of IT's new bike shop has been arranged.

Messmer attended the CAC meeting on January 14 and for the benefit of the new members, everyone provided self-introductions. She found it "touching" to hear each of the members' reasons for wanting to be on the CAC, and how they like sharing their ideas and helping the community.

Carmody said Yelm Prairie Days is coming the last weekend in June, and Mayor Foster is asking if Intercity Transit would be able to pitch in for extra vans or a bus, with events taking place Friday, Saturday and Sunday. Also, she thought Walk N Roll might apply to Prairie Days festival by getting folks to ride bikes or walk to help with congestion. Also the high school and middle school are always looking for programs, and the mechanics classes would be a great edition to the Yelm school district.

Carmody said a constituent asked her if Intercity Transit would consider offering vouchers for Uber or Lyft in exchange for Dial-a-Lift (DAL). *Note: Intercity Transit currently does not have a program that subsidizes any private carriers other than a potential ride home for vanpool customers who find themselves in a position where an alternative ride is necessary. The implementation of the innovative service zones proposed in Proposition 1 has yet to be defined and this might provide an opportunity to explore options and opportunities.*

Cox said the City of Lacey has a new Police Chief – Ken Semko from Santa Monica, California. He'll begin his position effective February 19.

Menser said he attended TRPC and was impressed with the Lacey Bike and Pedestrian plan. Menser referred to the issues happening downtown Olympia and said Thurston County has been criticized for lack of leadership in recognizing the regional character of the issue and he feels that's changing. He acknowledged they are getting a plan in place for the homeless situation and is excited to participate in the approach. They have a new homeless coordinator; they have a plan in process starting on February 7. They will start thinking about what their regional leadership role will be that includes identifying county property that would help alleviate the situation.

Solomon said there have been a few ATU changes. President Art Delancy resigned, and David Claus-Sharwark has stepped into that role; and Lisa Allison stepped into the Vice President position; Solomon remains the Treasurer.



Sullivan said that due to the government shutdown, and the fact that legislature in D.C. will be in recess in March, the trip to the APTA Legislative Conference has been canceled.

**ADJOURNMENT**

**With no further business to come before the Authority, Chair Sullivan adjourned the meeting at 7:42 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Debbie Sullivan, Chair**

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

**Date Approved: February 6, 2019**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit

PERIOD DATES: 12/23/18-1/5/19				PAYDATE	1/11/2019	PERIOD DATES: 1/6/19-1/19/219				PAYDATE	1/25/2019
	CODES		PAY PERIOD CHECK NO.	1ST CHECK AMOUNT	1ST TRANSFER AMOUNT		CODES		PAY PERIOD CHECK NO.	2ND CHECK AMOUNT	2ND TRANSFER AMOUNT
IRS	FIT		EFT	70,100.33		IRS	FIT		EFT	73,667.14	
	MT		EFT	23,870.50	93,970.83		MT		EFT	24,972.12	98,639.26
					0.00						0.00
INS	D3/DI	Disability Ins		2,479.06	0.00	INS	D3/DI	Disability Ins		2,413.55	0.00
HEALTH	HE/HI/SP/TB	Health In1stN2ND		178,237.00	0.00	HEALTH	HE/HI/SP/TB	Health In1stN2ND		178,187.00	0.00
GARNISHMENT	GN	Garnish	CHECK last	518.66		GARNISHMENT	GN	Garnish	CHECK last	467.60	
CHILD SUPPORT	CS	DSHS	EFT	1,887.31	0.00	CHILD SUPPORT	CS	Child Support	EFT	1,887.31	1,887.31
					0.00						0.00
DIRECT DEPOSIT	D1	D.Dep. #1	ACH WIRE every	10,719.78	10,719.78	DIRECT DEPOSIT	D1	D.Dep. #1	ACH WIRE every	10,223.57	10,223.57
DIRECT DEPOSIT	D2	D.Dep. #2 & #3	ACH WIRE every	12,635.05	12,635.05	DIRECT DEPOSIT	D2	D.Dep. #2 & #3	ACH WIRE every	12,635.09	12,635.09
GET	GT	G.Ed.Tult	Check every	50.00		GET	GT	G.Ed.Tult	Check every	50.00	
HEALTH SAVING	HS	Health Svgs	ACH Wire every	125.00	125.00	HEALTH SAVING	HS	Health Svgs	ACH Wire every	125.00	125.00
401K	DC	Vgrd EE	Wire	46,746.59		401K	DC	Vgrd EE	Wire	48,037.85	
VANGUARD	DC	Vgrd ER	Wire	32,356.51	79,103.10	VANGUARD	DC	Vgrd ER	Wire	33,066.77	81,104.62
LOAN	L2	401k Ln#2	Wire	4,884.67		LOAN	L2	401k Ln#2	Wire	4,884.67	
LOAN	LN	401k Ln #1	Wire	7,610.21	12,494.88	LOAN	LN	401k Ln #1	Wire	7,761.16	12,645.83
		TTL VNGRD		91,597.98				TTL VNGRD		93,750.45	
LABOR INS	LI&LA	L&I	EFT Quarterly	27,127.90		LABOR INS	LI&LA	L&I -LA +LI +ER	EFT Quarterly	33,513.62	
ESD	CF&CL	WPFML	EFT Quarterly	2,980.69		ESD	CF&CL	WPFML	EFT Quarterly	3,142.91	
MACHINISTS	MD/M2	Mch.UnDues	Check last	1,562.99		MACHINISTS	MD/M2	Mch.UnDues- 164 PEREE	Check last	1,563.26	
UNION DUES	MI	Mac.Initiatn	Check last	0.00		UNION DUES	MI	Mac.Initiatn	Check last	0.00	
	MS	Payroll Corr check		0.00			MS	Payroll Corr check		0.00	
	TF	Tx.Fr.Benefit	Employer	550.00	0.00		TF	Tx.Fr.Benefit	Employer	0.00	0.00
PROJECT ASSIST	PA	Proj.Assist	Check last	458.00		PROJECT ASSIST	PA	Proj.Assist	Check last	458.00	
PENSION	PN	PERS EE	EFT	61,490.13	0.00	PENSION	PN	PERS EE	EFT	65,213.42	0.00
STATE	PN	PERS ER	EFT	106,968.82	168,458.95	STATE	PN	PERS ER	EFT	113,558.68	178,772.10
PERS		TTL PERS		168,458.95		PERS		TTL PERS		178,772.10	
ICMA LOAN	R3	ICMA Ln#2	WIRE	328.03	0.00	ICMA LOAN	R3	ICMA Ln#2	WIRE	328.03	0.00
ICMA	RC	ICMA EE	WIRE	5,429.80		ICMA	RC	ICMA EE	WIRE	5,552.58	
ICMA ROTH	RI	ICMA Roth	WIRE	361.53	361.53	ICMA ROTH	RI	ICMA Roth	WIRE	361.53	361.53
ICMA LON	RL	ICMA Ln#1	WIRE	1,124.61	1,452.64	ICMA LON	RL	ICMA Ln#1	WIRE	1,124.61	1,452.64
ICMA	RR	ICMA ER	WIRE	3,232.30	8,662.10	ICMA	RR	ICMA ER	WIRE	3,195.52	8,748.10
		TTL ICMA		10,114.74	10,476.27			TTL ICMA		10,200.74	10,562.27
457 STATE	SD	457 ST EE	EFT	16,763.41		457 STATE	SD	457 ST EE	EFT	16,414.49	
DEFERRED	SR	457 ST ER	EFT	9,142.26	25,905.67	DEFERRED	SR	457 ST ER	EFT	9,052.97	25,467.46
AFLAC	ST&SS	AFLAC POST/PRE	EFT	6,043.15	6,043.15	AFLAC	ST&SS	ShTrmDisab-AFLAC	EFT	5,958.90	5,958.90
ATU	UC	Un COPE	Check 1st	210.00		ATU	UC	Un COPE	Check 1st	-	
UNION DUES	UA	Un Assess	Check last	0.00		UNION DUES	UA	Un Assess -2ND PP	Check last	567.00	
	UD	Un Dues	Check last	6,001.62			UD	Un Dues-BOTH PP	Check last	5,920.34	
	UI	Un Initiatn	Check last	80.00			UI	Un Initiatn- 100.00 PEREE	Check last	80.00	
	UT	Un Tax	Check last	3,055.50			UT	Un Tax IST PP	Check last	0.00	
UNITED WAY	UW	United Way	Check last	299.50		UNITED WAY	UW	United Way	Check last	281.50	
WELLNESS	WF	Wellness	Check last	323.50		WELLNESS	WF	Wellness	Check last	323.50	
DIRECT DEP.	NP	NET PAY (dir. Deposits)	ACH Wire every	541,745.36	541,745.36	DIRECT DEP.	NP		ACH Wire every	547,994.76	547,994.76
LIVE CHECKS		Paychecks		0.00		LIVE CHECKS		Paychecks - LIVE CHECKS		24,754.11	
		TOTAL TRANSFER (tie to Treasurer Notifications)			\$961,678.04			TOTAL TRANSFER (tie to Treasurer Notifications)			\$986,016.17
		TOTAL PAYROLL*:		\$1,187,499.77				TOTAL PAYROLL*:		\$1,237,738.56	
GROSS WAGE		GROSS EARNINGS:		848,280.36		GROSS WAGE		GROSS EARNINGS:		886,128.58	
ER AMOUNT		EMPR MISC DED:		327,284.16		ER AMOUNT		EMPR MISC DED:		339,123.92	
MEDICARE TAX		EMPR MEDICARE TAX:		11,935.25		MEDICARE TAX		EMPR MEDICARE TAX:		12,486.06	
										0.00	
		PP01 Total			\$1,187,499.77			PP02 Total			\$1,237,738.56
								Total Payroll for January 2019			\$2,425,238.33
DIRECT DEP.		ACH WIRE TOTAL		565,225.19		DIRECT DEP.		ACH WIRE TOTAL		570,978.42	

