

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
November 20, 2023 - Olympia Transit Center
5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 232 464 293 235
Passcode: 3kJePj; or call in (audio only) +1 929-229-5501, 21686581# United States, New
York City Phone Conference ID: 216 865 81#

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Don Melnick</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. December 6, 2023, ITA Meeting- (<i>Nicole Smit</i>) | |
| | B. December 20, 2023, ITA Meeting - (<i>Ursula Euler</i>) | |
| | C. January 3, 2024, ITA Meeting - (<i>To Be Determined</i>) | |
| IV. | APPROVAL OF MINUTES - October 16, 2023 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Village Vans Update (<i>Izi Lemay</i>) | 15 min. |
| | B. Zero Emissions Update (<i>Jonathon Yee</i>) | 45 min. |
| | C. CAC Self-Assessment Results (<i>Emily Bergkamp</i>) | 20 min. |
| | D. Appointment of Officers (<i>Nicole Smit</i>) | 5 min. |
| | E. Cancel December 18th Meeting (<i>Emily Bergkamp</i>) | 5 min. |
| VI. | CONSUMER ISSUES - All | 10 min. |
| VII. | REPORTS | 20 min. |
| | A. October 18, 2023, ITA Report (<i>Eliane Wilson</i>) | |
| | B. November 1, 2023, ITA Report (<i>Betty Hauser</i>) | |
| | C. November 15, 2023, ITA Report (<i>Clair Bourgeois</i>) | |
| | D. General Manager's Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING - December 18, 2023 | 1 min. |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

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

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

If you need special accommodations to participate in this meeting, please call us at 360-357-1532 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 360-357-1532.

Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by many Routes; for trip planning assistance you may contact Intercity Transit customer service at 360-786-1881.

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
October 16, 2023 - Hybrid Meeting

CALL TO ORDER

Vice Chair Grettenberger called the hybrid October 16, 2023, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Chair Nicole Smit; Vice Chair Jihan Grettenberger; Harrison Ashby; Clair Bourgeois; Nikki Crist; Ty Flint; Betty Hauser; Lloyd Peterson; Marilyn Scott; Rachel Weber; and Eliane Wilson.

Absent: Alejandro Garcia; Ursula Euler; Trina Primm; Doug Riddels; Allison Spector; and Edwina Waehling.

Staff Present: Amanda Collins; Emily Bergkamp; Eric Phillips; Jana Brown; Nick Demerice; Peter Stackpole; Tammy Ferris; Jessica Gould; and Daniel Van Horn.

APPROVAL OF AGENDA

It was M/S/A by CLAIR BOURGEOIS and TY FLINT to approve the agenda.

INTRODUCTIONS

Smit introduced Authority member, Carolina Mejia, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. October 18, 2023, ITA Meeting - Eliane Wilson
- B. November 1, 2023, ITA Meeting - Betty Hauser
- C. November 15, 2023, ITA Meeting - Trina Primm (Backup Clair Bourgeois)

MOTION TO APPROVE MINUTES

Grettenberger noted a correction regarding member attendance that has been fixed.

It was M/S/A by RACHEL WEBER and TY FLINT to approve the July 17, 2023, minutes.

NEW BUSINESS

- A. **2024-2028 Capital Improvement Plan** (*Jana Brown*) Jana Brown serves as the Chief Financial Officer for Intercity Transit and presented an update on the 2024-2028 Capital Improvement Plan (CIP). Brown explained that the plan is a five-year framework that provides guidance and direction for the agency's capital investment needs; the plan is also flexible and will be updated annually to account for changes in policy and funding opportunities. Brown discussed that the plan lays the foundation to support the Transportation Development Plan (TDP), the Transportation Improvement Program (TIP), and the Strategic Plan for Intercity

Transit services. She reviewed benefits of having a Capital Improvement Plan that include having a platform to fulfill anticipated needs rather than reacting in the moment, forecasting anticipated cashflow activity, allowing for better investment opportunities, positioning Intercity Transit to secure grant opportunities, and reviewing future capital and increased maintenance demands to prioritize based on long-term goals. Finally, Brown highlighted that the CIP is a document to inform the public and tell our story about goals for future investments and continual planning for future growth and service improvements.

For the 2024-2028 Capital Improvement Plan (CIP), other agency projects placed different time constraints on its implementation. Brown explained that the typical timeline for future CIP updates will begin in March with final adoption in June, alongside the Transportation Improvement Program. All divisions of Intercity Transit were involved in the CIP process and Brown gave special recognition to Jonathon Yee, Julie DeRuwe, Jason Aguero, and Peter Stackpole for their hard work to gather information for the CIP document. She also thanked Jessica Gould, Intercity Transit’s Grants Program Manager who assisted with the funding plan and reviewing the document.

The CIP included new project categories that are regulated by the Federal Transportation Administration (FTA) and align with required reporting. Brown provided history that in prior years, Intercity Transit staff manually assembled data for FTA reporting. However, with the new structure and software, the required reporting data will be readily available and consistent to ensure proper reporting. The categories include Guideway, Passenger Stations, Administrative Buildings, Maintenance Buildings, Revenue Vehicles, Service Vehicles (nonrevenue), Communications and Information Systems, and Other. The CIP further defines each category starting in the introduction on page one of the document.

