



**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
May 20, 2024 - Olympia Transit Center
5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 233 036 679 440
Passcode: CcfoTf or call in (audio only) +1 929-229-5501, 697699018# United States, New
York City Phone Conference ID: 697 699 018#

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Debbie Sullivan</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. June 5, 2024, ITA Meeting - (<i>Marilyn Scott</i>) | |
| | B. June 19, 2024, ITA Meeting - (<i>Nicole Smit</i>) | |
| | C. July 3, 2024, ITA Meeting - (<i>Ursula Euler</i>) | |
| IV. | APPROVAL OF MINUTES - April 15, 2024 | 1 min. |
| V. | NEW BUSINESS | |
| | A. ITA Planning Session Update (<i>Emily Bergkamp</i>) | 30 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | 20 min. |
| | A. April 17, 2024, ITA Report (<i>Harrison Ashby</i>) | |
| | B. May 1, 2024, ITA Report (<i>JoAnn Scott</i>) | |
| | C. May 15, 2024, ITA Report (<i>Ty Flint</i>) | |
| | D. General Manager's Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING - June 17, 2024 | 1 min. |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

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Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
April 15, 2024 - Hybrid Meeting

CALL TO ORDER

Chair Wilson called the hybrid April 15, 2024, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Chair Eliane Wilson; Vice Chair Ty Flint; Betty Hauser; Clair Bourgeois; David Payton; Doug Riddels; Garrett Fuelling; Harrison Ashby; JoAnn Scott; Marilyn Scott; Nicole Smit; Tony Mealy-Chapman; Rachel Wilson; and John-Paul Fox Seidel.

Absent: Lloyd Peterson; Trina Primm; Ursula Euler; and Rachel Weber.

Staff Present: Amanda Collins; Emily Bergkamp; Duncan Green; Michael Maverick and Nathaniel Davis.

APPROVAL OF AGENDA

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

INTRODUCTIONS

Wilson introduced Authority member, Sue Pierce as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. April 17, 2024, ITA Meeting - Harrison Ashby
- B. May 1, 2024, ITA Meeting - Joann Scott
- C. May 15, 2024, ITA Meeting - Need Volunteer

APPROVAL OF MINUTES

It was M/S/A by RACHEL WILSON and MARILYN SCOTT to approve the March minutes.

NEW BUSINESS

A. Zero Fare Update - (Emily Bergkamp)

Emily Bergkamp, General Manager of Intercity Transit (IT) presented a detailed update to outline the process and considerations leading to implementation of the ongoing zero-fare demonstration project. Bergkamp also shared that the Intercity Transit Authority (ITA) plans to discuss the future of zero-fare at an upcoming board retreat.

In November 2018, Thurston County approved Proposition One to support an expanded public transit system. Proposition 1 and an extensive community survey referred to as the "IT Road Trip", prompted the consideration of the efficiency of the former fare collection

system. During the review, the ITA contemplated a technical analysis of the fare collection system, capital and operating costs, and the community's desire for a transformational transit system. The outcome of that analysis was to adopt a resolution for a five year zero-fare demonstration project to begin in 2020. Subsequent resolutions extended the project to allow for increased data collection following the COVID-19 pandemic. Bergkamp explained that on January 3, 2024, the ITA expressed interest in revisiting the zero-fare initiative and agreed to further discussions. Bergkamp will collect feedback from the CAC to share with the ITA by covering the historical context, anticipated outcomes, impacts of COVID-19, and industry trends related to zero-fare systems.

In November 2016, Intercity Transit faced financial challenges due to factors such as reduced federal funding and increasing operational costs; a fiscal shortfall was predicted to occur in 2023. Three options were considered: 40% service reduction, maintaining the status quo with increased funding, or implementing a transformational transit system. Between 2016-2018, IT staff and consultants engaged the community to identify transit priorities and preferences. The engagement process referred to as "IT Road Trip" demonstrated overwhelming support for public transit and a transformational system. Over 3,500 survey participants and over 10,000 public comments were collected to analyze the community's position. Intercity Transit also advocated in the state legislature for the ability to go to the voters and request additional funding. Bergkamp expressed how this work led to a bold ask of increasing sales tax revenue by 4/10th's of one percent to fund transit improvements through Proposition One, which voters approved in 2018 with 66% of the vote.

Through increased sales tax revenue and community feedback, the ITA developed nine promises. These promises outline desired improvements to the transit system, including extended service hours, enhanced facilities, and improved fare payment processes. Proposition One aimed to fund these promised improvements. Feedback from the IT Road Trip identified several goals that the community was interested in. Bergkamp shared these included expanded span of service, starting earlier, ending later, making sure no routes run on no less than 30-minute frequency, and service to new areas within the PTBA. Staff are constantly reviewing routing to make sure that on time performance is maintained so the public can trust the bus to get them to work, school, and other activities on time. Facility enhancements focused on making sure riders could be comfortable using the system with Pacific Northwest weather. Bus Rapid Transit (BRT), which is a high frequency direct service with limited stops to get riders across town in a quicker fashion. Additional services that were requested include night owl service, on-demand late night service, enhanced commuter services from Olympia to Lacey and then Lakewood to Tacoma.

Bergkamp explained that the community also asked for fare payments to be easier, and this prompted staff to investigate different solutions. The process began by recognizing the outdated fare box system, prompting a comprehensive review. A taskforce was formed and in Spring 2019 consultant Nelson Nygaard performed an alternative fare evaluation. The decision to explore a zero-fare model stemmed from studies revealing minimal farebox revenue compared to overall income. Fares accounted for less than 2.5% of overall operating revenue and continuing fares required a new collection system that would cost millions to implement and maintain. Through extensive research, peer system reviews, stakeholder engagement, and public hearings yielding 155 comments, the Intercity Transit Authority embraced a five-year zero fare demonstration project, driven by community support and financial considerations. The project commenced in January 2020, marking a significant milestone in Intercity Transit's accessibility and affordability.

Bergkamp paused for questions.

Clair Bourgeois asked if the 3% revenue included bus pass sales.

