



**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
June 17, 2024 - Olympia Transit Center
5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 214 589 766 080
Passcode: oL5zDf or call in (audio only) +1 929-229-5501, 756010093# United States,
New York City Phone Conference ID: 756 010 093#

CALL TO ORDER

- | | | |
|--------------|--|--|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS
A. Intercity Transit Authority Representative (<i>Don Melnick</i>) | 1 min. |
| III. | MEETING ATTENDANCE
A. June 19, 2024, ITA Meeting - (<i>Nicole Smit</i>)
B. July 3, 2024, ITA Meeting - (<i>Cancelled</i>)
C. July 17, 2024, ITA Meeting - (<i>Ursula Euler</i>) | 3 min. |
| IV. | APPROVAL OF MINUTES - May 20, 2024 | 1 min. |
| V. | NEW BUSINESS
A. DEI Juneteenth Presentation (<i>Alana Neal</i>)
B. DAL, Bus Buddy, and Travel Training Update (<i>Kevin Karkoski</i>)
C. Title VI Update (<i>Rob LaFontaine</i>)
D. Draft 2024-2029 TDP (<i>Rob LaFontaine</i>)
E. CAC Recruitment Ad hoc Committee (<i>Emily Bergkamp</i>) | 15 min.
15 min.
20 min.
15 min.
15 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS
A. June 5, 2024, ITA Report (<i>Eliane Wilson</i>)
B. General Manager's Report (<i>Emily Bergkamp</i>) | 10 min. |
| VIII. | NEXT MEETING - July 15, 2024 | 1 min. |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

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For more information, see our [Non-Discrimination Policy](#).

Committee materials are available at <https://www.intercitytransit.com/agency/community-advisory-committee>. In compliance with the Americans with Disabilities Act, those requiring accommodation for

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Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. For assistance, contact Customer Service 360-786-1881.

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
May 20, 2024 – Hybrid Meeting

CALL TO ORDER

Chair Wilson was excused from the meeting. Vice Chair Flint called the hybrid May 20, 2024, meeting of the Community Advisory Committee (CAC) to order at 5:31 p.m.

Members Present: Vice Chair Ty Flint; Betty Hauser; David Payton; Doug Riddels; Harrison Ashby; JoAnn Scott; Marilyn Scott; Nicole Smit; Rachel Wilson; Rachel Weber; Ursula Euler; and John-Paul Fox Seidel.

Absent: Chair Eliane Wilson; Clair Bourgeois; Garrett Fuelling; Lloyd Peterson; and Trina Primm.

Staff Present: Amanda Collins; Emily Bergkamp; Michael Maverick and Ramon Beltran.

APPROVAL OF AGENDA

It was M/S/A by RACHEL WILSON and JOANN SCOTT to approve the agenda.

INTRODUCTIONS

Flint introduced Authority member, Debbie Sullivan as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. June 5, 2024, ITA Meeting – Marilyn Scott
- B. June 19, 2024, ITA Meeting – Nicole Smit
- C. July 3, 2024, ITA Meeting – Ursula Euler

APPROVAL OF MINUTES

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

NEW BUSINESS

- A. **ITA Planning Session Update** – *(Emily Bergkamp)*

Emily Bergkamp, General Manager of Intercity Transit provided a detailed summary of the Authority Planning Session held on May 10th, 2024. Bergkamp reported that during the session, staff and the board worked to reconnect with long-range planning and evaluate progress on past initiatives. The planning session was the first session held by Intercity Transit Authority (ITA) since 2019, highlighting the impact of COVID-19 on planning processes. She shared that the goals for the session were to foster understanding among the board and staff on long-range issues, evaluate Proposition 1 promises, and update the implementation and communications framework.