CIP 2024-2028

Total by Category	FY2024	FY2025	FY2026	FY2027	FY2028	Total
Total Guideway (6100)	\$ 5,280,000	\$ 5,000,000	\$ 5,000,000	\$ -	\$ -	\$ 15,280,000
Total Passenger Stations (6200)	3,122,084	1,362,983	1,300,000	-	-	5,785,067
Total Administrative Buildings (6300)	19,739,390	19,739,390	8,141,641	-	-	47,620,421
Total Maintenance Buildings (6400)	6,478,750	-	-	-	-	6,478,750
Total Revenue Vehicles (6500)	17,256,633	4,351,879	12,827,143	5,356,282	16,518,072	56,310,009
Total Service Vehicles (6600)	982,385	629,502	141,400	100,913	172,264	2,026,464
Total Communications & Information Systems (6800)	3,945,316	1,600,115	1,325,000	100,000	290,000	7,260,431
Total Other (6900) Furniture & Equipment	5,576,840	2,963,387	1,185,920	1,205,920	150,000	11,082,067
Total Other (6900) Shelters, Signs and passenger ameniti	2,282,438	1,514,026	-	-	-	3,796,464
Total Other (6900)	600,000	-	-	-	-	600,000
Total Capital Investment by Year	\$65,263,836	\$37,161,282	\$29,921,104	\$6,763,115	\$17,130,336	\$156,239,673

Brown displayed the cost summary of the CIP, which was summarized for presentation purposes. More detailed information regarding costs is available starting on page 6 of the document. She highlighted the total cost for 2024, which is \$65.3 million and reflected in the 2024 budget, and remaining years in the plan. Each year, Brown and staff will review and adjust the CIP based on new information, priority needs, and funding opportunities. Based on current needs, the anticipated total for all projects for the upcoming five years is \$156 million. The CIP also captures what is known at the time for funding these projects. The years 2024-2025 reflect the grants that have already been awarded, which is different from previous years when staff made assumptions based on past experiences and knowledge of

grant availability. On average, over the next five years, Brown explained that Intercity Transit is maintaining about 40% coverage of costs with grants specific for 2024, and of the \$65.3 million only \$37.4 million is coming out of reserves.

Funding

Funding Source	FY2024	FY2025	FY2026	FY2027	FY2028	Total
Total Capital Reserves	\$ 37,409,347	\$ 24,415,000	\$ 15,947,411	\$ 4,084,974	\$ 8,871,300	\$ 90,728,032
Total Federal Capital Grants	14,887,933	10,278,439	8,634,122	2,014,037	7,956,000	43,770,531
Total State Capital Grants	12,966,556	2,467,842	5,339,572	664,104	303,036	16,695,110
Total Funding Sources	\$ 65,263,836	\$ 37,161,281	\$ 29,921,105	\$ 6,763,115	\$ 17,130,336	\$ 156,239,673

Brown acknowledged Grants Program staff Jessica Gould and Thera Black who are always working hard to take advantage of all grant opportunities. The CIP document and its five-year lookout will help them more.

Brown checked in for questions up to this point.

Eliane Wilson asked if there is an inflation factor.

Brown responded that she believes the CIP reflects dollars of what is known today, and staff have not adjusted the figures for future inflation. She appreciated the suggestion and noted that staff will take that into consideration moving forward.

Next steps for the 2024-2028 CIP include conducting a Public Hearing, which is set for Wednesday, November 1st, 2023. The information was posted to Intercity Transit’s public website for review and comment at the beginning of October. Staff will spend the next several weeks preparing for its final adoption that is slated on the agenda at the December 6th Authority Meeting.

No further questions from the CAC.

- B. 2024 Draft Budget-** (*Jana Brown*) Jana Brown serves as the Chief Financial Officer for Intercity Transit and presented the 2024 draft budget for CAC input. Brown stated that she first presented the draft budget at the October 4th ITA meeting to establish a public hearing, so the Authority Board, staff and community has time to review and provide input before the final adoption occurs.

Brown discussed our 2024 funding resources that include a rollover beginning fund balance of \$215 million. Most of those funds are dedicated to the \$156 million Capital Improvement Plan. The budget takes the rollover into consideration along with other revenue sources of Sales Tax Revenue, Vanpool Fares, Interest Income, Miscellaneous Income, Operating Grant Revenue, and Capital Grant Revenue totaling \$348,702,051. Brown explained that a conservative approach was used to estimate sales tax based on 2023 actuals showing a 3% overage versus the budgeted revenue. The 2024 budgeted sales tax revenue equals the 2023 budgeted sales tax revenue with 3% inflation. Vanpool fare revenue was also calculated

conservatively based on the slow growth experienced in the program post-pandemic. Brown also used a conservative approach for interest income, even though we are in an increasing market. The grant revenue includes the awarded operating grant revenue and capital grant revenue that was reflected in the Capital Improvement Plan.

Brown then discussed the plan to spend available resources in 2024. Operating expenditures include \$89,023,814 and capital expenditures include \$65,263,836 for a total of \$154,287,650 in expenditures. The operating expenditures include \$7,253,479 rollover of specialized projects that do not occur every year. The capital expenditures match up to the CIP document and include \$31,505,052 in new capital projects and \$33,758,764 in rollover capital projects. Brown further explained the new projects for 2024, which include the Lacey Transit Center Stormwater Repair and Improvements; the Enterprise Resource Planning (ERP) Software System; the Zero Emission – Hydrogen Demonstration Project Bus, Fueling Equipment, and Facility Upgrades; Vehicle Replacements – IT's Lifecycle Replacement Schedule Dial-A-Lift, Vanpool, and Non-Revenue Vehicles; Vehicle Telematics; and Centennial Station Improvements. Other rollover projects that are continuing into 2024 include the Pattison Street Facility Improvements; Bus Rapid Transit (BRT) Capital Program; Alternative Technology Project Management; Bus Stop Facility Improvement Program; Martin Way Park and Ride Express Direct Access; Innovative Service Zone Study; Satisfaction and Market Segmentation Survey; and Community Engagement.