Bergkamp answered yes and elaborated that there is a slide coming up in her presentation that will show the cost of selling various fares including printing passes, customer service hours, and more. Additionally, Operators used to have to track special passes to verify fares when riders entered the bus and going fare free simplified that process.

Eliane Wilson asked if Intercity Transit has lost the ability to track boardings by different fare categories.

Bergkamp replied that Wilson's point was well made and despite having automated passenger counters, which track how many people are getting on and off, we now rely on ridership surveys that request demographic information and compare that to our county demographics. Bergkamp added the benefit of more regularly engaging with riders to understand their travel patterns. A recent Title VI survey administered by Western Washington University also provides a model that could be used in the future.

Bourgeois also asked if Intercity Transit was the first agency in Washington State to go zero-fare.

Bergkamp shared that Island Transit, which is a much smaller system had been fare free for quite some time and possibly since their inception. However, Intercity Transit is probably the largest system in Washington state to go zero-fare. Bergkamp will share more about that when she discusses industry trends.

Bergkamp then outlined the anticipated outcomes and benefits of implementing a zero-fare system for public transportation. Firstly, the goal was to promote social equity by removing the financial barrier of fares, which disproportionately affects low-income individuals. This was supported by data indicating significant economic struggles among renters compared to homeowners. Additionally, the zero-fare system aimed to increase ridership by eliminating fare-related barriers, leading to a notable 20% increase in ridership in the initial month of implementation. Faster bus operations were expected due to reduced delays associated with fare collection and disputes, which also contributed to improved safety for operators. Moreover, transitioning to zero fare was projected to lower operating costs by eliminating expenses related to fare collection infrastructure and administration.

The efficacy of a zero-fare pilot continues to be justified by data from a Title VI survey conducted by Western Washington University's Center for Economic and Business Research. The survey revealed that a large majority of transit riders belonged to households with incomes below \$16,000 annually, indicating significant financial need within the community. This information underscored the social equity benefits of the zero-fare system, especially for extremely low-income households.

Furthermore, the implementation of zero fare had ripple effects on social service agencies that previously provided discounted passes to low-income individuals. With the elimination of fares, the need for discounted passes ceased, allowing these agencies to redirect funds and resources to better support their clients.

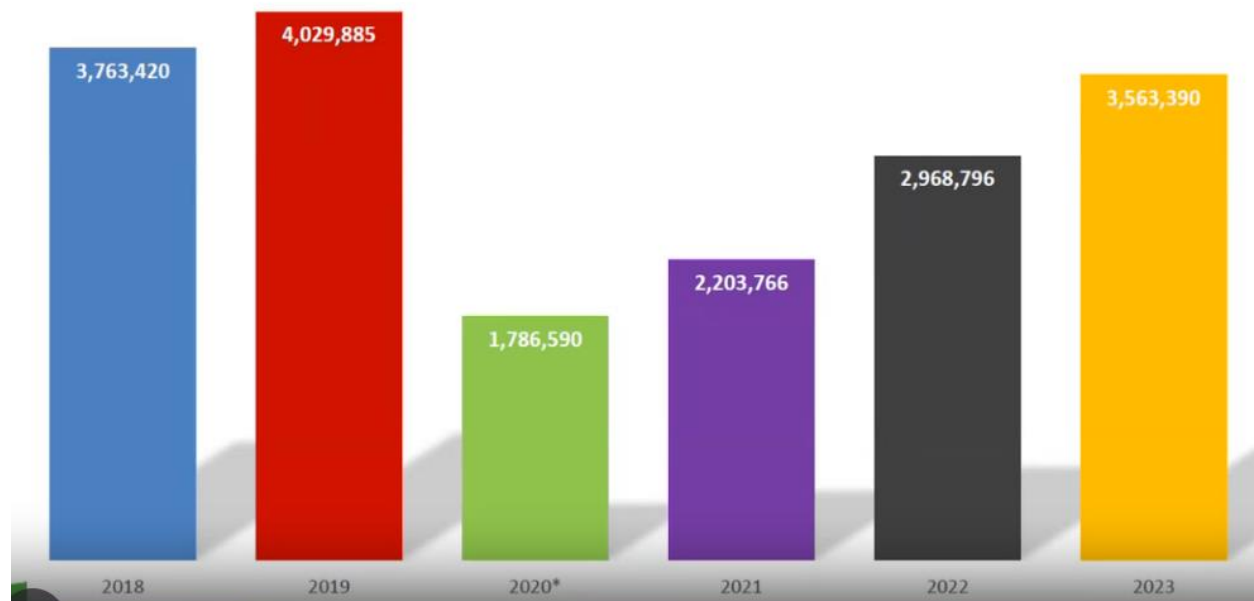
Bergkamp expanded her presentation to include an update on current ridership data. Data from Planning Deputy Director, Rob LaFontaine shows ridership approaching 2018 levels. Bergkamp

acknowledged that prior to the adoption of zero-fare, ridership had been declining, reflecting a nationwide trend in transit. However, following the implementation of zero-fare there was a significant increase in ridership, with a 20% increase in the first month and nearly a 40% year-over-year increase in February 2020.

Nevertheless, Bergkamp also recognizes the impact of the COVID-19 pandemic on ridership patterns. In 2020, there was a sharp decline in ridership due to pandemic-related restrictions and safety concerns. Although ridership gradually recovered by 2023, it remained below pre-pandemic levels. This decline was attributed to factors such as reduced commuting due to remote work arrangements, which are expected to persist even as some workers return to offices. Service disruptions created challenges in assessing the efficacy of the zero-fare demonstration project considering the pandemic's influence on ridership trends. While the project contributed to increased ridership initially, the ongoing effects of COVID-19, including changes in commuting behavior and office occupancy, present uncertainties for future ridership levels.

Bergkamp noted that 2023 ridership data includes an increase from ridership in January and February of 2020. She intends to keep a close eye on ridership trends, particularly with the anticipation of returning to 100% service levels and the possible changes in ridership patterns. It highlights the observation of a more consistent ridership throughout the day, indicating diverse usage beyond traditional commuting hours, such as essential errands and school trips. Additionally, she shared that the concept of the new normal was discussed in depth at the 2024 American Public Transportation Association (APTA) CEO's Conference in Savannah, GA. The pandemic emphasized essential and lifeline services that public transit provides access to.