\$0.00

\$0.00

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/31/2018

Thru Date: 12/31/2018

Check #	Check Date	Ref #	Name	Amount	Voided
26622	12/31/2018	02380	ARAMARK UNIFORM SERVICES	\$1,017.82	
26623	12/31/2018	02580	ASSOCIATED PETROLEUM	\$40,453.42	
26624	12/31/2018	05740	CED	\$2,221.56	
26625	12/31/2018	06610	COMMERCIAL BRAKE & CLUTCH	\$85.03	
26626	12/31/2018	07220	CUMMINS NORTHWEST INC	\$2,751.28	
26627	12/31/2018	09740	FIRSTLINE BUSINESS SYSTEMS INC	\$1,110.78	
26628	12/31/2018	10660	GILLIG LLC	\$5,913.94	
26629	12/31/2018	10759	GORDON TRUCK CENTERS INC	\$2,836.43	
26630	12/31/2018	11905	JANEK CORPORATION	\$490.05	
26631	12/31/2018	13366	LANDAU ASSOCIATES INC	\$599.05	
26632	12/31/2018	13475	LEGACY POWER SYSTEMS	\$4,844.96	
26633	12/31/2018	14590	MOHAWK MFG & SUPPLY	\$319.06	
26634	12/31/2018	14750	MULLINAX FORD	\$1,451.81	
26635	12/31/2018	16595	PACIFIC POWER GROUP LLC	\$99.10	
26636	12/31/2018	17505	RAINIER DODGE INC	\$86.21	
26637	12/31/2018	17560	RE AUTO ELECTRIC INC	\$882.25	
26638	12/31/2018	17965	SEATTLE AUTOMOTIVE DIST.	\$1,970.73	
26639	12/31/2018	18470	SPORTWORKS NORTHWEST INC	\$93.79	
26640	12/31/2018	18530	STANDARD PARTS CORP	\$791.49	
26641	12/31/2018	21930	TIRES INC	\$77.23	
26642	12/31/2018	21950	TITUS-WILL CHEVROLET	\$1,912.99	
26643	12/31/2018	22010	TOYOTA OF OLYMPIA	\$24.49	
26644	12/31/2018	24640	WA ST DEPT OF TRANSPORTATION	\$1,387.06	
26645	12/31/2018	01885	AMERICAN LANDSCAPE SERVICES LLC	\$3,920.40	
26646	12/31/2018	02060	AMERISAFE	\$59.35	
26647	12/31/2018	02380	ARAMARK UNIFORM SERVICES	\$98.46	
26648	12/31/2018	02580	ASSOCIATED PETROLEUM	\$57,386.08	
26649	12/31/2018	03250	BATTERY SYSTEMS INC	\$1,271.88	
26650	12/31/2018	06120	CITY OF OLYMPIA UTILITIES	\$5,570.88	
26651	12/31/2018	06741	COMMUNITY YOUTH SERVICES	\$825.00	
26652	12/31/2018	07220	CUMMINS NORTHWEST INC	\$14,878.90	
26653	12/31/2018	07619	DAVID S FOSTER	\$1,750.00	
26654	12/31/2018	09662	FERRELLGAS	\$6,649.79	
26655	12/31/2018	10477	GALLS LLC	\$592.29	
26656	12/31/2018	10580	GENE'S TOWING INC	\$130.44	
26657	12/31/2018	10607	GENUINE AUTO GLASS OF LACEY	\$440.37	
26658	12/31/2018	10660	GILLIG LLC	\$3,159.85	
26659	12/31/2018	10758	GORDON THOMAS HONEYWELL LLP	\$6,000.00	
26660	12/31/2018	10759	GORDON TRUCK CENTERS INC	\$945.40	
26661	12/31/2018	11892	J ROBERTSON AND COMPANY	\$8,400.00	
26662	12/31/2018	11905	JANEK CORPORATION	\$234.14	
26663	12/31/2018	11943	JOANNA GRIST	\$1,750.00	
26664	12/31/2018	12117	JT PAINTING COMPANY LLC	\$9,880.83	
26665	12/31/2018	12474	KBA INC	\$418.42	
26666	12/31/2018	14750	MULLINAX FORD	\$54.30	
26667	12/31/2018	15217	NORTHWEST EVENT DECORATORS	\$357.19	
26668	12/31/2018	16250	ON-HOLD CONCEPTS INC	\$70.79	
26669	12/31/2018	16621	PAGEFREEZER SOFTWARE, INC.	\$4,548.00	
26670	12/31/2018	16695	PATTISON WATER COMPANY	\$87.13	
26671	12/31/2018	16888	REXEL USA INC	\$94.34	
26672	12/31/2018	17392	QUALITY PARKING LOT SERVICES LLC	\$1,257.80	
26673	12/31/2018	17420	R&R TIRE COMPANY INC.	\$3,011.15	
26674	12/31/2018	17795	ROUTEMATCH SOFTWARE INC	\$2,596.00	
26675	12/31/2018	17900	SCHETKY NW SALES INC	\$138,201.40	

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/31/2018

Thru Date: 12/31/2018

Check #	Check Date	Ref #	Name	Amount	Voided
26676	12/31/2018	17965	SEATTLE AUTOMOTIVE DIST.	\$768.15	
26677	12/31/2018	18470	SPORTWORKS NORTHWEST INC	\$217.92	
26678	12/31/2018	18530	STANDARD PARTS CORP	\$3.21	
26679	12/31/2018	18705	SUNBELT RENTALS	\$3,591.42	
26680	12/31/2018	21749	THURSTON COUNTY AUDITOR	\$39,802.83	
26681	12/31/2018	21930	TIRES INC	\$2,369.65	
26682	12/31/2018	21950	TITUS-WILL CHEVROLET	\$2,989.16	
26683	12/31/2018	22100	TRANSIT SOLUTIONS LLC	\$7,682.11	
26684	12/31/2018	23400	U.S. BANK CORPORATE PAYMENT SYSTEMS	\$0.00	<input checked="" type="checkbox"/>
26685	12/31/2018	23400	U.S. BANK CORPORATE PAYMENT SYSTEMS	\$82,513.18	
26686	12/31/2018	23405	U S BANK or CORPORATE PAYMENT SYSTEM	\$4,557.36	
26687	12/31/2018	23410	U S BANK VOYAGER FLEET SYSTEMS	\$32,398.80	
26688	12/31/2018	24040	WA ST CONSOLIDATED TECHNOLOGY SERVI	\$725.00	
26689	12/31/2018	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$925.00	
26690	12/31/2018	25380	WASHINGTON GARDENS	\$315.52	
26691	12/31/2018	26861	WESTERN GRAPHICS INC.	\$10,786.99	
Total:				\$535,707.41	