Brown explained that the 2024 budget allocates four additional staff positions including a Fleet Maintenance Supervisor to provide better coverage and support for technicians; an Information Services Cybersecurity Analyst to help ensure compliance with IT's Cybersecurity Policy and to maintain insurability as an agency, which is critical; a Training and Safety Coordinator to support our growing staff base and assist with emergency management, and a temporary 3-year Data Analyst to help establish a database detailing new and existing facility assets. Along with the four new positions, there are a handful of reclassifications that are included in the 2024 draft budget.

Next steps include conducting a Public Hearing on Wednesday, November 1st, 2023. All information is currently available on Intercity Transit's public facing website for review and comment. Brown concluded that staff are preparing for final budget adoption, which is slated for December 6th, 2023.

Brown answered questions.

Jihan Grettenberger asked if people show up to the public meetings.

Brown responded that it happens, but she is new to Intercity Transit and last year was her first year being present at the budget hearing and that hearing did not have anyone in attendance to provide comment.

Bergkamp elaborated that certain public meetings draw more attention than others and gave examples of the Zero-Fare initiative. Intercity Transit does its best to advertise for public comment and it depends on the issue.

Brown added that those who are interested in providing comment are typically engaged in an advisory committee role, so often the agency relies on the CAC to provide that public perspective.

Bergkamp commented further that members of the public also email questions or suggestions into the agency through a customer comment or tellus@intercitytransit.com.

No further questions.

C. Fall Marketing and Communications Update – (Nick Demerice) Nick Demerice serves as the Chief Marketing and Communications Officer for Intercity Transit and presented an update on the Fall 2023 Communications Plan.

Demerice has been with the agency for 10 months and previously served as a state employee with the State Department of Commerce in several roles, then went on to the ports of Seattle and Tacoma, and most recently worked with the Employment Security Department at the State of Washington throughout the pandemic. He is local to the Olympia area since 2006 and resides with his wife and daughter near route 64 off of College St. Demerice discussed the marketing departments communication goals, which include clear, timely, and engaging content to empower staff; timely and relevant information to customers so they can use services with confidence; and clear and consistent updates to community members and stakeholders on programs, services, and projects to promote understanding of the positive impact Intercity Transit makes within Thurston County and beyond. Demerice shared that the communication goals have three primary audiences of internal staff, customers, and community that shape the lens of their work.

Demerice's communication philosophy for his team trusts Intercity Transit to take the right information at the right moment and deliver it to people in the right way to ensure effective and equitable communications. Advancements in the communications field require professionals to understand where to go to communicate with different groups of people in the way they receive information. Historically, Demerice shared that securing a story on the evening news or an article in the local newspaper was accepted as an approach to communicate a wide-spread message and that is no longer the case. Intercity Transit's marketing team is constantly looking at where people are and how they consume information. The department is made up of four other marketing professionals supporting Demerice, including Nicky Upson, Senior Communications and Marketing Coordinator; Ally McPherson, Communications and Marketing Coordinator; Tunisia Price Communications and Marketing Coordinator; and a vacant position of Communications and Marketing Representative.

The work performed by Intercity Transit's Marketing and Communications team includes service communications, internal and external websites, marketing community events, social media content, agency branding and design, earned and paid media, internal communications, and project communications. Demerice further explained that Marketing are the folks who work with Operations on planned service outages for construction or temporary movement of bus stops. Marketing coordinates daily with operations and facilities to make sure that everything is communicated effectively both internally and externally. External facing websites including the agency's main website: www.intercitytransit.com and the Bicycle Community Challenge website: <https://bcc.intercitytransit.com/>. Demerice also recently launched the intranet, which is an internal website for agency staff to receive and share information across departments. The intranet was designed and developed by Demerice and his team using SharePoint. Marketing has also stayed busy over the last few months with staffing community events

throughout Thurston County to highlight services and bring joy to the community. The marketing team also develops content for and manages multiple social media accounts such as LinkedIn, X (formerly known as Twitter), and Facebook. Marketing develops Intercity Transit's brand standards, including a library of developed templates and images. Earned and paid media, internal communications, and project communications, such as all the Capital Improvement Plan projects mentioned in Jana Brown's presentation round out the many areas of responsibility for Demerice's team of five.

Recently, Demerice developed and deployed a Social Media Policy for the organization to memorialize the agency's practices around online comments and to establish guidelines for employees to follow both inside and outside the workplace. Intercity Transit recognizes the value that social media holds as a tool for communication and is following industry best practices with implementing a robust policy.

Intercity Transit's Fall and Winter Campaign's purpose is to further educate potential riders and the community about Intercity Transit services. Over the last three years and throughout the COVID-19 pandemic, Intercity Transit experienced a significant disruption to its operations. On the heels of launching the Zero-Fare initiative and starting several capital projects, the agency had to pivot by changing services, sending a majority of its workforce to work from home, and responding to evolving community safety needs. Since then, ridership looks different and unless folks are active or previous riders many people don't know about Intercity Transit services. Demerice intends to follow-up on the IT Road Trip and promises that were made to the community upon the passing of Proposition 1. Demerice described the Campaign as an opportunity to reintroduce Intercity Transit services just as the community is once again opening its doors.

Campaign goals are:

1. To Increase ridership and program participation across all demographics within our service area.
2. To demonstrate to community members who do not use our services that their tax dollars are a wise investment in a healthy and vibrant community.

Demerice described the process for the Campaign, which included a first phase of developing a budget, creating a campaign proposal, and securing senior management approvals. The second phase included research in partnership with an existing consulting firm to build a plan and engage community members through targeted focus groups and develop key messaging and communication strategies. The final phase, which is campaign execution will include paid advertising, social media, earned media and community outreach and engagement, leveraging planned efforts to reinforce messaging, and evaluating impact.