Annual Ridership



The implementation of zero fare was expected to improve bus operations by reducing delays associated with fare collection and disputes. With zero-fare, all-door boarding is facilitated, further enhancing efficiency. Bergkamp explained if fares were collected all riders would need to board through the front door and any delay from a lost fare card to looking for spare change could damper on-time performance. Data on on-time performance since July 2023 indicates a

slight 4% deviation from the 90% goal, which could require adjustments if fare collection were to be reintroduced.

Cost considerations for upgrading fare technology and potential integration into regional fare systems like ORCA are outlined, showing that the initial investment and ongoing operational costs would outweigh the benefits over a five-to-ten-year period. Bergkamp shared that the capital cost back in 2019 was anywhere between \$2.3-\$2.8 million. Additionally, joining ORCA's regional fare system would cost between \$1-\$3.6 million in capital expenses and \$1-\$1.7 million in annual operating costs. This comprehensive analysis underscores the thorough decision-making process undertaken by the board before implementing the zero-fare demonstration project.

Furthermore, the discussion provides insights into industry trends, noting other transit agencies nationally and regionally that have adopted or are considering zero fare systems. These include Clallam Transit, Mason Transit, Island Transit, and Link Transit in Washington State. It also highlights the declining reliance on fares as a source of revenue for transit agencies, particularly in larger systems, emphasizing the financial benefits of zero fare for smaller agencies like Intercity Transit.

Bergkamp invited CAC members to share their feedback on the zero-fare demonstration project so it could be reported to the ITA.

Ty Flint expressed that he believes zero-fare works wonderfully. He shared that he has been asked by members of the public if Intercity Transit is losing a lot of money by going zero-fare and the presentation shows zero-fare works. Flint asked if the demonstration project is set to expire in 2028.

Bergkamp answered that the Authority Board passed a subsequent resolution to extend the project to 2028, or when 100% of pre-covid service levels were restored, whichever is later. Bergkamp anticipates fully restoring service next year so the demonstration project would fall into 2028.

Harrison Ashby stated that she enjoys living in an area that offers fare-free transit and is in favor of keeping it. Ashby asked if there is any data to show those who would have instead cycled or walked are now choosing to ride transit since it is zero-fare.

Bergkamp shared that she would check in with the planning department to see if there are methods to track that information.

Clair Bourgeois shared that she has heard rumors from community members that the reason Intercity Transit went zero-fare is because the City of Olympia wanted to move those in the community who are unhoused.

Bergkamp expelled that rumor and confirmed that Intercity Transit has never been contacted to discuss that. She also noted that those who are unhoused have been riding transit before we transitioned to zero-fare. As a rider of multiple routes within Intercity Transit's system, Bergkamp hasn't experienced any behaviors that have made her feel unsafe. Operators also proactively deescalate potential conflicts to support their riders and provide the best customer service possible.

Marilyn Scott added details of a situation that demonstrates the care of Intercity Transit's operators. While Scott was riding a bus, there was a person laying down at a bus shelter and the operator stopped to check on them and make sure they were okay.

Bergkamp further explained that Operations Supervisors are frequently on the road to make sure buses stay moving. Intercity's rules of conduct are consistently enforced with a lot of intervention taking place at Transit Centers where security and other support staff can respond to situations. Bergkamp concluded her thoughts by acknowledging that there are many myths about riding public transit and the concerns are not substantiated by our riders, who feel very safe. The perception of safety concerns mostly comes from those who do not ride transit.

Bergkamp clarified that zero-fare did not come about because of an increase in sales tax funding. The survey gathered feedback that the fare system was outdated and caused complications to pay fares. It was research that led Intercity Transit to the zero-fare demonstration project from a business perspective.

Rachel Wilson shared that she has lived in cities with larger transit agencies that participated in regional fare systems and the only negative to the zero-fare system was not having a cool, artist edition metro card. Wilson further expressed her appreciation of promoting equity in our community and creating another community space that isn't transactional. She closed her statement with remarks about how all individuals have value and the zero-fare system respects everyone's value.

Bergkamp appreciated Wilson's statements and agreed that public transit creates a sense of community by bringing together peers for a common purpose. Riding with proper decorum on the bus can influence those around to mirror those actions. "The concept of community is that it's not just coexisting with folks, it's actually being with them and encouraging that that while they're here on the bus, there's a sense of community."

David Payton expressed appreciation for the effort that went into implementing fare-free transit and highlighting its positive impact. As someone new to the region, Payton's impressed by the transition from their prior experience in San Diego. He also brought up the importance of considering incident rate reductions when evaluating zero fare. In larger systems, Payton noted that fare evasion becomes a significant issue, programs like the Ambassadors in Seattle, which aim to enforce fare payment and maintain efficiency, equity, and safety within the transit system also require a significant investment. Zero-fare allows for increased efficiency, increase in equity, and an increase in a sense of place. Payton congratulated staff and the board for their decisions.

B. BCC Winter Update - (Duncan Green)

Duncan Green introduced himself as the coordinator of the Bicycle Community Challenge and related bike events for Intercity Transit. He expressed his fascination with the previous discussion and Bergkamp's presentation, particularly emphasizing the significance of transit systems in building community.

Green provided an update on the Winter Bicycle Community Challenge (BCC) held in February. Highlights include:

- Over 350 participants logged rides, totaling over 28,000 miles.
- 40 riders won bike-related prizes through random drawings.
- A collective 2666 days of rides were logged.
- Various modes of transportation were encouraged, including combining biking with bus travel.
- The BCC has seen consistent growth since its inception about 10 years ago, fostering a dedicated community of year-round cyclists.

Green then invited CAC members to the upcoming Earth Day Market Ride on April 20th, starting from Heritage Park and culminating at the Olympia Farmers Market. Participants will enjoy treats, coffee, live music, and receive a free \$1.00 market token.