**Intercity Transit**  
**Accounts Payable Check Disbursement List**

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 1/11/2019

Thru Date: 1/11/2019

Check #	Check Date	Ref #	Name	Amount	Voided
26692	1/11/2019	06760	COMMUNITY TRANSPORTATION ASSOC NW	\$500.00	
26693	1/11/2019	08840	EMPLOYER RESOURCES NORTHWEST	\$7,999.45	
26694	1/11/2019	18195	SMALL & MID-SIZED TRANSIT ALLIANCE	\$6,869.00	
26695	1/11/2019	25580	WASHINGTON STATE TRANSIT INSURANCE P	\$1,207,114.00	
Total:				\$1,222,482.45	

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 1/18/2019

Thru Date: 1/18/2019

Check #	Check Date	Ref #	Name	Amount	Voided
26696	1/18/2019	01405	ADVANCE GLASS INC	\$1,541.15	
26697	1/18/2019	01780	AMALGAMATED TRANSIT UNION 1765	\$210.00	
26698	1/18/2019	01820	AMERICAN DRIVING RECORDS INC	\$403.40	
26699	1/18/2019	01895	ECOLUBE RECOVERY LLC	\$435.60	
26700	1/18/2019	02060	AMERISAFE	\$236.04	
26701	1/18/2019	02380	ARAMARK UNIFORM SERVICES	\$1,055.74	
26702	1/18/2019	02580	ASSOCIATED PETROLEUM	\$292.80	
26703	1/18/2019	02825	AUTO PLUS - OLYMPIA 10364	\$257.29	
26704	1/18/2019	05305	CAPITOL ALARM INC	\$303.92	
26705	1/18/2019	05940	CENTURYLINK COMMUNICATIONS LLC	\$2,395.49	
26706	1/18/2019	06030	CITRIX SYSTEMS INC	\$1,769.63	
26707	1/18/2019	06610	COMMERCIAL BRAKE & CLUTCH	\$432.68	
26708	1/18/2019	07220	CUMMINS NORTHWEST INC	\$2,455.85	
26709	1/18/2019	08060	DON SMALL AND SONS OIL	\$3,093.03	
26710	1/18/2019	09885	FMNA LLC	\$99.66	
26711	1/18/2019	10477	GALLS LLC	\$626.22	
26712	1/18/2019	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
26713	1/18/2019	10660	GILLIG LLC	\$12,751.15	
26714	1/18/2019	10759	GORDON TRUCK CENTERS INC	\$293.57	
26715	1/18/2019	11048	HARGIS ENGINEERS INC	\$1,595.00	
26716	1/18/2019	11905	JANEK CORPORATION	\$517.28	
26717	1/18/2019	13440	LAW LYMAN DANIEL KAMERRER BOGDANOVI	\$630.00	
26718	1/18/2019	13555	LIBBY ENVIRONMENTAL LLC	\$525.00	
26719	1/18/2019	13661	LOOMIS	\$2,607.01	
26720	1/18/2019	14590	MOHAWK MFG & SUPPLY	\$170.55	
26721	1/18/2019	15089	NELSON NYGARD CONSULTING ASSOCIATE	\$70.68	
26722	1/18/2019	15230	NORTHWEST LIFT & EQUIPMENT LLC	\$5,862.99	
26723	1/18/2019	16490	PACIFIC DISPOSAL INC	\$639.77	
26724	1/18/2019	16621	PAGEFREEZER SOFTWARE, INC.	\$720.00	
26725	1/18/2019	16820	PIERCE COUNTY SECURITY	\$23,429.72	
26726	1/18/2019	16841	PIONEER FIRE & SECURITY INC	\$303.00	
26727	1/18/2019	16874	PITNEY BOWES RESERVE ACCOUNT	\$500.00	
26728	1/18/2019	16966	POINT & PAY	\$1,407.27	
26729	1/18/2019	17290	PUGET SOUND ENERGY	\$19,672.30	
26730	1/18/2019	17560	RE AUTO ELECTRIC INC	\$461.07	
26731	1/18/2019	17900	SCHETKY NW SALES INC	\$227.48	
26732	1/18/2019	17965	SEATTLE AUTOMOTIVE DIST.	\$1,952.98	
26733	1/18/2019	17979	SECHRIST CALANDRA	\$200.00	
26734	1/18/2019	18075	TITAN LABORATORIES	\$218.69	
26735	1/18/2019	18530	STANDARD PARTS CORP	\$171.33	
26736	1/18/2019	18705	SUNBELT RENTALS	\$112.93	
26737	1/18/2019	21950	TITUS-WILL CHEVROLET	\$281.54	
26738	1/18/2019	22325	TTL PARTNERS LLC	\$3,363.00	
26739	1/18/2019	22420	TUMWATER PRINTING	\$33,758.76	
26740	1/18/2019	23405	U S BANK or CORPORATE PAYMENT SYSTEM	\$383.93	
26741	1/18/2019	23621	UPS FREIGHT	\$221.43	
26742	1/18/2019	24000	W W GRAINGER INC	\$777.80	
26743	1/18/2019	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$17,499.19	
26744	1/18/2019	24750	WA ST GET PROGRAM	\$50.00	
Total:				\$146,983.92	

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 1/25/2019

Thru Date: 1/25/2019

Check #	Check Date	Ref #	Name	Amount	Voided
26769	1/25/2019	02580	ASSOCIATED PETROLEUM	\$52,928.94	
26770	1/25/2019	06120	CITY OF OLYMPIA UTILITIES	\$4,205.20	
26771	1/25/2019	06610	COMMERCIAL BRAKE & CLUTCH	\$922.38	
26772	1/25/2019	07105	CRAINS TOTAL OFFICE	\$2,547.93	
26773	1/25/2019	07220	CUMMINS NORTHWEST INC	\$11,454.14	
26774	1/25/2019	08607	EDNETICS INC	\$11,130.94	
26775	1/25/2019	08960	ERGOMETRICS & APPLIED PERSONNEL RES	\$82.00	
26776	1/25/2019	09205	EXTENDED RANGE WEATHER CO INC	\$275.00	
26777	1/25/2019	10607	GENUINE AUTO GLASS OF LACEY	\$661.36	
26778	1/25/2019	10620	GERALD A MURPHY	\$137.22	
26779	1/25/2019	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
26780	1/25/2019	10660	GILLIG LLC	\$9,749.29	
26781	1/25/2019	10759	GORDON TRUCK CENTERS INC	\$257.29	
26782	1/25/2019	10826	GRAVITEC SYSTEMS INC	\$3,944.00	
26783	1/25/2019	10863	GRAYS HARBOR TRANSIT	\$172.00	
26784	1/25/2019	11702	INSPECTORATE AMERICA CORPORATION	\$2,483.13	
26785	1/25/2019	11810	INTERSTATE BATTERY	\$522.18	
26786	1/25/2019	11845	IPSWITCH INC	\$966.90	
26787	1/25/2019	11905	JANEK CORPORATION	\$234.14	
26788	1/25/2019	11909	JAYRAY ADS & PR INC	\$31,314.49	
26789	1/25/2019	12620	KEYBANK NATIONAL ASSOCIATION	\$25.03	
26790	1/25/2019	12875	KPFF CONSULTING ENGINEERS INC	\$398.94	
26791	1/25/2019	13850	MASON TRANSIT AUTHORITY	\$343.00	
26792	1/25/2019	14590	MOHAWK MFG & SUPPLY	\$601.88	
26793	1/25/2019	14750	MULLINAX FORD	\$767.91	
26794	1/25/2019	15585	OLYMPIA FOOD CO-OP	\$260.00	
26795	1/25/2019	16590	PACIFIC NORTHWEST PUBLISHING COMPAN	\$233.30	
26796	1/25/2019	16841	PIONEER FIRE & SECURITY INC	\$40.00	
26797	1/25/2019	17505	RAINIER DODGE INC	\$117.27	
26798	1/25/2019	17525	RAMCO ENGINEERING INC	\$191.28	
26799	1/25/2019	17580	RECARO NORTH AMERICA INC	\$323.63	
26800	1/25/2019	17728	ROBERT SCOTT SCHOENGARTH	\$250.00	
26801	1/25/2019	17760	ROSS AND WHITE COMPANY	\$71.42	
26802	1/25/2019	17900	SCHETKY NW SALES INC	\$578.41	
26803	1/25/2019	17965	SEATTLE AUTOMOTIVE DIST.	\$1,092.28	
26804	1/25/2019	18530	STANDARD PARTS CORP	\$124.99	
26805	1/25/2019	18540	Stantec Consulting Services Inc	\$91,699.61	
26806	1/25/2019	21640	THE BUS COALITION INC.	\$3,000.00	
26807	1/25/2019	21660	THERMO KING NORTHWEST	\$88.16	
26808	1/25/2019	21751	THURSTON COUNTY EMERGENCY MANAGEM	\$235.00	
26809	1/25/2019	21870	THURSTON MASON SENIOR NEWS -THE	\$114.00	
26810	1/25/2019	21880	THURSTON REGIONAL PLANNING COUNCIL	\$9,868.25	
26811	1/25/2019	21930	TIRES INC	\$12,104.25	
26812	1/25/2019	21950	TITUS-WILL CHEVROLET	\$784.87	
26813	1/25/2019	21967	TOGETHER!	\$500.00	
26814	1/25/2019	22010	TOYOTA OF OLYMPIA	\$85.53	
26815	1/25/2019	23576	UNG CHAE	\$2,700.00	
26816	1/25/2019	24740	WA ST EMPLOYMENT SECURITY DEPARTME	\$8,818.40	
26817	1/25/2019	25858	WESTCARE CLINIC LLC PS	\$74.00	
Total:				\$269,479.94	

