

Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
March 15, 2023

CALL TO ORDER

Vice Chair Belk called the March 15, 2023, meeting of the Intercity Transit Authority to order at 5:30 p.m. This meeting was held remotely, with an in-person component at the Pattison Street facility.

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

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

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Jonathon Yee; Emily Bergkamp; Peter Stackpole; Dena Withrow; Steve Krueger; Cindy Waterhouse; Pat Messmer; Jessica Gould; Ramon Beltran; Daniel Van Horn; Steve Swan; Joy Gerchak; Brian Nagel; Jana Brown; Nick Demerice; Katie Cunningham; Cameron Crass; Jane Denicola; Duncan Green; Nancy Trail.

Others Present: Jeff Myers, Legal Counsel.

Vice Chair Belk moved to staff introductions until a quorum of the Authority was in place.

STAFF INTRODUCTIONS

- A. **Operator Class 23-01** (*Cameron Crass*)
- B. **Jane Denicola, Customer Service Supervisor** (*Joy Gerchak*)

APPROVAL OF AGENDA

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

PUBLIC COMMENT - None.

APPROVAL OF CONSENT AGENDA ITEMS

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

- A. **Payroll for February: \$2,733,987.56**
- B. **Accounts Payable February: \$1,766,809.08**

NEW BUSINESS

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- A. **Admin Building Surplus.** Procurement Coordinator, Katie Cunningham, presented items for surplus. Intercity Transit staff will soon be completely moved out of the current Administration Building and into the new fully furnished Administration and Operations (AdOps) facility. Staff is requesting the Authority declare the building, building components, and any remaining Administration Building contents as described in Exhibit A as surplus. Any items left in the Administration building following completion of the move will be surplus to our needs. Intercity Transit will work with Ehli Auctions, our contracted auctioneer, to conduct a competitive on-line public auction of all remaining items to achieve the highest rate of return. Any items not sold in this manner will be appropriately disposed of and the building will be demolished. The total value of the items listed in Exhibit A is estimated at \$3,424,621.

It was M/S/A by Melnick and Mejia to declare the items listed in Exhibit A as surplus.

- B. **Driver Appreciation Video.** Fixed-Route Manager, Cameron Crass, provided a series of videos taken from the buses highlighting four instances where Operators went above and beyond driving a bus, and displaying Operators' quick response in some situations that prevented a fatal outcome.

Video 1 showed an Operator avoided colliding with a cyclist that was thrown into the road immediately in front of a traveling bus.

Video 2 showed an Operator avoiding colliding with a cyclist who was crossing the road, not within a designated crossing area, and fell off their bike.

Video 3 showed an Operator responding to a toddler who wandered into the middle of a busy road, while parents chased after them.

Video 4 showed the response of an Operator who was out of service and returning to the bus yard when she noticed a pedestrian on a bridge, climbing the rails, and getting ready to jump. The Operator stopped her bus and immediately assisted the person and detaining them until law enforcement could assist, ultimately saving the life of a person in crisis.

- C. **Vanpool Fare Structure Program Update.** Vanpool Manager, Cindy Waterhouse, provided an update on the Vanpool Program. Vanpools, Community Vans and the Surplus Van Grant Program are supported by Vanpool Coordinators Riley White and Magic Aguinaga, Vanpool Outreach Coordinators Kyle McPherson and Zach Heinemeyer, and the team is supported by Commuter Services Assistant Alihaundra Borja.

Vanpools consist of three or more people who share a similar commute to work or school, pay a low monthly fare based on individual daily round trip miles traveled or a daily trip fare, whichever fare is the lesser amount. Daily trip fares

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are not calculated based on miles traveled but by the trip. Often times employers choose to subsidize vanpool and pay all or a portion of their employees' fares. Intercity Transit provides the van, fuel, insurance and maintenance.

At the end of 2021, the ITA approved a simplified fare structure offering eight price points and a daily trip fare to encourage employees working hybrid work schedules to start or continue to Vanpool. Flat rate fares began in January 2022. Staff manually calculated and processed invoices for our customers. Then the ITA approved the purchase of Vanpool Management Software to support the fare structure and the implementation was completed in December 2022. Fare payments are received electronically through a payment portal which integrates with the software. Automatic payments are an option for customers. Employer subsidy payments are accepted through the payment portal or by direct transfer to IT's bank.

In 2022, there were 65 new vanpool groups, 337 new riders and 4,351 daily trips. The daily trips are a significant indicator of the success of the fare change. These trips are traveled by employees who work hybrid work schedules.