Bergkamp began by sharing the history of Proposition 1, which passed by a 66% vote in 2018 and aimed to enhance and expand transit services through increased sales tax. The nine promises included extended service hours, improved frequency, new area service, better on-time performance, enhanced capital facilities, bus rapid transit, commuter services, night owl service, and fare collection efficiency. Bergkamp expressed that Intercity Transit is in the pivotal position to create a transformational transit system. She noted that Intercity Transit's mission is to promote transportation choices that support the community, therefore staff and the board are the exact subject matter experts who can enhance public transit in Thurston County. The previous strategy used by IT to serve the most densely populated areas of the county resulted in high ridership levels, which allowed the greatest impact on the lives of those in the community while running an efficient and financially responsible public transit system. Staff are also listening to other mobility needs being expressed by the community.

The Planning Session Agenda included the following presentations:

- **IT Road Trip Background:** Jason Robertson of JRO+CO. who helped facilitate The IT Road Trip in 2016, provided an overview of what led to Proposition 1. Intercity Transit was facing a financial shortfall, projected to occur in 2023, due to the loss of competitive federal funding for capital projects and rising operational costs. This led to a two year long, extensive public engagement to determine the community's desired transit system type. Several options were vetted:
 1. A smaller transit system that would not require any new funding but would lead to a significant reduction in the agency's workforce. This reduction would have meant a 40% cut in service and staffing.
 2. A status quo transit system was another option examined during the Road Trip and required \$8-\$12 million in new funding to maintain current service levels with increased growth and congestion.
 3. A transformational system was a bold model requiring \$16-\$20 million in new funding to speed up service, cover new service areas and neighborhoods, and extend morning, evening, and weekend service.

Robertson shared that of the 10,000 survey responses, 83% wanted the transformational system. This led to the development of Proposition 1 and the nine promises. Intercity Transit is one of two transit systems in the state that has higher than a rate of 9/10 of a percent local sales tax revenue, the other being Community Transit in Snohomish County, WA.

Bergkamp elaborated that the nine promises are still in progress, Intercity Transit is working on streamlining frequency of service throughout the day, exploring service to new areas, reviewing schedules to improve on-time performance, enhancing bus stops with better shelters, offering high-frequency routes, adding more commuter service from Olympia to Lakewood, and improving fare efficiencies. Intercity Transit worked with consultants Nelson Nygaard to evaluate the future of fares and analyze the costs associated with collecting fares. Bergkamp and staff discovered that between the costs of customer service staff selling passes, printing fees, processing money, and other overhead expenses the revenue was less than 2% of the annual operating budget. The choice to go zero-fare also had other benefits, it eliminated the cost of farebox replacement and minimized driver and passenger disputes. Bergkamp explained that zero-fare further supported the community by mitigating sales tax, providing universal access to employment, and not asking individual organizations to subsidize public transit.

- **Transit Industry Trends:** Following Robertson’s presentation, Thomas Whitman discussed current trends affecting the industry. To bring everyone up to speed on Intercity Transit system’s history and shared vision for the future, Bergkamp and staff collaborated with Thomas Whitman of Nelson Nygaard. Whitman, who worked closely with Jason Robertson of JRO+CO. on the long-range plan and Intercity Transit’s Road Trip, provided valuable insights into current transit trends.

Whitman highlighted several national and regional transit trends that Intercity Transit needs to consider while maintaining the spirit of the nine promises:

1. **Remote Work:** With a significant portion of ridership now working from home, particularly state employees, there's a reduction in peak travel times.
2. **Consistent Ridership Throughout the Day:** Unlike the pre-COVID peaks, ridership remains relatively consistent throughout the day.
3. **Variable Work Travel Patterns:** Commuting days have shifted to mid-week, with fewer people traveling on Mondays and Fridays.
4. **Higher-Income Remote Workers:** Remote workers tend to have higher incomes, while low-income community members are less likely to telework.
5. **Weekend Ridership Recovery:** Weekend ridership has recovered faster than weekday ridership, driven by activities such as necessary shopping and appointments rather than work trips.
6. **Slow Recovery of Commuter Ridership:** Commuter ridership is recovering the slowest. Most agencies are operating at 2019 service levels, but operator shortages remain a challenge.

Whitman explained that to address these trends, transit agencies are focusing on equity and service design, maintaining service in high-need areas, extending service spans for nontraditional work hours, and considering flexible, on-demand services in areas with low density or challenging bus turnarounds.