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>15120 NEWSOME CAROLYN</b>										
00	11/11-11-14 TRAVEL	DI	12/31/2018			677.66	677.66	677.66		677.66



**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>09667 FERRIS TAMMY</b>										
00	01/28-02/01 ADV TRVL	DI	1/11/2019			361.64	361.64	361.64		361.64

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>07225 Cunningham Katie</b>										
00	01/28-02/01 ADV TRVL	DI	1/18/2019			328.00	328.00	328.00		328.00
<b>11785 INTERNATIONAL ASSOCIATION OF MACHINIS</b>										
00	2019JANUARY	DI	1/18/2019			3,126.25	3,126.25	3,126.25		3,454.25

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>03370 BERGKAMP EMILY</b>										
00	02/24-02/28 ADV TRVL	DI	1/25/2019			132.00	132.00	132.00		132.00
<b>10205 FREEMAN-MANZANARES ANN</b>										
00	03/18-01/19 EXPS	DI	1/25/2019			430.24	430.24	430.24		562.24
<b>23714 UPSON NICOLA J</b>										
00	02/22-02/27 ADV TRVL	DI	1/25/2019			773.46	773.46	773.46		1,335.70

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 6-A**  
**MEETING DATE: February 6, 2019**

**FOR:** Intercity Transit Authority

**FROM:** Jeff Peterson, 705-5878

**SUBJECT:** Pattison Facility Camera and Wireless Communication Project

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1) **The Issue:** Consider a contract for the purchase and installation of video cameras and wireless communication equipment to provide coverage of the recently completed parking and fueling facilities on the north parcel of the Pattison Maintenance, Operations and Administrative (MOA) facility.

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2) **Recommended Action:** Authorize the General Manager to enter into an agreement with Aronson Security Group for a total not-to-exceed amount of \$135,784.76, excluding tax.

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3) **Policy Analysis:** The procurement policy states the Authority must approve any contract over \$100,000.

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4) **Background:** Video camera systems at Intercity Transit facilities and in our vehicles have proved to be invaluable to the agency and our community as a whole. They provide security for passengers and operators, reduce graffiti, improve Transit's ability to respond to false claims, help address passenger complaints, assist local law enforcement in solving crimes, and more.

The recently completed underground storage tank project on the north parcel included pathways for security and wireless access points for future installation. Hargis Engineers designed a solution that would allow security cameras to provide wireless coverage on the north parcel that satisfies our security standards. The Department of Enterprise Services manages Washington State's contract that includes the Aronson Security Group who have been servicing most of our video systems. Accordingly, Intercity Transit solicited a proposal from Aronson Security Group to provide the video equipment and installation for the north parcel.

The proposal submitted was determined to be fair and reasonable based on the independent cost estimate and cost justifications provided by the engineer. Based on our experience with Aronson Security Group on recent security camera projects, staff is confident they can perform the work proposed.

Staff recommends proceeding with an agreement with Aronson Security Group to purchase and install security cameras and wireless communication equipment as specified.

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5) **Alternatives:**

- A. Authorize the General Manager to enter into an agreement with Aronson Security Group in the not-to-exceed amount of \$135,784.76, excluding tax.
- B. Deferred action will result in a continued lack of full security coverage and wireless communication capabilities within the north lot area of the Pattison MOA facility.

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6) **Budget Notes:** This project is included in the 2019 Information Systems division budget.

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

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

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 6-B**  
**MEETING DATE: February 6, 2019**

**FOR:** Intercity Transit Authority

**FROM:** Steve Krueger, 705-5833

**SUBJECT:** 2019 Procurement Project Review

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1) **The Issue:** Provide an overview of ongoing and planned agency projects for 2019.

---

2) **Recommended Action:** This item is for information and discussion.

---

3) **Policy Analysis:** The Authority must approve any contract over \$100,000. In 2019 Procurement will present a number of recommendations to the ITA for approval.

---

4) **Background:** The Procurement division plans, organizes and manages a wide range of procurements to include goods and services, agency vehicles, and capital construction projects. As part of the procurement process, the division is responsible for concept to completion project management including the direct administration of many contracts as well as providing consultation and oversight services to other divisions for the administration of their contracts. The Procurement division is also responsible for managing the acquisition and inventory of vehicle parts and the disposal of surplus property.

All agency purchases must be obtained competitively. All projects costing \$10,000 or more must go through a formal solicitation and award process. Projects costing \$100,000 or more must be presented to the Authority for award of contract.

When the Authority approves the annual budget each year, Procurement, with the assistance of each department Director and Manager, prioritizes all projects and develops a schedule for how the projects can be accomplished. The plan must accommodate the new projects, any ongoing projects that are continuing from the previous year, renewals for multi-year contracts and research for anticipated projects.

Scheduling must consider the probable amount of time required for project development, appropriate sequencing of projects, timeline constraints, funding opportunities, escalation in importance based on new knowledge, and staff

availability. A successful project not only requires Procurement staff but also significant involvement by the other agency staff. Procurement coordinates with departments to ensure adequate staff time can be devoted to each project.

Highlights of the 2019 Procurement plan will be provided at the meeting. Many things impact the flow of projects and the plan is adjusted as needed during the year.

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5)     **Alternatives:** N/A.

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6)     **Budget Notes:** N/A.

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7)     **Goal Reference:** The 2019 project list represents all agency goals.

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8)     **References:** N/A.

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 6-C**  
**MEETING DATE: February 6, 2019**

**FOR:** Intercity Transit Authority

**FROM:** Rob LaFontaine, Planning Manager, 360-705-5832

**SUBJECT:** March Service Change and Long Range Plan Update

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- 1) **The Issue:** Update the ITA on the March 2019 service change and Long Range Plan implementation.
- 
- 2) **Recommended Action:** Information and discussion.
- 
- 3) **Policy Analysis:** Update the ITA on the changes for the March 2019 service change and Long Range Plan implementation.
- 
- 4) **Background:** Provide a summary of the changes to the fixed route service being prepared for implementation on March 24, 2019. Share service change concepts and timelines being prepared for the implementation of the Long Range Plan.
- 
- 5) **Alternatives:** N/A.
- 
- 6) **Budget Notes:** N/A.
- 
- 7) **Goal Reference:** **Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #2:** *"Provide outstanding customer service."* **Goal #6:** *"Encourage use of our services."*
- 
- 8) **References:** N/A.