Focus Groups were advertised via email, text, press releases, and Intercity Transit's website. Demerice was delighted to share that there was an overwhelming response of over 130 volunteers for just 30 available slots. Focus Group discussions were held over zoom during October 2nd-6th with three different panels comprised of people living in Thurston County who identified as current riders, potential riders, or unlikely to ride. Data is currently being compiled to develop key messages and Demerice shared a common theme of safety being a concern among all riders. For current riders, safety was ranked as a low-level concern once they boarded the bus or were on IT properties and they were more concerned with safety walking to bus stops, before boarding, and after exiting. Most all the attendees had very

positive things to say about Intercity Transit, even if they hadn't personally used IT services. Additionally, Demerice shared that Zero-Fare is viewed to ensure equity among the community. Focus Group members were also excited to learn about other services such as Village Vans and Walk N Roll. Overall, the Focus Groups provided great information regarding current services and potential service expansion. Demerice concluded that there is more to come in sharing the results of the Focus Groups.

Demerice answered questions.

Eliane Wilson asked if the presentation had already been given to the ITA.

Demerice responded that the CAC was first to receive the information and that he will be presenting it to the board later this week.

Jihan Grettenberger commented that the presentation was well-done and covered a wide range of topics in an enticing manner.

Grettenberger asked once the campaign gets started, how can the CAC help.

Demerice thanked her for the question and stated that once messaging is developed, the CAC can amplify those messages and share the information out in the community.

No further questions.

D. 2024 Draft Strategic Plan Update - (Emily Bergkamp) Emily Bergkamp serves as the Interim General Manager of Intercity Transit and presented the 2024-2029 Draft Strategic Plan Update.

Bergkamp shared that last year's strategic plan was authored by former General Manager, Ann Freeman-Manzanares and the agency's position has not changed much since then. IT is still in the mode of restoring service and while making good progress is only at 88% of pre-COVID service levels and 79% of pre-COVID ridership. The primary objective of the 2024-2029 Strategic Plan is to restore service and further work on goals from the Authority's long-range plan. Following restoration of service, Bergkamp explained that IT can refocus and lean in on the nine promises from the long-range plan that were referenced in the work of previous presentations from Jana Brown and Nick Demerice. The budget and Capital Improvement Plan will support capital projects that are a part of those nine promises and a bright future. Intercity Transit is also in a transition period with recruiting a new General Manager. Bergkamp acknowledged her role as interim GM is to help IT keep on track during recruitment and ensure the Strategic Plan for 2024 is current and remains status quo. Next year, the permanent GM will work in partnership with the Authority Board to set the course. Bergkamp focused 2024 updates to reflect recent changes over the past year. She will present the 2024 Draft Strategic Plan Update to the Board in a few days and will incorporate their suggestions or language for the plan as needed.

Section 1 of the Strategic Plan documents Intercity Transit's Purpose and Background.

Bergkamp stated that the plan represents the continuation of commitments from a multi-year, short and long-range planning process with consultants at Nelson Nygaard that started with community conversation in 2016. Conversations became formal feedback that supported a transformational public transportation system and evolved into some of the

nine promises in the long-range plan. Bergkamp shared that this work also guided Intercity Transit's ask to voters for increased sales tax support. The plan defines levels and types of public transportation services for the next six years and establishes sources of revenue to finance those services, which guides budget development and allocation of funding. The introduction section also discusses the impact of the COVID pandemic on operations and provides context to the current position of Intercity Transit. The pandemic caused staffing issues due to challenges recruiting operators and other staff. Bergkamp said she has seen positive changes over the last year in respect to recruitment. Another impact from COVID was reduced service and ridership that still impacts service levels today. Restoring 100% pre-COVID service and hiring staff are inseparable challenges. The historical perspective section also documents the first strategic plan for Intercity Transit that was created for the period of 2002-2007 by former General Manager Mike Harbor. The first strategic plan's goal was to define and implement a set of routes and services by 2006 that could be maintained with a proposed level of service tax and other revenues. The background section provides additional details on various funding sources and changes such as I-695, changes in fares, MAP 21, becoming a sole provider of service to and from Pierce County, Proposition 1, designing and constructing 510 Pattison facility, and a snapshot of current grant funding awards. Bergkamp shared additional details of changes to the agency surrounding I-695's loss of funding, which included reducing staff and service by about 40% and reducing the Public Transportation Benefit Area from county-wide to only the urban growth areas of Olympia, Lacey, Tumwater, Yelm, and parts of Unincorporated Thurston County. MAP 21 was another significant loss to the agency since federal funding accounted for 80% of all bus replacement purchases to maintain a quality fleet. A supportive community and successful vote for Proposition 1, among other significant grant funding for capital projects places Intercity Transit in a strong position today. The Strategic Plan provides a good historical background on how far the agency has come and some of the struggles it endured to secure revenue.

Bergkamp displayed Intercity Transit's guiding statements.

The Mission Statement, which was updated in 2023 reads: "Our mission is to provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community."

The Vision Statement reads: "Our vision is to be a leading transit system in the country, recognized by our peers, community and customers for our well-trained, highly motivated, customer-focused, community-minded employees committed to enhancing the quality of life for all in Thurston County."

Bergkamp stated that the Mission Statement outlines why the organization exists and the Vision Statement serves as a guide to action. She remarked how she can see the Vision Statement fulfilled in daily work through stories of riders who feel safe on the bus and give thanks to staff for providing excellent service throughout our system.

Next, Bergkamp displayed Intercity Transit's Authority Goals and End Policies:

- Goal 1- Assess the transportation needs of our community throughout the Public Transportation Benefit Area.