Bergkamp summarized that these trends show that Intercity Transit is on the right track with its service innovations. She also discussed an example of Spokane Transit’s new Bus Rapid Transit (BRT) light, which is a trending cross-town route that’s attracting new ridership. Intercity Transit is also developing its zero-emissions fleet to be innovative and meet community needs.

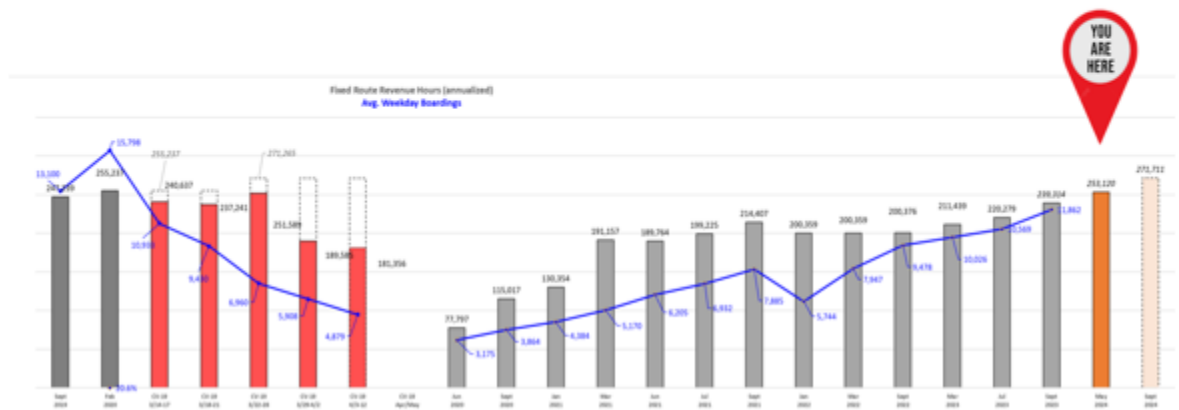
- **Proposition 1 Update:** The next presentation summarized by Bergkamp was from Rob LaFontaine, Planning Deputy Director at Intercity Transit. LaFontaine reviewed the status of the Proposition 1 commitments, detailing our progress and remaining tasks:
 - **2018-2019 Achievements:**
 - Introduced the 8th bus on Routes 62A and 62B.
 - Consolidated express commuter service.
 - Adjusted Route 62A into Northeast Lacey.
 - Increased Sunday frequency to match Saturday levels.
 - Extended service span and added trips on multiple routes.
 - Launched the Bus Rapid Transit (BRT) light demonstration pilot, “The One”.
 - Added queue jumps to support on-time performance.
 - Adopted the four-year zero-fare pilot.

- Renovated bus stops to support rear door boarding.
- Introduced new service areas, Route 65 in Northeast Lacey.

Bergkamp commented that by March 2020, Intercity Transit had made improvements for eight of its nine promises and only night-owl service remained as a work in progress. However, the COVID pandemic stopped all operations and progress in its tracks.

Figure 14-2 Long-Range Service Improvements Implementation Schedule

Service Restoration Progress



- **COVID Impact:**
 - April- June 2020, Intercity Transit transitioned to advanced reservation service due to stay-home orders.
 - Intercity Transit experienced significant drops in ridership.
 - Since July 2020, the focus shifted from expanding and the nine promises to restoring service to pre-COVID levels, Intercity Transit is currently at 93%.

Bergkamp was thrilled to announce that after almost 10 service changes, Intercity Transit has overcome significant challenges and full restoration is expected by September 2024.

- **Recent and Upcoming Service Enhancements:**
 - Improved frequency on Route 94.
 - Introduce modified DASH service for the capital campus.
 - Plan to resume Nightline late-night service, benefiting downtown businesses.