He also discussed the upcoming 37th Annual Bicycle Community Challenge in May, coinciding with National Bike Month. Participants can log rides on the website for a chance to win prizes, including new bikes. Intercity Transit's team, "Crank IT," welcomes additional members.

Green mentioned the observation of Bike to Work day on May 16th. Intercity Transit provides bike refresher stations offering treats, bike info, and mechanics for emergency repairs around the city. The Bicycle Community Challenge also launched a new Bicycle website (bcc.intercitytransit.com), which offers an upgraded user experience.

Green invited questions from the CAC.

John Paul Fox Seidel asked what time the Market Day Ride was on the weekend.

Green answered that it was on Saturday morning, there are seven different starting points from various parts of town that converge at the fountain downtown, near the Oyster House. Depending on the length of the ride, the starting times vary, generally between 10:00 and 10:15 AM. After gathering at the fountain, the group heads over to the market around 11:15 AM. All necessary details, including a map and starting points, are available on the website, bcc.intercitytransit.com.

Rachel Wilson shared that she had a fantastic time participating in the ride last year! Wilson won both a water bottle and a holder, which was a nice surprise. She also volunteered with Walk N Roll's Learn to Ride classes last summer and found it to be a fun and rewarding experience helping kids build confidence on a bike.

Emily Bergkamp read a question from a virtual attendee asking if there would be extra bike racks available for parking at the farmer's market.

Green answered that he doesn't think the market is equipped to provide extra bike racks. He recommended utilizing trees to secure bicycles with a cable lock. He also recommended locking bikes together if riders were participating with friends. Finally, he shared that there are bike racks in the neighborhood nearby.

Rachel Wilson shared a future suggestion to partner with Cascade Bicycle Club, which offers valet bike service for larger events.

Amanda Collins shared the Bicycle Community Challenge website address with attendees.

C. CAC Stipend Discussion - (Emily Bergkamp)

Emily Bergkamp introduced the topic of implementing a Stipend Program for the Community Advisory Committee (CAC). The Intercity Transit Authority (ITA) brought forth the issue of compensating CAC members for attending meetings through a stipend program. During the discussion, the ITA referenced Lacey City Council's 2023 approval of an Advisory Board Stipend Program, which aims to remove barriers for civic participation by offsetting costs of travel, parking, internet, and childcare.

Amanda Collins, Staff Liaison to the CAC, presented program materials from City of Lacey and City of Olympia's stipend programs. Collins noted that the City of Lacey has an opt-in

provision for advisory members to receive a stipend and City of Olympia offers a larger stipend amount for advisory members that meet low-income requirements set forth by the city.

Bergkamp invited feedback from the CAC and discussion ensued.

Ty Flint asked: Does Lacey pay \$40-\$50 per year?

Amanda Collins responded: No that is per month, with an annual cap of \$600, I think. The City of Lacey also has an opt-in provision meaning the members must complete paperwork to receive the stipend.

Flint replied: It just seems so flooring to me because we're all volunteers and we're all here because we want to be here. When I saw this, I thought, really?

Sue Pierce stated: I think part of what brought it a little bit to the forefront for Don was that three of us that were community representatives on the authority board were invited several months ago to be on a Webinar and online meetings about advisory committees. There were different entities and a couple of the others were commissions or committees that were more related to either government or social service agencies. One of them said, "Oh yeah, we pay". The pay assignments I think came about because they were having trouble finding people that they need to even apply. The realization came that, well, maybe it's because people can't take time away from work or they don't have, you know, the wherewithal to get to the meeting. I don't know that discussion was made up of how much was a virtual meeting and how much you were expected to take time and show up somewhere, which can add to the time that you're committing. That's sort of got us started in thinking about it and Don has pursued it a little bit further. So, this isn't coming totally out of the blue, but then too, this ties in with the idea of equity and equality and reaching out to all aspects of the communities. And we don't really have a way right now to document how we're recruiting and getting our members to turn their applications in. So that's a little bit of background and it's really hard to tell where we're going to go with this when we have this discussion.

Emily Bergkamp stated: And I will mention that I think Don has made a similar point about that because you know we advertise it as a volunteer committee, but he was wondering if we might be able to increase our reach if we provided a small stipend. Maybe people who wouldn't think about joining because they're like, well, I can't volunteer my time; you know, I'm on a fixed income would change their mind. The stipend may help attract more diversity that way.

Clair Bourgeois responded: So, you're thinking the applicant pool would go up?

Bergkamp replied: Yeah. And, honestly, I think he thought that attendance would too. With this new group we have had excellent attendance, but I think some other Community Advisory Committees have had issues with that too.

Garrett Fuelling stated: I just want to make my voice heard about this. I think that this would be a good idea, because it would help people who are struggling income-wise or time wise with childcare or something like that. I will just want there to be some sort of way for members to opt out of the stipend if they deem it so. My first instinct is to not make it an opt in to it, because that raises the barrier for people to receive the stipend and I'm sure there could be arguments for both ways, but I would on first hearing want there to be some way to opt out of it instead of opting to apply for the stipend or something like that. Thank you.

John-Paul Fox Seidel (Youth) stated: Yeah, I would probably second Garrett. I mean, as a student I'm never going to like to say no to showing up and getting paid. That's the thing now, but like I said as well, we are sort of a volunteer position and I think I think most of us are here just to sort of have fun, to learn, and figure out how to help, right? And so definitely agree with Garrett on an opt-out option. I think it would be definitely beneficial if we were to go forward with this.

Doug Riddels stated: When we had our joint ITA/CAC meeting, there was a nice spread of food. And that made me want to go to those meetings. I just wanted to put it out there that a whole lot of what effects attendance, but maybe not so much what gets people to apply to be on the committee to begin with, but what encourages attendance is the spirit of welcoming. Putting out a snack tray or whatever is generally a component of that. It might be suggested to other government entities that are concerned about their advisory committees to bear that in mind. What we do to make people feel welcome and included has nothing to do with a stipend.