**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 6-D**  
**MEETING DATE: February 6, 2019**

**FOR:** Intercity Transit Authority

**FROM:** Pat Messmer, 705-5860

**SUBJECT:** Annual Authority Reorganizing Activities

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1. **The Issue:** Election of Authority Chair and Vice Chair as well as committee appointments.

- 
2. **Recommended Action:**
- A. Election of the Intercity Transit Chair;
  - B. Election of the Intercity Transit Vice Chair;
  - C. Identify and approve Committee Assignments:
    - Thurston Regional Planning Council;
    - Transportation Policy Board;
    - Intercity Transit's Pension Committee.

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3. **Policy:** The Intercity Transit Authority bylaws, Article VI. Officers – Chair and Vice Chair, Section 6.2 Term, states, “The Chair and Vice Chair shall be elected from among the members at the first meeting in February of each year.”

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4. **Background:** Officers serve a one-year term. There is nothing within the bylaws or past minutes requiring the officers to serve a minimum or a maximum number of consecutive terms. There are no written guidelines regarding how the positions are filled. At the annual reorganization meeting scheduled for each February, it is the responsibility of the Transit Authority to elect a Chair and Vice Chair to lead and represent the Authority for the following year.

The Chair position has been held by Debbie Sullivan (for two years) and the Vice Chair position was held by Ryan Warner (for one year).

Attached are current committee assignments. The terms of the committee appointments coincide with the terms of the Authority officers. Representations include the Thurston Regional Planning Council (TRPC), Transportation Policy Board (TPB), and Intercity Transit's Pension Committee.

- 
5.     **Alternatives:**
- A. Elect officers and approve committee assignments.
  - B. Defer elections and assignments. The current Chair and Vice Chair would continue to serve until elections are finalized. If the Chair is absent, the Vice Chair serves as Chair. If the Chair and Vice Chair are absent, the most senior member would serve as the presiding officer. The most senior member, excluding the current Vice Chair, is Citizen Representative Karen Messmer.
- 
6.     **Budget Notes:** N/A.
- 
7.     **Goal Reference:** The Authority and its officers represent the agency. Representation at TRPC and TPB enable the Authority to share its goals, gain support and develop partnerships to help achieve all goals.
- 
8.     **References:** Committee Assignments and Responsibilities. Intercity Transit Authority Bylaws – referencing 5.8 of Article V - Chair; Article VI. OFFICERS - CHAIR AND VICE CHAIR; and VII. COMMITTEES 7.1 Authority Committees.
-

The Olympian is designated as the official newspaper of the Authority for the purpose of publication of legal notices and dissemination of public information announcements.

**5.7 Quorum.** At all meetings of the Authority, five voting members shall constitute a quorum for the transaction of business. (Res. 5-2010)

**5.8 Chair.** The Chair shall open and preside at all meetings of the Authority. In the event of the Chair's absence or inability to preside, the Vice Chair shall assume the duties of presiding over the meetings of the Authority; provided, however, if the Chair is to be permanently unable to preside, the Authority shall select a new Chair for the remainder of the Chair's term. In the absence of both the Chair and Vice Chair, the voting member having served on the Authority the longest shall serve as acting Chair. (Res. 5-2010)

**5.9 Conduct of Meetings.** Unless otherwise governed by the provisions of these Bylaws, the laws of the State of Washington or Authority resolution, Roberts Rules of Order (newly revised) shall govern the conduct of Authority meetings. It is the intent of the Authority to conduct the business in an open environment consistent with the State Open Public Meetings Act.

**5.10 Order of Business and Agenda.** The order of business at regular meetings, work sessions, and special Authority meetings shall be established on a meeting-by-meeting basis according to the issues requiring discussion in any particular month. Prior to any meeting of the Authority, the Clerk of the Authority and the General Manager will confer with the Chair on items of discussion. The Clerk will prepare a written agenda including appropriate attachments and will distribute to all members as soon as possible prior to the meeting, but not less than 48 hours before the meeting. (Res. 02-93; Res. 05-2001; Res. 03-2007)

**5.11 Voting/Authority Decisions.** Every voting member of the Authority shall be entitled to one vote on all issues before the Authority; the nonvoting member is entitled to no vote. All voting members present may vote or abstain; an abstention shall be recorded but not be counted. The act of the majority of the voting members present at a meeting at which a quorum is present shall be the act of the Authority, unless a greater number is required by law. The majority vote must have at least three affirmative votes in order to be an Authority decision. Any member may require that the vote of each member on a particular matter be recorded in the minutes, in which case a roll call will be taken. (Res. 94-89; Res. 2-06; Res.5-2010).

**5.12 Meeting Minutes.** The proceedings of all Authority meetings, work sessions, and public hearings shall be recorded and maintained and shall contain

an accurate accounting of the Authority's official action with reference to all matters properly before it and any public comments made. Minutes of the meetings shall be provided to each Authority member as soon as practicable following each meeting.

The official copy for each meeting shall be approved by the Authority, signed by the Chair and Clerk of the Board and shall become part of the permanent records file, maintained by the Clerk. (Res. 05-2001)

**5.13 Resolutions.** The Authority may require certain action be documented by way of a formal resolution, which shall be prepared by the Clerk of the Board, and once approved by the Authority, shall be signed by the Chair and Clerk. The resolution will be numbered, dated, incorporated in the minutes, and made part of the permanent records file. (Res. 2-06)

**5.14 Compensation.** Voting and nonvoting members of the Authority shall not be compensated for meeting attendance. Any change to Section 5.13, Compensation, of the Intercity Transit Authority bylaws shall require a two-thirds majority vote by the Authority. (Res. 20-81; Res. 63-84; Res. 2-93; Res. 2-98; Res. 4-99; Res. 6-02; Res. 5-2010).

**5.15 Attending Meetings Remotely.** While adhering to the Open Public Meetings Act, RCW 42.30, Authority members may attend regular, work session, special meetings and executive sessions via teleconference, if they are unable to attend in person. This requires that all those attending the meeting in person must be able to clearly hear the members who are attending remotely.

Member's requiring remote attendance shall provide staff with at least 2 day's notice to allow for reasonable accommodation.

The Chair and Vice Chair may attend remotely; however, they will not be able to preside over the meeting remotely. In the event the Chair and Vice Chair must attend the meeting remotely concurrently, the voting member having served on the Authority the longest shall serve as acting Chair.

Remote attendance shall constitute attendance for quorum purposes and voting. Prior to the start of any meeting in which a member is attending remotely, the presiding Chair or Vice Chair will announce the guidelines for how members attending remotely will be included in making motions, amendments, etc.

## **VI. OFFICERS - CHAIR AND VICE CHAIR**

**6.1 Election.** The Chair and Vice Chair shall be voting members of the Authority elected by the voting members by majority vote at a regular or special meeting of the Authority. (Res. 5-2010)

**6.2 Term.** The Chair and Vice Chair shall be elected from among the voting members at the first meeting in February of each year. In the event either position becomes vacant, the voting members shall elect a new officer at the next regular meeting to serve until the next February meeting. (Res. 1-91; Res. 5-2010)

**6.3 Duties.** In addition to the powers and duties granted by these Bylaws, the Chair shall have such other powers and duties as shall be prescribed by law or by resolution of the Authority.

In the absence of the Chair, the Vice Chair shall perform the duties of the Chair, and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chair. The Vice chair shall perform other duties as may be assigned to him or her by the Chair or by the Authority. In the absence of the Chair and Vice Chair, the most senior member of the Authority in attendance shall perform the duties of the Chair, and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chair. (Res. 2-93; Res. 1-96)

## **VII. COMMITTEES**

**7.1 Authority Committees.** In order to better facilitate the work of the Authority, the Authority may establish standing and/or ad hoc committees to address specific issues. Each committee shall be composed of not more than four Authority members. Committee Chairs and committee members shall be designated by the Authority Chair, subject to the confirmation by the full Authority. To the extent possible, committee reports to the full Authority shall be in writing.