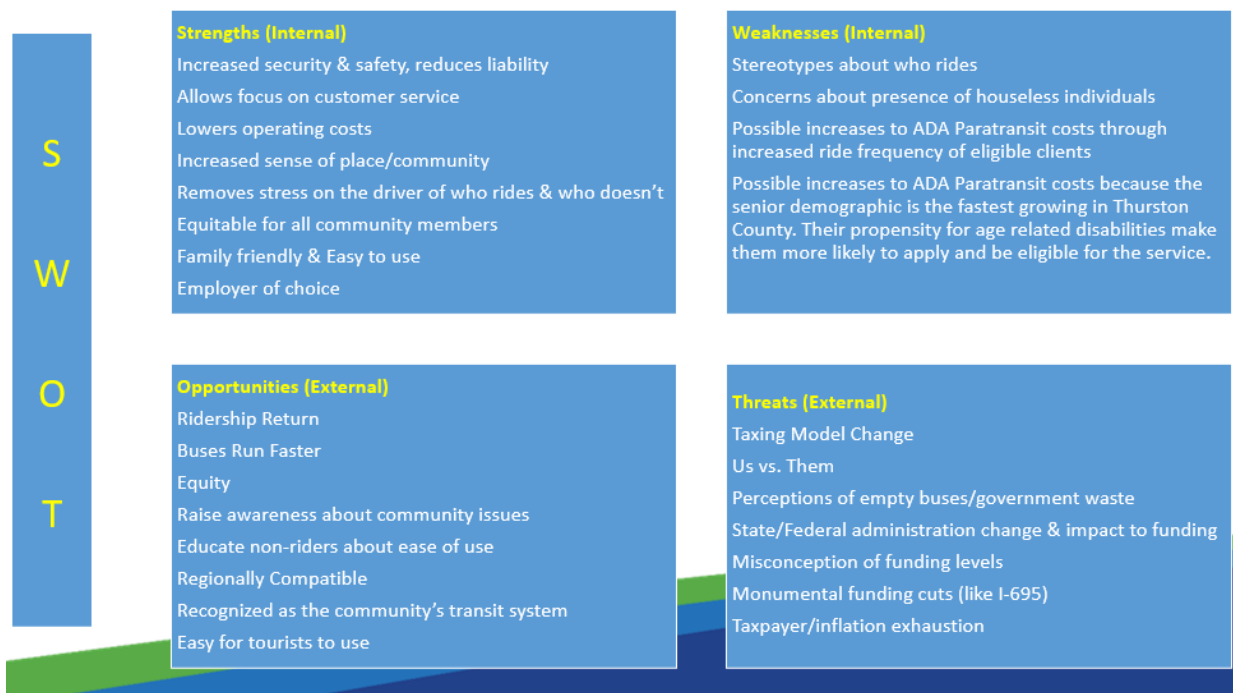
LaFontaine’s presentation highlighted several honorable mentions that were accomplished between 2020-2024. Despite COVID-19, Intercity Transit accomplished significant milestones, including the completion of new buildings, efforts towards zero emissions, leadership changes, updated service standards, and securing newly available funding through state or federal grants.

Looking ahead to 2025-2026, Intercity Transit’s plans include:

- **Uniform Service Levels:** Standard 30-minute frequency and service until at least 11:00 PM on all routes.
- **Exploring Fixed Route Options:** Including micro-transit and innovative service zones, particularly in under-served areas like Yelm.
- **Commuter Service:** Linking Hawks Prairie with Joint Base Lewis-McChord (JBLM).
- **High-Capacity Transit:** Using data from our current services to inform future high-frequency transit plans.
- **Eastward Expansion:** Extending service towards Martin Way and River Ridge High School.
- **Express Service to Yelm:** Pending the completion of SR 510 - Yelm Loop.
- **Frequent Service between West Olympia and East Lacey.**
- **Catering to Student Mobility Needs:** Ensuring reliable transit options for students, who remain a constant user group.
- **Expanded Service to Capitol Campus.**
- **Improved Service Allocation:** Overlapping routes to improve frequency.

Bergkamp shared that these efforts demonstrate Intercity Transit’s commitment to adapting to changing circumstances while fulfilling its long-term transit promises.