Nicole Smit stated: Yeah, I'd be worried about the wrong incentives being advertised. This is the kind of change that will change the community of the CAC. It won't be just volunteers interested anymore. I don't want any excuse of oh we have to eliminate this CC because they cost too much. So be right about that as well. We've had plenty of success in the past with being accessible to different types of people, and it's already something we focus on in recruitment with the hybrid format, we have even lower barriers to entry and still low barriers to participation. Lastly, with the ability of someone to be virtual, they can easily sit back and attend virtually to collect some money and not participate. We have no good methods to deal with this because we're such a cooperative team. I don't want that burden of moderating. Who is participating enough to fall on Amanda to deal with all of that. But Doug is right, catered sandwiches and pizza sound great. Thank you!

No further comments.

CONSUMER ISSUES

Clair Bourgeois asked for guidance in the event there are two wheelchairs on the bus with a third wheelchair outside, unable to board. Bourgeois inquired if the driver would call in a Dial-a-Lift bus to provide service.

Bergkamp replied that in the past drivers called into the dispatch office and notified them of an individual that is using a mobility device, yet all securement stations are full. Dispatch can send someone out or utilize an accessible supervisor vehicle to provide service for the rider.

Marilyn Scott asked what would happen in the event an Amtrak train was delayed and there were no buses running upon the passenger's arrival.

Clair Bourgeois shared that she has seen it happen and the Amtrak volunteer calls into dispatch to have a supervisor respond and pick up any stranded passengers.

Bergkamp added that supervisors also ask folks if they are able to take an Uber or if they know a friend in town who can help pick them up. However, if there are no other options then supervisors will help. Amtrak also has dedicated volunteers that stay until the last train arrives.

Scott asked another question to clarify what happens when riders miss the connection at the 512 Park and Ride; if there is anything a supervisor can do.

Intercity Transit Community Advisory Committee

April 15, 2024

Page 10 of 12

Bergkamp responded that that situation is a bit trickier because we are not connected to volunteers out there to know what is going on.

Harrison Ashby asked about Intercity Transit's relationships with transportation planners at the county and different cities. They have heard a lot of people talk about how dangerous the intersection of Martin Way E and Kingham Street by WinCo is. Ashby further explained that they had almost been hit by a car three times in eight days while exiting the bus and trying to go grocery shopping.

Bergkamp noted the concern and said she would reach out to Intercity Transit's Planning Deputy Director, Rob LaFontaine so we can share the concern. Bergkamp also said she is aware that the county or the city has been looking at installing crosswalks in that area near a food pantry.

Sue Pierce inquired about the reason why the location is so dangerous and asked if it was because the intersection is so wide since there is already a crosswalk where the traffic light is.

Ashby replied that there are crosswalks at the intersection, so they do not think that is the issue, but they have almost been hit in the crosswalk by vehicles that are turning left.

Marilyn Scott shared a suggestion to take an alternate route along 62A/62B, which may take a few minutes longer but ultimately allow passengers to exit on the desired side of the street to avoid crossing.

John Paul Fox-Seidel shared that he recently began taking the bus near South Puget Sound Community College (SPSCC) and had difficulty finding the bus stop because it was almost entirely covered by hedges. Fox-Seidel asked if there was a protocol in place where workers check stops throughout the system to notice ones that need maintenance.

Bergkamp responded that maintaining bus stops is a team effort between facilities staff and operators. Bus drivers know how to look for vegetation cleanup when greenery is likely to grow and submit comments through an internal committee called OCPC, Operators Communication and Policy Committee. Planning and facilities staff who attend the OCPC meeting then determine if the concern needs to be addressed by the city or the county, and if not, Intercity Transit facilities staff take care of it. Bergkamp also encouraged anyone with a request or concern to contact customer service to notify staff of ongoing issues.

Clair Bourgeois asked an additional question about route 68 that she was taking to transfer to route 12 at the community college. She wondered if there were other closer locations that she could transfer from the 68 to the 12 and the other option the driver provided would have required passengers to cross a busy street with no crosswalk. Bourgeois asked us to consider designing one of the routes to have a closer transfer spot.

Bergkamp shared that she can let planning know of the request.

Bourgeois added that she was going home from Lacey and Tumwater Square into Tumwater to catch route 12.

John Paul Fox-Seidel shared that this is his first in-person meeting, and he enjoys being able to engage with the committee in person.

No further consumer issues.

REPORTS

- **March 20, 2024, ITA Report** – Eliane Wilson attended the meeting and reported the following meeting highlights: The meeting started by recognizing operators for National Transit Employee Appreciation Day and it was announced that the presenter, Cameron Crass was promoted to Deputy Director of Operations. The next item on the agenda was the Equal Employment Opportunity update, which was a similar presentation shown to the CAC a few days earlier. Wilson shared that there was a lot of discussion about outreach from the city and the community. And finally, Bergkamp shared the General Manager’s report.
- **April 3, 2024, ITA Report** – Garrett Fuelling attended the meeting and reported the following meeting highlights. The meeting began with staff introductions, followed by public comments regarding the proposed roundabout on Martin Way. Concerns included potential difficulties exiting neighborhoods due to continuous traffic flow, increased accidents, and impacts on nearby apartment complexes. Some felt the roundabout was expensive and primarily designed for bus turnaround. Similar concerns were raised about Ridgeview Dr. Next, the board discussed authorizing the general manager to execute a purchase order for digital radio services. The \$274,428 plan, with a 5-year term and contingency for expansion, aimed to provide backup communication in case of cellular failure, ensuring community and staff safety. A presentation on the Walk N Roll program by Kerri Wilson highlighted upcoming expansion with an additional employee next year. Duncan Green's presentation covered the Winter Bicycle Challenge and the Farmers Market Ride. Finally, Rob Lafontaine gave a Transit 101 presentation, like previous ones.
- **General Manager’s Report** – Bergkamp provided the General Manager’s report including:
 - The Bus Buddy Program is officially 10 years old. Intercity Transit had a great celebration on March 16 at the Olympia Transit Center. Scott Schoengarth and all the Bus Buddies were on hand to commemorate this big milestone.
 - Bergkamp anticipates a class size of 21 for Operator Class 24-02 starting Monday, March 25. She hopes to end up with a class size of approximately 20. This is on the heels of Class 24-01, a group of 19 new Operators graduating on Friday, March 22.
 - Bergkamp met with Clark Gilman, Carolina Mejia, and consultant Jason Robertson from JRO+CO to discuss the ITA’s topics of interest for the annual planning session. The event is scheduled for Friday, May 10, 2024, from approximately 8:30 a.m. to 4:30 p.m. in the AdOps Board Room. Robertson and Thomas Wittmann from Nelson-Nygaard will both be on hand to facilitate and lead discussions at our first planning session since 2019. Both Robertson and Wittmann guided the agency through the Intercity Transit Road Trip, public outreach, and education regarding Proposition 1, the Zero Fare pilot and the creation of our short and long-range plan. This meeting will provide an opportunity to revisit elements of our long-range plan that are yet to be implemented, along with other pertinent topics.
 - The Transportation Security Administration recently conducted a review of IT’s security policies and procedures called a Baseline Assessment for Security Enhancement (BASE) and its goal is to help us elevate our security posture in ways