Waterhouse shared work data related to the trips in the miles and the groups with comparisons between 2019 and 2022.

- 2021-2022 Trips increased 16%
- 2021-2022 Miles Traveled increased 36%
- 2021-2022 Groups - slight change (134-133)
- 2019-2022 Trips decreased 57%
- 2019-2022 Miles Traveled decreased 28%
- 2019-2022 Groups decreased 27%
- Summary - Vanpool groups are at 74% of pre-pandemic stats

Prior to the fare structure change in 2021, the ITA Directive was to recover 100% of costs. From 2013 to 2018 the cost recovery was at 100% and it dropped to about 94% in 2019. The decreased revenue in the cost recovery is directly related to the pandemic and the simplified fare structure. There was also an 8% increase in expenses between 2019 and 2022, and this is related to increased expenses for maintenance, fuel, salaries and vanpool incentives.

Waterhouse shared the features of Trip Spark, the new vanpool software. The vanpool staff has worked over the past year to update customer information and prepare for complete implementation to include customer and employer education to use the required software. This software has improved our customer experience, improving the overall administration of the program and provided effective data for ongoing success.

Potential customers can explore the right matching features to find a vanpool without any commitment or entering personal information. Waterhouse showed a few examples. If someone is interested in joining or starting a vanpool group

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they need to sign into the software and provide information, more details about their own commute and some personal information.

The sign-up screen is the beginning of starting up a profile, but also allows somebody to explore and they can start entering some of their personal information and get more specific information about routes that are available. They can explore without feeling like they're making a commitment. Once signed up, they can sign in and complete a user profile. People interested are required to sign a participation agreement.

Customers can store their payment methods, their routing number for an electronic check, or their information about their credit card. They can also enable the automatic payment option. This is especially useful for soldiers, working on Joint Base Lewis McCord. Waterhouse shared different views of the statement and emails sent to participants.

Waterhouse showed what monthly ridership looks like. Every group has a vanpool leader, and they complete a form along with odometer readings for the month, and this data is used to calculate the fares for each individual. The fare calculations are programmed into the software, which also generates statements. IT offers incentives to vanpool riders - the first month of vanpool commuting is always free for every customer.

- Recruitment incentives are offered for referrals to Vanpool
- Person referring receives \$100 Amazon gift card/referral
- In 2022 there were 216 referrals, totaling \$21,600
- Subsidize 1st Month Free, totaling \$15,945
- Subsidy and incentives applied to matching fund expenditures for WSDOT RMG Business to Business - \$55,000 local match
- There were 216 referrals in 2022.

Vanpool customers are required to commute to or from Thurston County, and sometimes this requirement is connected to the vanpool route instead of to each customer. There's an exception to the rule - A vanpool route can begin or end outside of Thurston County but still qualify for service because they have a pickup or a drop off within Thurston County. An example of this would be someone who works at JBLM, but they live in Mason County, and they leave Mason County, and they pick somebody up in Thurston County and they all continue on to the base.

- Thurston-Thurston County commute = 15%
- Thurston - Other County commute = 43%
- Other County - Thurston commute = 26%
- Other = 16% that technically touches in the middle

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We also serve eight counties: Grays Harbor, Lewis, Thurston, King, Pierce, Mason, Kitsap and Cowlitz.

Top Ten Employers:

- 1,057 vanpoolers participated in 2022
- 129 different employers
- 36 employers are Washington State Agencies
- 258 employees Washington State agencies combined
 - 175 employees JBLM
 - 120 employees Hardel Plywood
 - 56 employees Boeing
 - 55 employees Lacey Fire Department
 - 32 employees Costco Corporate and Distribution Center
 - 25 employees Bates Technical College
 - 21 employees Pierce County
 - 20 employees Intercity Transit
 - 18 employees Federal Detention Center
 - 16 employees Hands on Children's Museum

Subsidizing Employers:

Bangor Trident Base, Boeing, Centralia Physical Therapy, Chang Thai Cuisine City of Tacoma, Corwin Health Physics, Costco, Fairway Mortgage, Federal Detention Center, FEMA, Hands on Children's Museum, Intercity Transit, JBLM, Kaiser Permanente, Kenworth, Lacey Fire Department, Madigan, MultiCare, PACCAR, Pace Edwards, Pierce County, Puget Sound Naval Shipyard, SeaTac international Airport, Setina Manufacturing, Tacoma Public Utilities, Transportation Security Administration.