- **Zero Fare Implementation:** The next portion of the planning session involved Bergkamp leading attendees through a detailed update on zero-fare and a SWOT (strengths, weaknesses, opportunities, and threats) analysis exercise. She reminded the CAC that they received a briefing on this topic at last month’s meeting. As part of Proposition 1, the decision to implement a zero-fare system was influenced by the inefficiency and high administrative cost of fare collection. Zero-fare reduces operator-passenger disputes and the regressive impacts of sales tax to support equitable access to transit.



Following the SWOT analysis, there were no conclusive next steps regarding zero-fare. The ITA will continue to discuss the topic because the pilot was extended until 2028. Bergkamp explained that the extended pilot timeline was intended to allow Intercity Transit to collect ridership data to better understand the impacts of zero-fare.

- **Financial Forecasting:** Bergkamp asked the CAC to refer to their handouts from Jana Brown, Chief Financial Officer, who shared financial forecast scenarios at the planning session. Brown walked the ITA and staff through the next five years, financially by projecting revenue, expenses, and cash flow through 2029. Bergkamp noted that usually, long range financial forecasts include a 10-year plan, but because of COVID the agency's actual costs and income have fluctuated substantially.
 - **Funding Sources:** Brown took a conservative approach to revenue increasing by two and a half percent per year, which is on the low side. Operating revenues included passenger fares from Vanpool, Sales Tax Revenue, Federal/State Operating Assistance, Interest Revenues, and Other Revenues.
 - **Operating Expenditures:** Brown inflated operating expenses by about 15% for 2025 and 5% each year thereafter, creating a worst-case scenario. Bergkamp noted that 2025 will be a busy year for Intercity Transit as we get back on track with the nine promises and 2026 onward expenses should start to level out. Ultimately, the forecast showed conservative revenue and over-exaggerated operating expenditures.
 - **Capital Activity:** Brown then showed upcoming construction impacts, net proceeds from grants, and the net negative cash flow for capital activity through 2029.
 - **Cash Activity:** In the final section of the financial plan, Brown projected beginning cash balances, less operating reserves and the ending total cash (with reserves).

Bergkamp explained that the forecast shows Intercity Transit is in a very stable fiscal position out through 2029. The plan also includes the possibility of vehicle replacements and the Climate Commitment Act being repealed. Additional highlights from Jana Brown note that Intercity Transit has been in a growth phase for several years and is beginning to level out. Bergkamp is mindful about increasing service and staffing levels to the point where it's feasible for the size of the community and not becoming a larger system such as Pierce Transit or King County Metro. Jana Brown will continue to build out a longer 10-year forecast as time goes on and plans to incorporate service level changes, as well as facilities and maintenance needs.

- **Development and Grant Priorities:** After the financial forecasting presentation, Peter Stackpole spoke on grant and development priorities to provide an idea of some of the larger projects that are on the horizon. These priorities include High-Capacity Transit (BRT Light), Smart Corridors, East Martin Way Gateway Station, Real Time Signage, and supporting other agency priorities.
- **Climate Commitment Act (CCA) Repeal Impacts:** The last presentation Bergkamp reviewed was CCA funding impacts. Bergkamp presented a detailed chart showing impacted programs: bus and bus facility grants (E. Martin Way facility), green transportation program (fuel cell electric battery demonstration project), paratransit/special needs services, transit support grants (free youth ridership – fixed route and village vans staff), and Cascade Statewide youth development (Walk N Roll operating costs). Bergkamp explained that Intercity Transit would need to look for additional funding over the next 7 biennia to cover a projected 83% loss of grant funding for these programs.

Bergkamp thanked the CAC for their attention to her summary of the planning session and invited questions.