Terms of standing committees will coincide with the terms of the Authority officers (which recommence annually in February), at which time the Authority will review the responsibilities of the committees. In the event that new committee assignments are not made at the time Authority officers are elected, the incumbent committee members shall serve until replacements are appointed. (Res. 61-84; Res. 76-86; Res. 1-91; Res. 2-93).

**7.2 Special Appointments.** The Chair may appoint Authority members to special intra- and interagency committees and councils as appropriate.

These special appointments will be reviewed annually to coincide with the terms of the Authority officers and the review of Authority committees.

**INTERCITY TRANSIT AUTHORITY  
COMMITTEE ASSIGNMENTS  
As of February 2018**

**Each year in February, at the reorganizational meeting, the Intercity Transit Authority approves committee assignments, as follows:**

***Thurston Regional Planning Council:*** General responsibilities include attendance at the monthly Thurston Regional Planning Council meetings and providing a monthly report to the full Authority. Meets the 1st Friday of the month at 8:30 AM.

***Karen Messmer***  
(Alternate: *Debbie Sullivan*)

***Transportation Policy Board:*** General responsibilities include attending the monthly Transportation Policy Board meetings and providing a monthly report to the full Authority. No standing dates - generally meets at 7:00 AM on the first Wednesday of the month.

***Don Melnick***  
(Alternate: *Ryan Warner*)

***Pension Committee:*** The Intercity Transit Pension Committee consists of a Plan Committee (two permanent staff positions, one Authority member, and four employees), and the Executive Committee (two permanent staff positions and the Authority member); the Executive Committee selects services and makes decisions that comply with policy set by the Plan Committee as a whole. Meets quarterly - dates to be announced.

***Molly Carmody***

***Ad Hoc Committees:*** The Authority Chair may form ad hoc committees to address specific issues.

***Committee of the Whole:*** The Authority Chair may form a "Committee of the Whole," composed of all Authority members, to address major issues.

## TRPC Members & Representatives

**City of Lacey**  
Carolyn Cox

**City of Olympia**  
Nathaniel Jones

**City of Rainier**  
George Johnson

**City of Tenino**  
David Watterson

**City of Tumwater**  
Tom Oliva

**City of Yelm**  
JW Foster

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

**Nisqually Indian Tribe**  
Heidi Thomas

**Town of Bucoda**  
Alan Vanell

**Thurston County**  
Tye Menser

**Tumwater School District**  
Mel Murray

**North Thurston Public Schools**  
Chuck Namit

**Olympia School District**  
Hilary Seidel

**Intercity Transit**  
Karen Messmer

**LOTT Clean Water Alliance**  
Cynthia Pratt

**Port of Olympia**  
E.J. Zita

**PUD No. 1 of Thurston County**  
Russell Olsen

### Associate Members

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

**Lacey Fire District #3**  
Gene Dobry

**Puget Sound Regional Council**  
Josh Brown

**The Evergreen State College**  
Scott Morgan

**Timberland Regional Library**  
LG Nelson



REGIONAL VISION • COOPERATION • INFORMATION

## PRE-AGENDA 8:30 a.m. – 11:00 a.m. Friday, February 1, 2019

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

### Consent Calendar

**ACTION**

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

- Approval of Minutes – January 4, 2019
- Approval of Vouchers – January 2019
- Approval of 2018 Financial Report

### TRPC 2019 Calendar

**ACTION**

Staff will review the draft TRPC meeting calendar.

### TRPC Officer Elections

**ACTION**

TRPC will elect officers for 2019.

### Deferred Compensation Program

**ACTION**

Staff will seek Council's approval to allow Agency employees to participate in the State Department of Retirement System's Deferred Compensation Program.

### Public Participation Plan

**1<sup>st</sup> REVIEW**

Staff will review the Agency public participation plan and suggest minor updates.

### Sustainable Thurston Report Card and 5 Year ST Implementation Update

**PRESENTATION & COUNCIL DISCUSSION**

TRPC staff will present a recap of the Sustainable Thurston plan, adopted in 2013, as well as present the plan's annual report card.

### Mainstreet Rochester

**PRESENTATION**

TRPC staff will provide an overview and update of the Main Street Rochester project, which seeks to address community concerns related to US 12's dual role as a regional highway and Rochester's Main Street.

### 2019 Legislative Session

**UPDATE**

The 105-day regular 2019 Legislative Session convened on January 14, 2019. Staff will provide updates on issues of interest to the region.

### Report from Outside Committee Assignments

**INFORMATION**

### Member Check In

**DISCUSSION**

### Executive Director's Report

**INFORMATION**

**Minutes  
INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
January 14, 2019**

**CALL TO ORDER**

Chair Pierce called the January 14, 2019, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

**Members Present:** Chair Sue Pierce; Linda Vail; Marie Lewis; Ursula Euler; Jan Burt; Marilyn Scott; Billie Clark; Victor VanderDoes; Joan O'Connell; Vice-Chair Justin Belk; Jason Bonauto; Sreeranjini Surendran and Walter Smit.

**Absent:** Carla Dawson; Tim Horton; Michael Van Gelder; Scott Paris; Peter Diedrick; Denise Clark; Jonah Cummings.

**Staff Present:** Ann Freeman-Manzanares; Eric Phillips; Emily Bergkamp; Rena Shawver; Nicky Upson; Kerri Wilson; David Copley; Liam Collins; and Nancy Trail.

**APPROVAL OF AGENDA**

**It was M/S/A by LEWIS and SCOTT to approve the agenda.**

**INTRODUCTIONS**

**CAC Members provided self-introductions for the new members.**

**Pierce introduced Authority member, KAREN MESSMER, as the representative attending the meeting.**

**MEETING ATTENDANCE**

- A. January 16, 2019, Work Session - Tim Horton**
- B. February 6, 2019, Regular Meeting - Marilyn Scott**
- C. February 20, 2019, Work Session - Marie Lewis**

**APPROVAL OF MINUTES**

**It was M/S/A by SMIT and BURT to approve the minutes of the November 19, 2018 meeting.**

- A. MARKETING, COMMUNICATION & OUTREACH DIVISION OVERVIEW - (*Rena Shawver*)** Shawver introduced herself and indicated she has been with IT for a year and a half. Most of her staff has been hired within the last year. The Marketing division supports the programs that deliver on the mission of IT. This includes the printed materials, the branding for vehicles and buses, the website and social media. This includes any info to access services. The staff supports a diverse group of customers and provides information to media for distribution so the public will know what IT is doing. Marketing has had its hands in a bit of everything including the short and long range plans, the IT Road Trip, supported the September service change which was the largest for the agency in over a



decade. Marketing prepared all the internal/external Proposition 1 communications. All have been very successful measures and she is proud of the work. In the coming year staff will support new fixed route services and help implement the strategic plan. Marketing is part of the Development department and they report to Eric Phillips. It is important that the community knows what services IT offers and can access them as a transportation choice. This is a high level overview and there is a lot going on with staff. She is happy to work with a group of rock stars that really know their stuff and are dedicated to their work. Much of their work includes analyzing their work to determine what's working. Staff is looking at new ways to get people engaged with transit. The staff is high functioning and she feels privileged to work with them. There are six full and one part time employee. Nicky is a marketing coordinator and works on the website, GovDelivery, supports 200 ETC's at state agencies, does graphic design work including the "Be safe Be Seen" campaign, the state wide "Ride Transit" campaign through Transportation Choices Coalition, the EDC Annual Expo and promotes the BCC in conjunction with Duncan Green. The agency is very lucky to have Nicky on board. Ally is has been with the agency for 3 years as a marketing representative and she does all the customer publications including the transit guide, brochures, paper tickets, administers social media including Facebook and Twitter, coordinates 15 to 20 events per year to maintain a presence in the community including parades, and the family fun fair. She also does graphic design mostly for the route maps in the kiosks and guides. She coordinates the summer youth pass with 5 other agencies. Both Ally and Nicky work with Planning and Operations to produce Rider Alerts for road closures, snow routes or any event impacting service. Duncan Green is a marketing assistant working 6 months out of the year. He coordinates the winter BCC in February with about 200-250 participants, organizes the Earth Day Market Ride, and the BCC which had almost 1300 participants last year. He integrates the biking community gaining support from all local jurisdictions. Kerri and David will present next on the Youth Education Program (YEP). Liam is the agency's first AmeriCorps volunteer. Marketing works with a lot of vendors and consultants including Lamar Advertising, JayRay Consulting, and Handcrank for video production. Staff has worked with Nelson Nygaard on the fixed route planning and there are a lot of little things going on. One of the campaigns going on right now is to increase vanpool participation and awareness. IT received a \$250k WSDOT grant to help relieve congestion on I-5. The agency has partnered with the Thurston County Chamber to help share the benefits of vanpooling. There have been a lot of face to face meetings, outreach, and events. Vanpool ads have been in the Chamber magazine and local business journal. There is a lot of tracking in marketing to ensure the agency is communicating with the right people and through the right channels. She shared the current vanpool commercial featuring three riders. It is playing on a number of local TV channels and radio. It is localized and they aren't showing in King or Pierce counties. They are hoping to see an uptick in vanpool use by continuing with this public facing campaign. Staff surveyed 900 vanpool participants and 30 wanted to be in the commercial. Handcrank interviewed and chose three stories and JayRay helped through that process.