Invoicing for employers is processed differently. The software does not process that for us, so once the vanpool group submits their monthly report, the vanpool staff manually calculates the subsidy due from the employer and prepares the statements. The employer receives the statements through an email which includes the payment portal link along with instructions to access the software TripSpark. Waterhouse showed what a statement looks like for one of our employers.

Waterhouse shared that six cobranded vanpools started in 2022. A cobranded vanpool has somebody else's logo on it, and this promotes by encouraging employers to subsidize. Our customers like that the company they work for is noted on the side of their van. *Cheng Thai Cuisine; Centralia Physical Therapy; Centralia College; Fairway Mortgage; Hands-On Children's Museum; Corwin Health Physics.*

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Waterhouse gave a shout out to WSDOT for allowing IT to use the regional mobility grant funds to purchase vanpool management software. The total software cost was \$289,102 and the grant funding was for \$220,000. In 2022, IT was awarded a vanpool investment program marketing grant for \$55,000. This is a new part of the VIP grant in 2022 and we use this funding for a promotional mailer. IT was also awarded the DOT VIP grant for 12 replacement vans, and we have 12 Toyota Sienna hybrids that were recently received and will be in service in spring/summer and the grant funding covers about 71% of the total cost or \$2,700 per vehicle.

The outreach staff has been very successful this year promoting vanpool as we continue to recover from the pandemic, while many are still working remotely or working hybrid schedules. This has been challenging and yet we formed 65 new vanpool groups that included 337 new vanpoolers. The outreach staff is responsible for promoting vanpool, recruiting new participants and working with employers to encourage subsidizing fares. They perform ride matching services and orientations to our new vanpoolers as they go into service. Waterhouse shared various comments from customers like Boeing, Washington Patriot Construction, Pacific Welding and DSHS. Waterhouse shared various outreach events held at Amazon, Madigan Army Medical Center, and Bates Technical College to name a few.

Waterhouse reviewed the Community Vans Program that consists of eight vans offered to nonprofit agencies who qualify under 501C3 or government agencies in our community. Interested agencies complete an application and they must meet our insurance qualifiers and engage in a contract with Intercity Transit. They must meet eligibility requirements and complete a defensive driving course. Daily reservations are accepted, and the fare is \$0.84 a mile. They must travel within 150 miles of Intercity Transit. Currently, 26 agencies use the vans totaling 542 trips and they traveled 197,889 miles in 2022. We collected \$15,288.00 in fares.

Waterhouse reviewed the Surplus Van Grant Program that was adopted in 2003. This program has granted 83 vans over the years. Each year, if qualified vans are available, IT grants vehicles to eligible nonprofit or community organizations in our service district through a competitive review process.

- D. Winter BCC Update and May BCC Event.** Duncan Green coordinates Intercity Transit's Thurston County Bicycle Commuter Challenge, which is celebrating its 36th consecutive year! The Winter Bicycle Challenge (WBC) runs the full month of February, and set records again in 2023, despite serious wintry weather. This year, a record 379 people participated in the event. We rode 27,756 miles (a little shy of last year's 28,800) on a record total of 2,854 days, introducing many people to the benefits of bicycling even in winter, and adding to participants' and our

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community's health and well-being. Thirty people won prizes in random drawings held each week during the event.

Preparations are ongoing for the 36th Annual BCC in May, including our kick-off event, the Earth Day Market Ride, on April 22 (Earth Day) this year, and Bike to Work Day on Thursday, May 18. This year's theme for the BCC will be a little more whimsical in hopes of lightening peoples' mood: The image will be a great horned owl (photographed in Green's front yard), with the theme "Whoooo is Going to Ride Today??"

Bicycling is a significant element in Thurston County, and Intercity Transit's incorporation of bicycling into its trip reduction and alternative commute promotion has been well received. Under the agency's guidance, the program has seen increasing participation, enthusiastic sponsorship, strong event attendance and media attention. The BCC broadened and sustained successful partnerships between Intercity Transit, local jurisdictions, the business community, and the general public as well as generated public goodwill.

This is Intercity Transit's eighteenth year administering this countywide event. For the fifteenth consecutive year, Duncan Green is directing the BCC and related efforts. He receives assistance from the other members of Intercity Transit's Marketing and Communications staff.

COMMITTEE REPORTS

- A. Thurston Regional Planning Council (March 3).** Sullivan said the Council received an update on Federal Transportation Funding, and one of the programs was reconnecting a neighborhood pilot program and using transit development grants, and the presentation was conducted by the National League of Cities.