Ursula Euler shared that she attended most of the ITA planning session. She expressed her appreciation for the ITA giving CAC members that opportunity. During the planning session, Euler commented on the topic of shifts of ridership times and overall ridership decline that caught her attention. She noticed that this is at a time when IT is poised to embark on a venture to get to carbon neutral bus service. Euler believes that the Climate Commitment Act (CCA) money could fund some of that. Buying electric buses is easy, relatively speaking. Increasing ridership is hard. Euler thinks that a focus and incentivization of riding the bus should come first, and before, or at least concurrently with the focus on placing new electric buses into service. Euler also asked about using CCA money to "pay" people to ride the bus, for example. Put another way: provide monetary incentives for people to ride the bus, perhaps in exchange for an obligation to report on their experience to IT, who reports to the public. In Euler's view, it is important to fill buses and fill buses with people of all walks of life, the student, the engineer, the maintenance worker, the mother, the dentist, the clerk, and so on, you get the picture. Improved ridership and getting people out of their cars is where a bus company will have the largest impact on carbon footprint reduction.

Bergkamp agreed that increasing ridership can have a significant impact. She highlighted that the marketing department developed an outreach strategy to engage both current and potential riders. The goal is to reengage the community and emphasize the value of transit services, including zero-emissions buses. Bergkamp shared that low ridership due to reduced service levels can affect people's perception of transit's value. Creative incentives beyond monetary ones might help increase ridership and it's essential to communicate with the community about Intercity Transit's service to prevent it from blending into the background. She thanked Euler for her comments.

JoAnn Scott commented that to increase ridership we also need to educate riders that the bus is a safe mode of transportation.

Ty Flint asked if the CCA was repealed, would Intercity Transit need to reduce service.

Bergkamp responded that the long-range financial forecast did not include any CCA funding. If the CCA were repealed, it should not lead Intercity Transit to a position of cutting service.

Debbie Sullivan shared that ridership is not just an Intercity Transit issue, it is also on the jurisdictions to support ridership with urban planning and easier access to transit.

Ty Flint responded that it was encouraging to see all the transit-friendly development around Tumwater.

Rachel Wilson inquired about getting an update from marketing. She also noted the cost savings between driving and maintaining a car versus being a part of a community effort by riding a bus.

Bergkamp agreed that riding the bus can lead to unexpected connections. She recently reunited with an old friend after years of not seeing each other as they rode together on Route 94. She also thanked Wilson for her participation in community events recently.

Doug Riddels asked how much influence Intercity Transit have in the broader planning process.

Bergkamp answered that Intercity Transit is actively involved in urban planning and participates in updating comprehensive plans for various cities and the county. Development Director, Peter Stackpole, and others have built strong connections with local authorities to ensure that transit needs are considered. This involvement is reinforced by board members who are elected officials in their communities. Despite occasional oversight, their proactive efforts help maintain Intercity Transit's presence in planning discussions.

David Payton asked if a survey was ever collected to determine what level of frequency is needed to drive ridership. Payton also expressed understanding of the constraints increased service has on labor management, scheduling, etc.

Bergkamp responded that Nelson Nygaard determined the threshold was 15-30 min. intervals and with an emphasis on maintaining consistency throughout the day. Bergkamp and staff will be doing a deeper dive as they work to update the Title VI plan. This work includes analyzing census data and demographics to ensure route effectiveness, particularly for areas with high population density and specific demographic needs. The Martin Way corridor is a high-performance route that demonstrates the importance of service frequency. Rob LaFontaine will be presenting an update to the CAC regarding Title VI in a future meeting and Bergkamp encouraged Payton to table these questions to bring forth for Rob.

CONSUMER ISSUES

JoAnn Scott asked if Intercity Transit has their bus schedules on audio for community members who need different formats other than a visual schedule.

Bergkamp shared that Intercity Transit's Customer Service Department can assist with providing schedules in audio and other accessible formats.

Rachel Wilson noticed that Google Maps was feeding her the wrong times a few weeks ago.

Bergkamp shared that due to a recent service change there was an issue with the General Transit Feed Specification (GTFS), which transmits our current bus route information to Google maps. Despite sending the information to Google, there seems to be a delay in implementation.

JoAnn Scott East Bay Dr. and State needs a trashcan and bus schedule on the stop.

Bergkamp responded that she would share this request with Planning.