- B. YOUTH EDUCATION UPDATE** (*Kerri Wilson & David Copley*) Wilson introduced herself and indicated she would provide information on the program from this past year and plans for the coming year. Last year was an exciting year with the program serving 8,495 youth and families encouraging walking, biking and taking the bus. It has established partnerships Olympia, Tumwater and North Thurston school districts. Walk N Roll's Walk to School days included working with 12 different schools of which 5 were new in 2018. The events have staff, parent volunteers, and kids walk or bike to school. In 2018 there were 2,407 participants. They are fun events and have participation from local fire departments, police

and some local elected officials. In 2019 staff hopes to increase the number of schools participating in the program. Staff also conducts an annual Bike to School challenge as part of the BCC giving youth a way to get involved. It is a 2 week challenge and kids log miles to win prizes. Last year 166 kids rode 3,075 miles. This coming year staff hopes to increase the number of middle schools participating. The program also has the Pace Car Pledge where drivers make a commitment to drive the speed limit, avoid distractions, use caution around kids, and share the road with bikes. They focus on school zones and in 2018 there were 128 pledges. Liam did a lot of the outreach for this. This coming year staff is looking at ways to get more outreach possibly involving the PTA. Another activity they organize is community bike rides. They are family friendly, slow paced rides on quiet roads and the destination is something that is a family friendly. They weren't very successful last year. This year staff is going to partner with an existing event. The first one will be partnering with Tumwater to the Easter Egg Dash. The program also includes Rolling Classrooms. These involve some education about riding the bus, a tour of the facility, meeting a driver, and encouraging them to ride the bus. This involves elementary and middle school students and last year served 475 kids from 8 different schools. Ally put together a nice flyer to distribute to teachers. There is a new program they just started called Class Pass and it allows groups to ride the bus for free on regular routes for field trips. It was just launched and in one week already received 5 requests to serve 147 students. It will serve a lot of youth in the community and they will all get experience riding the bus.

*Wilson answered questions.*

*O'Connell* – asked if the Class Pass was an actual pass.

*Wilson* – indicated people email customer service and they generate an e-ticket so they don't all need passes.

*Surendran* – asked if it is only for elementary students.

*Wilson* – indicated it is also for non-profit agencies and public schools prek-12.

*Belk* – asked if Pace Car Pledges receive a bumper sticker.

*Wilson* – indicated they do and staff is looking at rebranding the program.

*Messmer* – asked if the Rolling Classroom had any high school's participate.

*Wilson* – indicated not a ton of high school classes although last year two of the mechanic classes from New Market Skills Center came through and had a more detailed class and talked to IT mechanics. For the most part the classes are middle and elementary schools.

Coppley discussed the Earn-a-Bike classes. They partner with a middle school and bring bikes to teach the kids basic maintenance. The classes are between 8-10 hours and they learn maintenance, road riding skills, and riding for transportation. They get to keep the same bike throughout the program and get to keep it at the end. Last year the program was at Jefferson Middle school and had 74 participants. The program also worked with Olympia parks and Rec on a program and they were good partners because they are able to do a lot of the front end work and they have built in advertising. The program can be offered to anyone in the

middle school age range throughout the service area. It will continue in 2019. The bikes come from the bike shop. The bike shop is staffed with volunteers who meet weekly. They have an extensive work ticket that is used as a teaching tool. There are some regulars and one volunteer named Nancy has been coming well over a year. She started with no knowledge and has become an ace mechanic within that timeframe. Last year volunteers donated 1,225 hours of their time. This is a marked increase over the last 3 to 4 years. Last year they built 84 bikes. In 2019 the program will include a Mechanic Volunteer Program (MVP) that will reach out to high school students. They will be able to put the hours toward their community service requirements. Classes will take them through repair and pull them into bike operations and they can assist other youth. It is a great opportunity for peer leadership and hopefully engage middle school students further who have been involved in the program over the years. All of this has been made possible with the new shop. There is a large workshop, storage, and office space. It is located at 215 Washington Street, across from the Olympia Transit Center. There is a dedicated group of volunteers fixing up bikes. The old shop was a great space but was tight when full. The new space is much more accessible for youth participants to come down. If you're interested come to the open house January 17 from 11 am – 2 pm and visit. If folks aren't able to make it there will be an external open house on April 4 that is open to the public. Or, come by anytime and visit.

- C. IMPROVING ONLINE CUSTOMER SERVICE** - (*Rena Shawver & Nicky Upson*) Shawver indicated the agency is looking for feedback to improve the website. They are working on an RFP and Nicky is going to ask questions regarding use of the website. People visit the website to get information, plan trips, get route information, and a variety of things. It's like an online transit center. The agency will bring in a consultant to look at the website and touch base with all agency programs and will also contact some external customers to make the website more user friendly.

Upson indicated the agency implemented GovDelivery in July of 2018. It provides targeted email and text messages for specific information that subscribers select to receive. This includes rider alerts, press releases, etc. GovDelivery is now at a point where it is ready to expand the use of this tool to other groups. Currently there are no DAL customers, and it can also be offered to the BCC participants. Staff has been experimenting with GovDelivery and is ready to offer it to a larger audience. Currently there are 1700 subscribers and staff sees about 10 new subscribers per week. Examples of the content include rider alerts and the great thing is it can be sent via email or text a link at the same time. Getting something out really quickly is important to customers. Rider news is also sent out via GovDelivery and it is also being used for employment announcements. There are several ways you can subscribe on IT's web page. On the homepage there is an overlay that appears to enter your email address and subscribe. It is also available by going directly to [intercitytransit.com/subscribe](http://intercitytransit.com/subscribe). The Facebook page also has a subscribe window to sign up.

Upson reviewed some of the analytical data from the website from 2018. The average number of monthly users over the course of a year was 14,663. There was a spike in October/November because of the service change up to about 20k. Of those users there were 39,021 sessions, and 2.66 sessions per user. There were over 100k page views and the number of pages per session was 2.73. The average customer spends close to 3 minutes per session. She reviewed how customers find the website including approximately 65% by searching. Approximately 24.98% come directly by way of having it bookmarked. The rest come through referral, social media, advertising or email. The majority are coming on a mobile device or tablet followed next by desktops. The new website must be mobile friendly. Those

details have to be looked at when considering redesign. The most visited pages are the home page, bus routes and then trip planner. Upson linked to the website and showed the GovDelivery, routes and trip planner. The routes page is the most popular page. She asked the committee to provide their feedback on the website:

*Scott* – likes the news alerts on her cell phone for detours and finds it interesting to see what's happening.

*Bonauto* – indicated he would like to see the trip planner a bit more prominent.

*VanderDoes* – finds it difficult to find things.

*O'Connell* – would like to have a page that displays routes and allows people to indicate where they want to go from a specific route.

*Upson* – recommended using the trip planner.

*O'Connell* – added that she does use it and getting what she is looking for based on route might not be possible.

*Bonauto* – asked if the website was accessible for sight impaired users.

*Upson* – indicated the vendor selected will have experience in assuring the site is ADA complaint. The September service change information was tested and is ADA compliant.