Link to presentation:

https://www.trpc.org/DocumentCenter/View/11653/A6_NLC-TIS-2023-March-Meeting-Notes.

Next was an update on the Regional Transportation Plan proposed amendment cycles. There are six of them in which the Council will take action at the April 7 meeting:

1. Remove Log Cabin Road Connection – City of Olympia
2. Add SE Olympia Street Connectivity Study
3. Add NE Lacey Operation Terminal Facility – Intercity Transit
4. Add Alternative Fuel Infrastructure Project – Intercity Transit
5. Update to a five-year plan Cycle – TRPC Staff
6. Add Transit safety performance measures – TRPC Staff

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Link to presentation:

https://www.trpc.org/DocumentCenter/View/11654/A7_-RTP-TRPC-Presentation.

Senior Planner, Allison Osterberg provided an update on the implementation of the Thurston Climate Mitigation Plan. Link to presentation:

https://www.trpc.org/DocumentCenter/View/11652/A9_Climate_TRPC-Presentation_03032023.

- B. Transportation Policy Board (March 8).** Melnick said Marc Daily reported TRPC is submitting a RAISE (Rebuilding America's Infrastructure) grant in the amount of \$988,000. The TPB were encouraged to provide feedback.

Warren Hendrickson from the Commercial Aviation Coordination Commission (CAC) updated the Board on the efforts to evaluate locations for a new commercial airport. They're proceeding on track to make recommendations. Melnick said many Legislators concluded that the CAC effort was ill directed due to negative public outcry and no effort was made to engage the public and there was a draft bill that passed the House.

Sara Porter briefed the Board on proposed amendment 23-03 to the 2023-2026 Regional Transportation Improvement Program and the update includes the Thurston County Action Plan Project. The Board approved the RTIP amendment.

Katrina Van Every updated the Board on six proposed amendments to the Regional Transportation Plan (RTP) and staff recommended the Policy Board recommend that Council adopt all proposed amendments except removing the Log Cabin Road Connection, which should remain in the Regional Transportation Plan until such time as the Southeast Olympia Street Connectivity Study or other regional mobility study is performed that may eliminate the need for this connection and/or identify a viable alternative. The Board took action to adopt the staff recommendation, recommending that Council adopt all proposed amendments except removal of the Log Cabin Road Connection.

GENERAL MANAGER'S REPORT

The Washington State Transit Association is hosting a statewide leadership program for its third year entitled, "Transit's Next Leader Institute" and the kick-off for the class of 2023 was held today. Participating in the program are Katie Cunningham, Procurement Coordinator, Dan MacMillan, Maintenance Supervisor and Kiera Maryott, Finance Supervisor. Intercity Transit has been fortunate to have multiple individuals participate in the first two years of the program: Jason Aguerro, Chief Information Officer, Joy Gerchak, Customer Service Manager graduated in 2021; Nicky Upson, Senior MC&O Coordinator and Cameron Crass, Fixed-Route Manager are 2022 graduates.

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There is a service change effective on March 19, and IT is adding about 11,000 hours, which is an increase of about 5 ½ %. We will be at approximately 78% of pre-COVID levels of service. Route 64 is increasing service from 60 minutes to 30 minutes. The new schedule will also include evening enhancements, and we are returning Route 60 to Ensign Road given the improved safety conditions. This service change also involves many adjustments to timepoints to enhance accuracy.

We are still seeing the positive results of zero fare and speeding up our routes, and also seeing the results of changed usage based on COVID ridership changes which also impacts travel times. Staff continues to monitor those activities to enhance accuracy.

Our online trip planner is only partially working. We uploaded the GTFS feed for the new March schedule, and it unexpectedly interrupted the feed. Staff re-entered the March schedule and now waiting Google to grab it and go live.

Transit Driver Appreciation Day is Saturday, March 18 and we took the opportunity to highlight our Operators through the videos presented this evening. Beginning Thursday morning, the Operators, along with our Maintenance and Facilities staff, will be greeted with chocolate treats, e-cards of appreciation and social media ads.

Expect to see a press release in the coming weeks regarding the \$1.8M federal grant Intercity Transit received for the Zero Fare Bus Stop Access Improvement Project. This includes renovating 145 frequently used bus stops to increase operating efficiency, reduce passenger travel times and increase passenger safety and access. Thank you to Congresswoman Marilyn Strickland for her assistance throughout this process and her support.