- End Policy- Intercity Transit Authority, staff, and the public will have access to clear and comprehensive information related to the transportation needs of our Public Transportation Benefit Area.
- Goal 2- Provide outstanding customer service.
 - End Policy- Customers, staff, and the broader community will report a high level of satisfaction.
- Goal 3- Maintain a safe and secure operating system.
 - End Policy- Focus on the continual improvement for the safety and security of all customers, employees, and facilities.
- Goal 4- Provide responsive transportation options within financial and staffing limitations.
 - End Policy- Customers and staff will have access to programs and services that benefit and promote community sustainability, focused on serving the mobility needs and demands of our community.
- Goal 5- Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support Thurston County Regional Climate Mitigation Plan.
 - End Policy- Resources will be used efficiently to minimize the overall impact on the environment and community, and to the extent possible efforts will be pursued that integrate or otherwise align with broader sustainability goals.
- Goal 6- Encourage use of our services, reduce barriers to access and increase ridership.
 - End Policy- Educate and encourage community members to explore, appreciate and utilize the benefits of our services and programs while making the system easier to use.
- Goal 7- Build partnerships to identify and implement innovative solutions that address mobility needs, access, and equity, as a service provider and as an employer.
 - End Policy- Work with governmental entities, educational institutions, businesses, not-for-profit community partners and customers to facilitate great mobility options as well as educational and socio-economic opportunities in our community.
- Goal 8- Integrate resiliency into all agency decisions to anticipate, plan, and adapt given the critical functions of transit operations.
 - End Policy- Promote community, organizational and individual resiliency.

Throughout the review of goals, Bergkamp discussed details of the current work Intercity Transit does to support end policies. This includes zero fare, zero emissions analysis, building partnerships and finding innovative solutions to address mobility needs, and constructing new facilities with services, employees, and future growth in mind.

Intercity Transit's role in Thurston County was defined as being a leader, major advocate, and prime source of information for public transportation in Thurston County. The role includes providing accessible, lifeline transportation to those with need; providing viable transportation options to those with choices; supporting employment and economic growth; partnering in building a livable community; and emergency response. Bergkamp shared her experience participating in a week without driving, recognizing her own privilege to have a vehicle as a second choice, but being able to choose public transit as a viable option. She also discussed the current economy, with inflation being as high as it is now, and the role zero fare plays in supporting local job growth by getting people to and from minimum-wage jobs. The Walk N

Roll Program is another example shared by Bergkamp of how Intercity Transit partners with local schools to create a livable community. And finally, Intercity Transit is an integral part of Thurston County's Emergency Management by providing transportation in a moment's notice to support evacuations and offering temporary shelter in an emergency. In the event of natural disaster, Intercity Transit will also be relied on to respond to the county's needs and to continue to provide transportation services for the community.

The Strategic Plan also addresses performance and how the agency makes decisions. Bergkamp shared that demands for service, especially public transportation, are higher than our ability to provide it, forcing difficult choices for community members and the agency. Defining how performance is measured forms a basis for established policies. Intercity Transit focuses on ridership and population density to build effective services around those factors. Design principles are listed in the Strategic Plan to define what the agency considers when designing new services or improving existing services. The first principle is to operate a range of services, each designed to meet the needs and capabilities of the neighborhoods it serves. The second principle is to strengthen service operating along major corridors. The third principle is to reduce customer travel times. The fourth principle is to keep pace with development. The fifth principle is to expand regional express routes. The sixth principle is to support a range of transportation choices. The seventh principle is to provide fixed facilities and equipment that support the region's public transit infrastructure. Bergkamp provided examples of when Intercity Transit created the Route 65 following development in Northeast Lacey. The agency remains challenged in expanding regional service further without an HOV lane past JBLM and continues to advocate for that opportunity. Another example of service development includes an express route expansion project for possible service to Yelm once the interchange construction is complete. Finally, Intercity Transit has done a lot of work to equip buses with front and rear door boarding and making investments in the bus rapid transit line.

Bergkamp shared the additional sections of the plan. Section two of the Strategic Plan includes our policy positions to identify policy issues facing the agency for the duration of 2024-2029. These issues fall into five different categories including: Fixed Route Service and Service Design, Capital Investments, Financial, Other Intercity Transit Services, and General Policy Issues. Bergkamp explained she foresees an emphasis to support other Intercity Transit Services, such as Village Vans, Travel Training, Bus Buddies, and Walk N Roll. If a decision is needed about how to administer a certain service or if there was a big policy decision, section two's policy positions will help guide the process. Section three of the strategic plan includes the recommended service plan and an expectation to restore nearly all fixed routes and corresponding DAL service that was reduced or suspended during the pandemic. Section four of the strategic plan includes the capital plan. As Bergkamp shared during the introduction section of her presentation, Intercity Transit is focused on restoration, leaning into growth that was planned before the pandemic, and pursuing rehabilitation and expansion of the Pattison Street facility. The agency received another \$5 million in grant revenue to continue with maintenance upgrades. The maintenance building is undergoing a complete overhaul as part of the Pattison Street enhancements. Another focus includes bus stop, transit center, and park and ride improvements with work being done at the Lacey Transit Center and the direct access project at the Martin Way Park and Ride. All those projects are identified in the 2024-2029 Draft Strategic Plan, the 2024-2028 CIP, and the 2024 Budget. Section five of the strategic plan includes the financial plan, which is the intent to cautiously move forward with implementing capital improvements and a level of service which can be sustained for the foreseeable future. As far as financing the strategic plan, Bergkamp commented that the section is not geared to dollars and cents, but rather discussing the strategy behind how services will be financed over the next six

years. This includes managing growth, an enterprise resource planning software system, costs of services, state of good repair, and future proofing the agency. These projects are further defined in the 2024-2028 CIP and the annual budget. Additional considerations include the scope of staff time needed to implement the ERP system, partnering with consultants to best identify solutions to meet our needs, juggling rising costs, sourcing fuel and renewable energy, replacing buses, and building in resiliency for the next 30 to 40 years and beyond.

Bergkamp answered questions.

Ty Flint asked about Intercity Transit's reclassification to a large transit system based on the size of the county and how that plays into the Strategic Plan.