that are specific to our system. They returned on March 8 with an executive summary.

- Save the date for the South Sound Regional Rodeo being held June 29 and 30. Intercity Transit will host the Regional Rodeo at the Tumwater Brewery grounds. Regional Rodeos are a unique learning opportunity for Operators and Maintenance Teams to engage with other transit agency professionals and compete in driving skills and maintenance disciplines. Operators and Maintenance Teams with top scores progress to the statewide competition and the international competition.
- Kirk Hovenkotter from Transportation Choices Coalition (TCC) visited Intercity Transit on March 18 for a meet-and-greet and tour. He and Bergkamp rode the bus from Pattison to the Olympia Transit Center to get out in the system. TCC is a partner in advocating for transit funding and access for both transit agencies and riders alike.
- Brody LaRock, Principal of NTPS Envision Career Academy, Brad Hooper Director of Career and Technical Education and Charlene Sandifer, Career Center Specialist, took a tour of IT's Walk N Roll (WNR) Bike Shop and they plan to start partnering with WNR staff to host Envision students at our bike shop. We also toured the Maintenance facility and gave an open invitation for students to return for a visit.
- National Transit Employee Appreciation Day was on March 18, and we will continue to celebrate all week long, honoring Intercity Transit's frontline employees who work hard to ensure we can provide vital transportation services to the community. Our Operators (drivers), Operations Supervisors, Maintenance and Facilities staff go above and beyond to keep us moving.

CAC Members were invited to join the staff for a tour of Intercity Transit facilities following the meeting.

NEXT MEETING: May 20, 2024, at the Olympia Transit Center

- ADJOURNMENT at 7:20 pm.

COMMUNITY ADVISORY COMMITTEE

AGENDA ITEM NO. 5-A

MEETING DATE: May 20, 2024

FOR: Intercity Transit Authority

FROM: Emily Bergkamp, General Manager, 360-705-5889

SUBJECT: Annual Authority Board Planning Session Review

-
- 1) **The Issue:** Review the 2024 Annual Authority Board Planning Session topics of discussion.

 - 2) **Recommended Action:** For information purposes only.

 - 3) **Policy Analysis:** The Authority conducts a planning session annually to review issues identified by members and staff.

 - 4) **Background:** The Authority typically meets once a year in a day-long session to review issues and plan for the future. The 2024 Planning Session took place on May 10, 2024. Staff will provide a high-level overview of topics discussed.

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

 - 6) **Budget Notes:** The annual planning session costs were included in the 2024 budget for one day-long session.

 - 7) **Goal Reference:** Authority members meeting annually to discuss in length various issues, needs, and future plans for the agency supports all goals of the agency.

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

Authority Meeting Highlights/Summary
a brief recap of the April 17, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Authorized the General Manager, pursuant to Washington State Contract 06719, to purchase five (5) replacement 40-foot hydrogen fuel cell electric buses from New Flyer of America, Inc. (New Flyer) in the amount of \$8,950,435, which includes sales tax and an approximate 4% contingency.
- Authorized the General Manager, pursuant to Washington State Contract 05916, to purchase two (2) Ford work trucks from Bud Clary Ford in the amount of \$217,600 including sales tax.
- Scheduled a public hearing for May 15, 2024, at 5:30 p.m. to receive public comment on the draft Intercity Transit 2025-2028 Transportation Improvement Plan.
- Scheduled a public hearing for May 15, 2024, at 5:30 p.m. to receive public comment on the draft Capital Improvement Plan 2025-2029.

Other Items of Interest:

- Cameron Crass introduced **Operator Class 24-02, and Sarah Ruffini, Transit Trainer.**
- Nick Demerice introduced **Lyndzie Parker, Marketing & Communications Rep.**
- Peter Stackpole introduced **Fiona Sheehan, Development Assistant.**
- Received **Public Comment** from a member of the community with concerns about the proposed traffic circle at Martin Way and Duterrow/Meridian Roads.

General Manager's Report:

Bergkamp shared that the Intercity Transit's Maintenance Roadeo Team took first place at the Pierce Technician Roadeo last weekend. Their closest competitor, Kitsap Transit, was 200 points behind them in 2nd place, with Link Transit tying up the rear in 3rd place. Congratulations to the Team and their Coach:

- Bryce Reinhardt – Team Coach
- Jonathan Reynolds – Coach Technician
- Sean Malay – Coach Technician
- Richelle Lokin – Coach Technician

On April 6 through 9, Bergkamp, two ITA Board Members, Chair and City of Olympia Councilmember Clark Gilman, Mayor of Tumwater, Debbie Sullivan and Chief Marketing and Communications Officer, Nick Demerice attended the [American Public Transportation Association's \(APTA\) Legislative Conference](#). This annual visit provides Intercity Transit the opportunity to visit with legislators from both the House and Senate that represent the communities the agency serves, and who also work for continued support and funding of the essential, lifeline services IT provides.