There is a lot going on with the next phase of the Pattison project. We hope to be cleared out of the old admin building by mid-April and have everyone settled into the ADOPS and new Fuel and Wash facility building by the end of April. We hope to have permits the beginning of April and construction is targeted mid to late April.

Phase 1 includes trenching and getting power and utilities to their permanent location, currently attached to our existing building. That will take about three months.

Phase II includes building and bridge demolition, stormwater and building out the employee parking lot. This is expected to take approximately six months and carry through to the beginning of 2024.

Phase III includes adding more stormwater detention in the yard and building a metal structure for the temporary maintenance shop, anticipated to take approximately eight months through the Fall of 2024.

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Last Phase includes the full remodel of the maintenance building and remainder of site concrete work, with completion by the end of 2025.

Intercity Transit finally received the Redesignation Letter from the feds designating Intercity Transit as a large urban transit system come FFY 2024. We've been trying to get ahead of the curve but there is a lot of work that needs to be accomplished in terms of policy and procedures, and staff is prepared and will continue to be educated and share information with the Authority as it becomes available.

The Department of Labor and Industries' filming crew were on site last week to feature Intercity Transit in their video highlighting the benefits of L&I's "Stay at Work Program." Thank you to Operator, David Dunbar and Emily Bergkamp for their participation. It will make a great recruiting video for IT.

IT finally received notice of Dial-A-Lift production dates for 28 DAL vehicles. We've been waiting for two years due to a supply chain issue. The first vehicles are expected to go into production in July 2023, and the last one starting on the line mid-August, and hopefully by the end of the year there will be 28 new DAL vehicles.

AUTHORITY ISSUES - None.

The Authority bid farewell to Ann Freeman-Manzanares, who will retire effective March 31, 2023, after 30 years of service with Intercity Transit.

ADJOURNMENT

With no further business to come before the Authority, Vice Chair Belk adjourned the meeting at 7:21 p.m.

INTERCITY TRANSIT AUTHORITY

Clark Gilman

Clark Gilman, Chair

ATTEST

Patricia Messmer

Pat Messmer

Clerk to the Authority

Date Approved: April 19, 2023

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

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EXHIBIT A
ADMINISTRATION BUILDING SURPLUS - MARCH 2023

ADMINISTRATION BUILDING ITEMS - FIXED ASSETS					
ITEM	DESCRIPTION	MODEL #/ SERIAL #	QTY	EST. FAIR MRKT UNIT VALUE	EST. TOTAL VALUE
1	PATTISON STREET FACILITY	NA	1	\$3,415,330	\$3,415,330
2	BOARDROOM DESK UNIT	NA	1	\$500	\$500
3	PATTISON MEZZANINE ADDITION	NA	1	\$2,500	\$2,500
4	HVAC SYSTEM @ PATTISON	NA	1	\$2,500	\$2,500
5	HVAC FOR SERVER ROOM	NA	1	\$250	\$250
6	AMPLIFICATION EQUIPMENT	NA	1	\$5	\$5
7	COIN COUNTER JET SORT W/LIFT TRAY	14601067604215-4601 EBS	1	\$5	\$5
8	2006 HVAC UNITS	NA	1	\$500	\$500
9	EMERGENCY GENERATOR	NA	1	\$2,500	\$2,500
10	SERVER ROOM	NA	1	\$5	\$5
11	MOBILE OFFICE (12X48)	6240	1	\$500	\$500
12	GEO EXPLORER XH 2008 SERIES	4843483242	1	\$5	\$5
13	ADA RAMP ENHANCEMENT @ PATTISON	NA	1	\$5	\$5
14	CONCRETE AGENCY SIGN AT PATTISON	NA	1	\$1	\$1
15	FAREBOX ROOM	NA	1	\$5	\$5
16	DAL OFFICE IMPROVMTS	NA	1	\$5	\$5
17	CASH DISPENSING SAFE/AUTOBANK-OTC	NKL D8C/V1-SP2012014067	1	\$5	\$5
ANY ADDITIONAL BUILDING ITEMS					
14	Any and all building contents and items not included on the fixed asset list, which may include but is not limited to: doors, door hardware, filing cabinets, shelving units, tables, chairs, office supplies, cubical partitions, desks, various bins, etc.	NA	NA	To be determined via auction.	To be determined via auction.
TOTAL ESTIMATED SURPLUS VALUE					\$3,424,621