Bergkamp responded that the Olympia-Lacey area has surpassed 200,000 in population, which allows Intercity Transit to be eligible for additional federal funding, about a third more than what was previously eligible. It also makes IT more competitive for discretionary funds. The reclassification to a Large Urbanized Area or UZA is positive for IT, but also comes with additional responsibilities for federal reporting and more robust Title VI processes. This includes ensuring the BIPOC community is involved in service planning and decision making. IT will focus on more outreach with surveying the people we serve and trying to get to folks that we haven't been able to get to in the past.

Clair Bourgeois relayed a question from another rider about what Intercity Transit's plan for future training of drivers and employees to deal with riders who have mental illness and are experiencing a crisis on the bus. The rider who asked had experienced an issue on the 620 and observed the driver delay their response until they arrived at the 512 Park and Ride.

Bergkamp responded that Operators are currently trained in de-escalation techniques and best practices for responding to individuals in crisis. Operators who are not close to a Transit Center or other resources such as Security or Supervisors may be putting themselves and their passengers at more risk because the situation could escalate. One question an operator must answer is "Is this a problem right now" and if it is impacting safety and operations of the bus then it's okay to address the situation immediately, but, if possible, operators can wait to be closer to a Transit Center to have better support. Bergkamp also acknowledged that we always need to be looking at improved de-escalation training to address current issues in the community. Many of the issues are rooted in mental health and addiction issues, which were exacerbated by COVID.

Nicole Smit asked about the process for operators up in Pierce County serving the express route who need assistance from a supervisor.

Bergkamp answered that an operator can contact IT Dispatch. IT Dispatch will then contact Pierce Transit to send a supervisor or call 911 as needed.

No further questions.

- E. CAC Self-Assessment** – *(Emily Bergkamp)* Bergkamp brings forth the issue of conducting the 2023 CAC Self-Assessment for the committee's discussion and future action. Bergkamp explained that historically, the CAC was surveyed every year to assess how effective the group believed it was with informing issues to the Authority and providing feedback to staff. The Self-Assessment was paused during COVID and has not been conducted since 2019. Staff utilize the Self-Assessment to ensure the Community Advisory Committee is

useful and impactful to folks who participate, not just perfunctory. Typically, the self-assessment is conducted in the spring and the CAC discusses the results ahead of the Joint Meeting held in the fall.

The Self-Assessment would be inclusive of 2023 and staff would first share the results of the survey at the November 20, 2023, CAC Meeting. Upon sharing the results, CAC members will better understand and discuss as a larger group how things are going. The results will also be shared with the Authority Board at their December 6th meeting.

The recommended action is to complete the self-assessment by November 10, 2023, for compilation of results by staff. The survey will be available online and staff will email a link to access the survey. The Intercity Transit Authority requires the CAC to complete a self-assessment annually and likely made some exceptions during COVID. Now that the CAC and the ITA have resumed in-person meetings, Bergkamp did not want to delay getting back to the practice of an annual self-assessment.

Bergkamp stated that we are hoping for 100% participation if we move forward with a 2023 self-assessment. The alternative would be to postpone this self-assessment exercise and revisit further action in spring 2024.

Discussion ensued.

Nicole Smit shared her biggest concern is that the CAC has only had a few meetings in person this year and remote meetings was the reason that the self-assessment was postponed during COVID. The remote meeting concerns might still be in play because the CAC has only had a few in-person meetings to have an impact, which makes her hesitant. Smit also acknowledged that the CAC has held meetings anyway and the remote meeting limitations could be clarified in the self-assessment results.

Clair Bourgeois stated that she prefers to conduct the assessment now because new members coming in January won't have much time beforehand. The schedule calls for a new members first meeting in January and the assessment in March.

Jihan Grettenberger stated that she is in favor of doing it now because the CAC has been conducting meetings. She posed the question of what the group thinks is different between the dynamics of in-person versus when the meetings were virtual with how someone could answer the self-assessment.

Smit answered that the depth of conversation was missing during virtual meetings and attendance was impacted.

Eliane Wilson suggested the need for the self-assessment to include a question about remote versus in person meetings.

Collins shared that staff could review an opportunity to include feedback and commentary about remote, hybrid, and in-person meetings.

Rachel Weber asked if the assessment would still go out in Spring 2024.

Collins responded that historically the survey was collected in the spring and first discussed by the CAC in July then shared with the ITA for joint discussion in September. She believes that there may be some wiggle room in regards to when the survey is first distributed so long as results are ready for discussion by both the CAC and ITA at the September ITA-CAC meeting.

Bergkamp added that there is a possibility of delaying the 2024 assessment a little bit.

Collins clarified that the intent of the recommended action is to restart the practice of self-assessment to have comparison data between 2023 and 2024 when the joint meeting discussion happens next year. The overall schedule for the self-assessment would then be back on track.

Smit added that she agrees with Bourgeois' previous point about the 2024 self-assessment being so close to when the new members begin and that the feedback loop is long from the point when the CAC shares an idea to the point when they see any change in board actions. Smit believes it makes sense to push it a little bit further out to the summer months and have it prepared for the September meeting.

Grettenberger encouraged additional comments and questions from those attending virtually.

Betty Hauser shared that given it had been such a long time since the self-assessment has been done, and for good reason, that she would be in favor of doing it now and again in 2024 on schedule to reintroduce the normal flow for next year.

Smit summarized that the consensus is to continue with the self-assessment for 2023.

It was M/S/A by NICOLE SMIT and ELIANE WILSON to conduct the 2023 Self-Assessment in November.

- F. Nominate CAC Officers** – *(Amanda Collins)* Collins indicated it is the time of year for the CAC to nominate members to serve as Chair and Vice Chair. Nominations are in October and elections are held in November. Chair Nicole Smit and Vice Chair Jihan Grettenberger have both held their respective positions for two years. Officers serve a one-year term and may serve up to two terms in the same office. Members may nominate other members who are willing to accept the nomination and members may self-nominate.