The group met with staffers from the following legislator's offices:

- Naseem Mehyar with [U.S. Senator Maria Cantwell's Office](#)
- Katherine Gillespie with [U.S. Representative Marie Glusenkamp Perez Office](#)
- Elizabeth Beltran with [U.S. Representative Marily Strickland Office](#)

The group had a very special opportunity to meet in person with [Senator Patty Murray](#), at the U.S. Capitol Building, inside one of the most beautiful meeting rooms imaginable, where the Committee on Appropriations meets, which she is the Chair. Senator Murray serves on four U.S. Senate Committees and is the first female Senate President Pro Tempore. The group joined fellow Washington State Transit Agencies for our visit, Link Transit, Skagit Transit and Pierce Transit, along with APTA Senior Leadership who bestowed an [Advocacy Champion Award](#) to Senator Murray. The award recognizes members of Congress who led efforts to increase investment in the nation's public transit, passenger rail and multimodal infrastructure and strongly support public transportation.

Bergkamp reminded everyone the Earth Day Market Ride is this Saturday, April 20. Meet your neighbors and enjoy a bike ride to the Farmer's Market. Group rides, including a family-friendly route, start in several different neighborhoods and converge downtown at the Heritage Park fountain. Then the group will ride to the Olympia Farmer's Market. Details can be found at the Bicycle Community Challenge website: [2024 Earth Day Market Ride | BCC \(intercitytransit.com\)](#)

Prepared April 18, 2024

Pat Messmer/Clerk of the Board

Authority Meeting Highlights/Summary
a brief recap of the May 1, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority received a presentation on the following:

- Nick Demerice provided a Marketing & Communications update.
- Steve Swan provided a review of the May service change.
- Bergkamp led discussion on whether to implement a Community Advisory Committee stipend.
- Bergkamp provided an update on the Zero Fare Demonstration Project.

Other Items of Interest:

- Dena Withrow introduced **Christina Loomis, Operations Assistant.**

General Manager's Report:

Bergkamp met with Kyle Kronk, South Sound YMCA President for a meet and greet, and to learn about common areas of interest. Kronk will return for a site tour at a later date.

The Earth Day Market Ride, held April 20, kicked off the beginning of the Bicycle Community Challenge with a whopping 180 participants. Bergkamp attended the event and enjoyed the ride and beautiful weather with her neighbors, members of the community and several co-workers including Nick Demerice, Jeff Peterson, Bill Nevue and his family, David Ocampo and his daughter, Lee Peterson and wife Jessica, A Puri, Kerri Wilson and son Wilder. Several members of the Community Advisory Committee participated - Rachel Wilson, David Payton, and Garrett Fueling. Bergkamp gave a big shout out to Duncan Green, BCC coordinator for the past 16 years, on the successful kickoff of the 37th annual BCC!

All Intercity Transit staff now have the opportunity to attend monthly in-person Senior Management Team (SMT) meetings. Anyone in the agency interested in learning more about the work of the SMT can join to observe. There were approximately 25 staff members who attended the first opportunity and SMT looks forward to future meetings with more staff.

We commemorated Administrative Professional's Day on April 24. A big shout out to our Administrative Professionals, Pat Messmer, Amanda Collins, Mike Serrienne, Christina Loomis, Tyler Huey, Fiona Sheehan, and Taylor Slobojan. They consistently keep us organized and create a network of support for all staff to thrive in. You all are the best!

Intercity Transit continues its winning tradition by winning top honors in two prestigious categories of competition and being named the overall Grand Champion System at the American Public Transportation Association (APTA) 2024 International Bus Roadeo competition held in Portland, Oregon last weekend. Intercity Transit's Roadeo Competitors battled other top contenders from across the globe to reach the pinnacle of their Roadeo accomplishments. Operators competed for top scores on courses that test every level of their abilities, with a primary focus on safe operations and

passenger sensitivity. Maintenance teams compete by diagnosing and repairing various mechanical issues with buses. Both competitions are timed events.

IT Coach Operator, Rob Wood took first place in the driving competition and the IT Maintenance team, comprised of Richelle Loken, Jonathan Reynolds and Sean Malay, took first place in the USSC Bus Inspection.

The driving competition includes a pre-trip inspection, safety habits, smoothness of operation and an obstacle course including the following maneuvers: serpentine, offset street, rear duals clearance, right turn, first customer stop, left hand reverse, left turn, second customer stop, right hand reverse, diminishing clearance, judgement stop.

Maintenance competed in multiple timed modules, such as looking for defects during a vehicle inspection, on engine, transmission, brakes, door, and heating/cooling systems, plus a written test module as well. This year Maintenance took 1st place in the Vehicle Inspection module and took 5th place overall in all the Maintenance Competition modules. All of these high scores from both Wood and the Maintenance Team earned Intercity Transit the title of Grand Champion.

This was the first International Roadeo APTA held since before COVID. Intercity Transit's very own Coach Operator, Rob Wood, represented IT as the REIGNING International Champion in the driving competition. Our new up and coming Coach Technicians Sean Malay, Jonathan Reynolds, and Richelle Loken, who recently dropped the mic at the Pierce Transit Maintenance Roadeo with support from their Coach Bryce Reinhardt, represented IT on the International Stage. Bergkamp also honored the hard work and dedication of IT's Service Interruptions Supervisor, David Dudek, who serves on the International Roadeo Committee, and Operations Supervisor, Bill Miller. Dudek loyally works to make sure every roadeo he touches, whether it be on the regional, state or international stage, is a success. Bill Miller, and his wife Shanaka, provide endless hours of support both with coaching all levels of roadeo competitors and coordinating details of Regional Roadeo operations. And last, but certainly not least, we owe many thanks to our ITA Board member, Sue Pierce, whose love of all things Roadeo shines through everything she does. As a course judge, she volunteered countless hours on the Roadeo course to make sure it was a success.

Competing at this level takes many hours of these individuals' personal time, with a lot of support from their families. Their families are the true unsung heroes of their, and ultimately, IT's roadeo success. Congrats to our International Roadeo Champions!

Intercity Transit completed the Federal Transit Administration (FTA) [Triennial Review](#) (TR). The TR is one of FTA's management tools for examining how transit agencies that receive federal funding perform and adhere to current FTA requirements and policies. In addition to helping evaluate Intercity Transit, the review gives FTA an opportunity to provide technical assistance on FTA requirements and aids FTA in reporting to the Transportation Secretary, Congress, other oversight agencies, and the transit community on the [Urbanized Area Formula Program](#).