*Pierce* – likes how all routes are listed on the one page. Once someone navigates away from the main menu selections the font is smaller and difficult to read.

*Messmer* – added that the menu selections Learn and Connect don't speak to her but Ride does. She has the trip planner bookmarked so she can get to it right away. As long as she has been using the website she still can't find where the CAC members are located and has difficulty located documents/publications.

*Upson* – added she's been working on it for a year and still has difficulty finding things.

*Surendran* – indicated it would be good to have the most visited pages included in the slideshow on the homepage indicating they are the most requested pages so people can get to them quickly.

*Vail* – added that it is very attractive but doesn't get people where they need to go.

*Smit* – doesn't like how Rider Alerts are in the News category. When he thinks news he thinks long term, not immediately happening. He also agrees with Messmer and thinks the Ride category makes sense but the two others don't.

*Bonauto* – appreciates that there is a lot of information available on the website and he searches for a lot of different things.

*Pierce* – added she doesn't like the stay connected wording on the subscribe window.

*Belkin* – suggested changing Stay Connected to Get Connected.

*Upson* – shared that there is a box to check to not remind you again and it won't show up again.

*Belk* – mentioned that there used to be a PDF that displayed routes 62 A/B combined and it was helpful because he knew which would be quicker if he was on Martin Way.

*Coppley* – added that it might be helpful to have a list of routes with a small text description and small route map. It might make the information easier to find instead of having to read through each summary.

*Shawver* – added that the website work requires a lot of details and they are hoping to get a consultant on board by late spring or early summer. Younger folks like Walter and Jini are using online tools a lot more than people like her and the agency has to prepare for a broad range of users. It is the main communication tool and is really important to provide good service to customers, and staff.

*Smit* – inquired about who supports the Onebusaway app.

*Shawver* – indicated the UW supports it.

*Phillips* – added that GovDelivery is a really great interactive tool that allows the agency to push information out to customers and get people the detailed information they are looking for. Some people only use transit when it snows and if they subscribe before it happens they are being proactive and can get ahead of it. They seek out the information that serves them. It helps IT get them where they need to go. They choose and are seeking the engagement and this is a big shift in the website.

- D. DISCOUNTED BUS PASS RECIPIENTS** – (*Ann Freeman-Manzanares*) Freeman-Manzanares shared information on the recipients for the 7<sup>th</sup> year of the Discounted Bus Pass program. The Authority recognized funding cuts for local social service agencies serving low income individuals and decided they would help by providing half price passes for governmental entities and non-profits serving low-income clients. The applications go out in October and are due in November. Staff reports to the Authority in December on the number and amount of applications. They have now increased the limit to \$600k in half price passes. If the entire amount isn't expended in the initial application period then it becomes a rolling application process and groups can continue to apply up to the program limit. She asked the committee to let them their contacts know about the program and encourage them to get in touch with us if their organization or agency could benefit from the program.

*Freeman-Manzanares* answered questions.

*Bonauto* – inquired as to why SPSCC was on the list if they are part of Star Pass.

*Freeman-Manzanares* – indicated that SPSCC students are not state employees so they are not included in the Star Pass program. We do have a separate agreement with SPSCC so their students can use their valid SPSCC ID card for their bus pass. In this case, the SPSCC contract expressed a need for half-price passes for students that had not paid

their tuition and therefore didn't have their student ID/bus pass yet. SPSCC was still interested in facilitating their transportation so they could get to school.

- E. **SURPLUS VAN GRANT RECIPIENTS** - (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated this is the 14<sup>th</sup> year of the program. It provides surplus vanpool vehicles that have met their useful life a second life with a local nonprofit entity to transport their clientele. The Authority has granted 55 vans to community groups and the list is included in packet. The program is dependent on the availability of vans. Although the grant period alters based on van availability, this year they were awarded in December and the recipients were invited to an Authority meeting to come and share their stories about how they are using the vehicles in January. She asked the committee to contact agencies and organizations they knew of who might benefit from the program.

*Freeman-Manzanares answered questions.*

*Smit* - asked if it is a running list.

*Freeman-Manzanares* - indicated there are criteria for the application. There were so many applicants this year and there were some additional vans available that staff asked the Authority to grant an additional four fans and they did.

*VanderDoes* - added that he is a representative of the Kokua group and wanted to thank the agency for the van.

## CONSUMER ISSUES

- *Lewis* - relayed a story concerning one of her neighbors during a situation at the Olympia Transit Center when buses were forced to stage along the streets adjacent the transit center. Her friend indicated every person at the OTC from the customer service staff to the security guard outside were so helpful and made sure that she knew where to catch the bus she need to be on. She was very impressed at how generous they were. It is wonderful when so many are so willing to help.
- *VanderDoes* - indicated he would like to see the electric vehicle charge at Pattison be a little stronger.
- *Bonauto* - congratulated the agency on using different media strategies for the Vanpool ad he heard on Spotify recently.
- *O'Connell* - added that the video group the agency is using is great. She is proud to be part of it. The narrator is amazing.

*Shawver* - indicated they selected him through the voice talent and he rose to the top.

*Vail* - saw the commercial on the cooking channel and it is compelling.

## REPORTS

- **December 5, 2018, Regular Meeting** - Michael Van Gelder was absent and Pierce indicated the highlights from the meeting were included in the meeting packet.

- **January 2, 2019, Regular Meeting** – Ursula Euler provided the report from the meeting including the surplus van grant recipients were there to share their stories and thank the Authority. The marketing group shared information on the new class passes and that it includes education and information on IT. A new bus order was placed and they chose a new color scheme for the buses. The Authority talked about hiring Nelson Nygaard to work on some additional long term financial planning. Jason Robertson presented on alternative fare study and that fareboxes need to be replaced soon and it might be time to start looking at options of fares and that could include a community supported fare replacement program. The Authority has scheduled some planning sessions for the coming year to strategize on a variety of topics important to the agency. Ann mentioned the legislature is in session and the work at the legislature continues because IT's growth was not only dependent on the taxpayer supported increase but also continual support of state and federal grant opportunities.
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report:
  - This year's Jingle Bus went "beyond the bow" and added some cute characters! It was in the Olympia Downtown for the Holidays parade and we also had a lighted bus in the Lacey Lighted Parade. This year we got more value out of the time it takes to create the lighted parade bus and showed it off at the Olympia Lighted Boat Festival, the Children's Hands On Museum on First Free Friday, and the Tumwater Tree Lighting. People had a lot of fun with the Grinch who was our very own Nancy Trail!
  - A new class of 18 operators started today and a second class is starting in February. It is an 8 week training program. There will be another 18 operators in February.
  - The ITA usually has one planning session a year in Summer/Fall but with the passage of Prop 1 there will be two of them. They are scheduled on April 19 and July 26 and will likely start around 8:30 and go to about 3:30 or 4:00. CAC members are welcome to attend.
  - The Authority approved up to 23 new buses at the January meeting. Plan to see some of the new replacement buses, with our new paint scheme, this summer that were order more than a year ago.
  - Master planning continues for the Pattison facility. We anticipate a new traffic signal at Martin Way/Pattison this summer.
  - And it is legislative session again! The agency has gotten DASH funding the last two years and they are going back again to seek longer term funding. It was once funded by the State, the City of Olympia and IT. We are asking our funding partners to return.
  - Other legislative priorities: the continuation of the innovative vanpool promotion, express service to Tacoma and BRT light. BRT was part of Prop 1 and slated for 2026. If this Regional Mobility Grant is approved in the legislative, we can start a pilot project later this year or early next.
  - The agency is asking for funding for the Pattison Street facility.
  - Sign up for GovDelivery to stay up to date.
  - Continue to think about the website and let staff know your thoughts.

Belk – inquired about the type of buses ordered.

Freeman-Manzanares – responded they are diesel.

**NEXT MEETING: February 11, 2019 – one week early due to the Presidents' Day holiday.**

**ADJOURNMENT**

**It was M/S/A by O'CONNELL and SMIT to adjourn the meeting at 7:27 pm.**

Prepared by Nancy Trail G:\CAC\Minutes\2019\CAC Minutes 20190114.docx

DRAFT