Collins opened the floor for nominations for Chair.

Grettenberger shared that there is a minimal time commitment to serve as an officer for the committee. The main role is to run the meetings with good parliamentary procedure and be comfortable speaking in front of others.

Smit added that there a few decisions to be made by Chair and it is mostly to facilitate discussions. She encouraged members that anyone can do it.

Eliane Wilson nominated Betty Hauser to serve as Chair, Hauser declined the nomination.

Betty Hauser nominated **Eliane Wilson** to serve as **Chair**, Wilson accepted the nomination.

Collins closed the nominations.

Collins opened the floor for nominations for Vice Chair.

Jihan Grettenberger nominated **Ty Flint** to serve as **Vice Chair**, Flint accepted the nomination.

Collins closed the nominations.

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

CONSUMER ISSUES

Ty Flint shared that he could echo what was heard by Nick Demerice in the Focus Group panel discussions. Residents of his apartment complex utilize DAL services and all the DAL clients love their drivers.

Eliane Wilson shared that she had a great experience with Customer Service staff after she lost an umbrella. She was impressed with their care and upbeat tone, which led to her being reunited with her missing item.

Jihan Grettenberger shared that she took route 13 to the Tumwater Craft District and was wondering if there was any discussion of adding or relocating a stop to be less of an awkward distance away from the dining and retail establishments.

Bergkamp responded that she is not aware but can check with Rob LaFontaine in planning for more information.

Clair Bourgeois asked Grettenberger to elaborate more about where it was.

Grettenberger replied that it is in front of the Valley and Serendipity, but several new businesses just opened with more new businesses coming soon including a cidery, brewery, and restaurants.

Betty Hauser commented that she volunteered at the Tumwater Falls Festival trash site and saw the Intercity Transit booth in action with Walk N Roll activities for kids. Hauser saw that it was very popular throughout the Festival.

No further consumer issues.

REPORTS

- **Interim General Manager's Report** – Bergkamp provided the General Manager's report including:

Operator Class 23-05 Started October 9

Intercity Transit welcomed an Operator class of 17 that started Monday, October 9. The class includes 2 returning Operators who worked with us previously and their change in life circumstances luckily brought them back to us. Bergkamp met with the class last week and noted that they are a wonderful, positive group of people. The class will be introduced at a future ITA meeting.

VIA Implementation in Village Vans (VV) and Dial-A-Lift (DAL)

Ride scheduling software, RouteMatch which is used for booking trips for our VV and DAL services, has been implemented and the transition is going smoothly. Bergkamp gave a special thanks to DAL staff and interns for putting in many extra hours of time to make sure the transportation for our most vulnerable community members doesn't miss a beat. The VIA platform is also used for micro-transit and innovative service zones by other transit systems, which will be helpful as we research providing similar services in the future.

NW Hydrogen Hub.

The US Department of Energy announced that it will be awarding up to \$1 billion to fund a hydrogen hub in the Northwest.

The Pacific Northwest Hydrogen Hub was one of seven Hubs awarded, out of an original applicant group of 79 proposals and a review process that started in December 2022. USDOE and the Pacific NW Hydrogen Hub Association, the organization leading the hub effort, will begin negotiations this fall to determine the final list of projects and level of funding.

The PNWH2 Hub includes the states of Washington, Oregon, and Montana. The groups participating in the Pacific Northwest Hydrogen Hub include two agencies very nearby in Lewis County:

Centralia College

Twin Transit

NEXT MEETING: November 20, 2023, 5:30pm at the Olympia Transit Center

ADJOURNMENT at 7:10 pm.

Prepared by Amanda Collins

<https://intercitytransitwa.sharepoint.com/sites/ExecutiveServices/Shared Documents/General/CAC/2023/2023 Minutes/Draft/July 2023 CAC Minutes.docx>

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: November 20, 2023**

FOR: Community Advisory Committee

FROM: Izi LeMay, 360-705-5831

SUBJECT: Village Vans Program Update

-
- 1) **The Issue:** Provide a Status Report.

 - 2) **Recommended Action:** Information only.

 - 3) **Policy Analysis:** At least annually, staff provides the Authority and Community Advisory Committee status reports on various programs the agency provides.

 - 4) **Background:** The concept of the Village Vans Program developed during collaboration of over 40 community human service organizations in the late 1990's. These groups participated in research activities to identify gaps in services to families with low or no income for reaching economic independence. In Intercity Transit's continuing quest to provide better, more reliable and innovative services, this organization took leadership in developing an effective and efficient program to help close the transportation gap.

The service, which began in February 2002, continues today facilitating access to work support activities and other necessary locations. In 2004, staff designed a Customized Job Skills Training program that doubles Village Vans' important impact by using eligible volunteer Drivers and Program Assistants. Participants receive work experience, job search coaching and skill building instruction. Passengers can travel to employment-related resources and volunteers receive significant support in advancing their professional development and reaching their employment goals.

Through an on-going assessment of transportation needs of low-income citizens, Village Vans provides a responsive and innovative service that facilitates customer transitions to economic independence. Employed families contribute to the economic and social sustainability of our community through enhanced stability and health with less demand on limited human service resources.

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

6) **Budget Notes:** Intercity Transit was one of 17 agencies in the nation to receive the Innovative Public Transportation Workforce Development Grant (Ladders of Opportunity Initiative) for \$200,000. This was a 50% matching grant expended in FY 2019.