The first step in preparing for a Triennial Review is submitting a required Recipient Information Request Package (RIR). Several staff worked diligently to ensure this was completed and submitted. Grants Program Administrator Jessica Gould coordinated the entire process, and major subject matter expert contributors were:

Development Director	Peter Stackpole
Administrative Services Director	Heather Stafford

Fleet & Facilities Maintenance Director	Jonathon Yee
Operations Director	Dena Withrow
Chief Safety Officer	Jason Hanner
Chief Financial Officer	Jana Brown
Chief Information Officer	Jason Aguero
Deputy Director of Planning	Rob LaFontaine
Deputy Director of Human Resources	Alana Neal
DAL Manager	Kevin Karkoski
Procurement & Special Projects Manager	Michael Maverick

These individuals submitted compliance information on Financial Management & Capacity, Technical Capacity, Property Management, Maintenance, and the Americans with Disabilities Act (ADA) – both general ADA compliance and Complementary Paratransit (DAL).

The Triennial Review went incredibly smoothly, and both review consultants and FTA staff shared high regards for the organized manner in which this review was coordinated and carried out by staff. There were only two areas the review team recommended updates to, which staff will complete and submit in the coming weeks. Big kudos to Jessica Gould and all staff already mentioned for the big lift of getting IT through the review so smoothly.

Prepared May 2, 2024

Pat Messmer/Clerk of the Board

Authority Meeting Highlights/Summary
a brief recap of the May 15, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Conducted a Public Hearing on the 2025-2028 Transportation Improvement Program. *(Jessica Gould)*
- Conducted a Public Hearing on the 2025-2029 Capital Improvement Plan. *(Jana Brown)*
- Heard testimony from several members of the public who are in opposition to the new roundabout at Martin Way, Duterrow and Meridian Roads.

Other Items of Interest:

- Cameron Crass introduced newly promoted Fixed-Route Manager, **Michael Midstokke**.
- Jonathon Yee introduced **David Drew, Facilities Analyst**.
- Received a presentation from Senior Planner Matt Kenney on the 2023 Title VI Passenger Intercept Survey.

General Manager's Report:

Bergkamp gave a special thanks to all Intercity Transit Board members, volunteers and staff who participated in the Annual Planning Session on Friday, May 10, 2024. The session provided an opportunity to revisit elements of IT's long-range plan and how upcoming service changes continue the work towards creating a truly transformational transit system that will serve generations to come. She also thanked Executive Assistant and Clerk of the Board, Pat Messmer, for all the coordination that goes into making a planning session a success.

Rain or shine, Bergkamp invites fellow bicyclists to join a fun morning ride in the local celebration of National Bike to Work Day, **Thursday, May 16**. This "Early Bird" (7 a.m. to 9 a.m.) event promotes bicycling as a healthy option for getting to work or just getting ready for your day. Visit the Bike Refresher Stations with free treats, bike swag, and your morning coffee. Bike stations are supported by Intercity Transit and our amazing local bike shops and other businesses, volunteers, and organizations. To find the location of the refresher stations visit the Bicycle Community Challenge website. Thursday is also the interagency bike ride. People from state and local agencies ride to Tumwater Historic Park. Everyone meets at noon to enjoy free snacks, a prize drawing and a group photo. Bring a bag lunch.

The Earth Day Market Ride, held on April 20, 2024, kicked off the beginning of the Bicycle Community Challenge with a whopping 180 participants. Bergkamp attended the event and enjoyed the ride and beautiful weather with her neighbors, members of the community and several co-workers including Nick Demerice, Jeff Peterson, Bill Nevue and his family, David Ocampo and his daughter, Lee Peterson and his wife Jessica, A Puri, Kerri Wilson and her kiddo Wilder. We also had a great showing from the Community Advisory Committee, Rachel Wilson, David Payton, and Garrett Fueling. Bergkamp gave a big shout out to Duncan Green, BCC coordinator for the past 16 years, on the successful kickoff of the 37th BCC!

New Operator Class 24-03 started Monday, May 13, 2024, welcoming nine new smiling faces. You'll meet them at a future meeting when they're introduced.

May 15, 2024, is Peace Officers Memorial Day and to commemorate National Police Week, Executive Assistant and Public Records Officer Amanda Collins, along with Operator Nicole Jones, collected employee signatures on banners which were delivered to our local law enforcement partners, along with some tasty treats. This was Intercity Transit's way of showing gratitude and appreciation for our local law enforcement partners in their continued aid and support of our daily transit operations.

We are so fortunate to have a true partnership with local law enforcement. In fact, last year, Olympia Police Department honored IT with their "Community Partner" award. Now it's Intercity Transit's turn to share that gratitude back with them and their amazing local law enforcement colleagues.

It is said that bravery is not the absence of fear but action in the face of fear. We know when we call for support, our law enforcement partners consistently respond, making sure we get the assistance that best meets our needs.

Prepared May 16, 2024

Pat Messmer/Clerk of the Board

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
Betty	Hauser	X	X	X	X								
Clair	Bourgeois	X	X	X	X								
David	Payton	X	X	X	X								
Doug	Riddels	X	X	X	X								
Eliane	Wilson	X	X	X	X								
Garrett	Fuelling	X	X	X	X								
Harrison	Ashby	X	X	X	X								
JoAnn	Scott	X	X	X	X								
Lloyd	Peterson	X	ABSENT	ABSENT	ABSENT								
Marilyn	Scott	X	X	X	X								
Nicole	Smit	X	X	X	X								
Ursula	Euler	X	X	X	X								
Tony	Mealy-Chapman	X	X	X	RESIGNED								
Ty	Flint	X	X	X	X								
Rachel	Weber	X	X	X	ABSENT								
Rachel	Wilson	X	X	X	X								
Trina	Primm	ABSENT	ABSENT	ABSENT	ABSENT								
YOUTH John-Paul	Fox Seidel	X	X	X	X								

= Joint meeting does not count against required meeting attendance