7) **Goal Reference:** **Goal 1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal 2:** *“Provide outstanding customer service.”* **Goal 3:** *“Maintain a safe and secure operating system.”* **Goal 4:** *“Provide responsive transportation options within financial and staffing limitations.”* **Goal 5:** *“Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support the Thurston County Regional Climate Mitigation Plan.”* **Goal 6:** *“Encourage use of our services, reduce barriers to access and increase ridership.”* **Goal 7:** *“Build partnerships to identify and implement innovative solutions that address mobility needs and other critical challenges in our community, such as access, and equity, as a service provider and as an employer.”*

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

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: November 20, 2023**

FOR: Community Advisory Committee

FROM: Jonathon Yee (360) 705.5884

SUBJECT: Zero Emissions Analysis - Final Report

-
- 1) **The Issue:** Staff and consultants from the Center for Transportation and the Environment (CTE) will share key information from the final report of Part One of the fleet-wide zero-emissions transition analysis project.
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- 2) **Recommended Action:** No action is required. This presentation is for information and discussion.
-
- 3) **Policy:** The CAC has expressed interest in keeping abreast of the progress of the zero-emissions fleet transition analysis.
-
- 4) **Background:** CTE was awarded the contract for the full analysis of our fleet to gain a full understanding of the impacts and costs related to a transition to zero-emissions technology. The results of this initial analysis will provide information for decision making and development of our long-term zero-emissions transition plan.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** Multiple projects supporting the future steps are included in the 2023 budget and the proposed 2024 budget. Staff plans to initiate or continue budgeted work in the coming months.
-
- 7) **Goal Reference:** **Goal #2:** *“Provide outstanding customer service.”* **Goal #3:** *“Maintain a safe and secure operating system.”* **Goal #4:** *“Provide responsive transportation options within financial and staffing limitations.”* **Goal #5:** *“Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support the Thurston County Regional Climate Mitigation Plan.”* **Goal #6:** *“Encourage use of our services, reduce barriers to access and increase ridership.”* **Goal #7:** *“Build partnerships to identify and implement innovative*

solutions that address mobility needs, access, and equity, as a service provider and as an employer.”

8) References: N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-C
MEETING DATE: November 20, 2023**

FOR: Community Advisory Committee

FROM: Emily Bergkamp, General Manager 705-5838

SUBJECT: 2023 CAC Self-Assessment Results

1) **The Issue:** The Community Advisory Committee (CAC) will discuss the results of their recently completed self-assessment.

2) **Recommended Action:** Discuss results of the assessment.

3) **Policy Analysis:** Per the Operating Principles, the CAC will conduct a self evaluation (assessment) at least annually and present the results to the Transit Authority.

4) **Background:** All 17 members of the CAC were eligible to participate in the self-assessment process between November 1-November 16th.

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

5) **Alternatives:** N/A

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

7) **Goal References:** The CAC works with the Authority to meet all goals of Intercity Transit.

8) **References:**

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-D
MEETING DATE: November 20, 2023**

FOR: Community Advisory Committee

FROM: Nicole Smit, Chair CAC

SUBJECT: Election of Officers

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- 1) **The Issue:** The Community Advisory Committee will conduct elections for their officers.
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- 2) **Recommended Action:** Elect a Chair and Vice-Chair.
-
- 3) **Policy Analysis:** Per the Operating Procedures, nominations are made in October and elections conducted in November.
-
- 4) **Background:** Only one person was nominated for each position so ballot votes are not required. The Chair can simply declare that the nominee is elected. Therefore, Chair Smit declares Eliane Wilson Chair and Ty Flint Vice Chair, effective at the January 2024 meeting serving for one (1) year terms.
-
- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal References:** The CAC works with the Authority to meet all goals of Intercity Transit.
-
- 8) **References:** Operating Procedures.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-E
MEETING DATE: November 20, 2023**

FOR: Community Advisory Committee

FROM: Emily Bergkamp, General Manager 360.705.5838

SUBJECT: Cancel December 18, 2023, CAC Meeting

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- 1) **The Issue:** Whether to cancel the December 18, 2023, CAC meeting.
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- 2) **Recommended Action:** Cancel the December 18, 2023, CAC meeting.
-
- 3) **Policy Analysis:** The CAC must take action to cancel a regularly scheduled meeting.
-
- 4) **Background:** At this time, staff does not anticipate any agenda items scheduled for the December 18, 2023, meeting. Given the lack of agenda items, staff recommends canceling the meeting.
-
- 5) **Alternatives:**
- A. Cancel the December 18, 2023, CAC meeting.
 - B. Maintain the schedule as it stands and meet on December 18, 2023.
-
- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** N/A.
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- 8) **References:** N/A.

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		1	2	3	4	5	6	7	8	9	10	11	12
CAC	Members	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Harrison	Ashby								Cancelled				
Clair	Bourgeois								Cancelled				
Nikki	Crist			Absent				Absent	Cancelled				
Ursula	Euler	Absent						Absent	Cancelled		Absent		
Ty	Flint		Absent						Cancelled	Excused			
Alejandro	Garcia	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Cancelled	Excused	Absent		
John	Gear		Absent	Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Jihan	Grettenberger					Absent			Cancelled	Excused			
Betty	Hauser						Absent	Absent	Cancelled				
Marie	Lewis	Absent	Absent	Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Jeremy	Mott			Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Lloyd	Peterson	Absent		Absent		Absent			Cancelled				
Trina	Primm		Absent	Absent	Absent	Absent	Absent	Absent	Cancelled	Excused	Absent		
Doug	Riddels								Cancelled		Absent		
Marilyn	Scott	Absent	Absent			Absent			Cancelled				
Nicole	Smit								Cancelled				
Allison	Spector	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Cancelled	Excused	Absent		
Edwina	Waehling	Absent		Absent	Absent	Absent	Absent	Absent	Cancelled	Excused	Absent		
Rachel	Weber	Absent							Cancelled				
Eliane	Wilson								Cancelled	Excused			

= Joint meeting does not count against required meeting attendance