Harrison Ashby was very glad to see The One back in action. She also inquired if the service will be expanded further East.

Bergkamp responded, yes, the goal will be to expand both East and West, eventually utilizing a new turn-around facility on East Martin Way.

No further consumer issues.

REPORTS

- **April 17, 2024, ITA Report** – Harrison Ashby attended the meeting and reported the following meeting highlights: Authorized purchase of FCEB, two work trucks, scheduled two public hearings TIP, CIP. Staff introductions: Operator class, marketing, and communications representative. Public comment from community members regarding the proposed Lacey roundabout.

- **May 1, 2024, ITA Report** – JoAnn Scott attended the meeting, ITA Meeting Highlights were provided with May's Agenda Packet.
- **May 15, 2024, ITA Report** – Ty Flint attended the meeting and reported the following meeting highlights: several community members provided testimony at the public hearing regarding their disagreement with the proposed roundabout in Lacey.
- **General Manager's Report** – Bergkamp provided the General Manager's report including:

To commemorate National Police Week May 12 – 18, 2024 Executive Assistant and Public Records Officer Amanda Collins, along with Operator Nicole Jones, collected employee signatures for banners which were delivered to our local law enforcement partners, along with some fresh donuts on, May 15, Peace Officers Memorial Day. This was Intercity Transit's way of showing our gratitude and appreciation for our local law enforcement partners in their continued aid and support of our daily transit operations.

At the Intercity Transit Authority Board meeting on May 15, public hearings were held for both our Transit Improvement and Capital Improvement Plans (TIP & CIP). The TIP is an annually updated list of Intercity Transit's program of funded and potentially funded projects that utilize federal funds. The CIP is a planning tool to further articulate projects referenced in the TIP, Transit Development, and Strategic Planning process. The CIP is updated every year for inclusion in the annual budget process, discussions, and approvals. Projects listed in both the TIP and CIP may or may not come to fruition, but we must account for them as a requirement to apply for federal funding through the TIP, and budget for their possible implementation through the CIP.

At these public hearings, we did have several members of the public from the Ridgeview Neighborhoods and surrounding area in Northeast Lacey attend and share their concerns regarding our proposed Northeast Lacey Operational Support Terminal Facility project, which is listed both in the TIP and CIP. Intercity Transit hopes the project will establish the following:

- An integrated bus turnaround facility, and
- station area at the intersection of east Martin Way and Meridian Road through the concept of a roundabout and pedestrian access design aspiring to increase pedestrian safety, meet our operational needs, and the current and future needs of traffic that influence intersection usage today.

Development Director Peter Stackpole has gone above and beyond both listening carefully and responding to these community members' concerns, with the utmost professionalism and trademark Intercity Transit customer service. The community members who have provided public comment are concerned a potential roundabout may make traffic issues in the area worse. Peter has shared that to date the Intercity Transit Authority has only approved a preliminary feasibility study phase, to include among others traffic pattern studies and environmental permitting. This first phase, especially the traffic modeling piece, will be essential for determining if this project is even feasible before any design work can take place. It is vital to model existing and future traffic conditions, especially given the development occurring at or near that intersection. This project was proposed not to solely benefit transit, but to also benefit pedestrians and motorists traveling the corridor. However,

these potential benefits will only be realized if through the due diligence we are facilitating now in the first phase in accurately modeling existing and future traffic conditions for all users.

NEXT MEETING: June 17, 2024, at the Olympia Transit Center

- ADJOURNMENT at 7:11 pm.

Prepared by Amanda Collins

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**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: June 17, 2024**

FOR: Community Advisory Committee

FROM: Alana Neal, Human Resources Deputy Director, 564.233.1982

SUBJECT: DEI Committee - Juneteenth Presentation

1) **The Issue:** Brief the CAC and ITA on the agency's Diversity, Equity, and Inclusion (DEI) Committee, introduce committee members, and highlight the importance of recognizing Juneteenth and how the agency celebrated this holiday.

2) **Recommended Action:** Information only

3) **Policy Analysis:** The HR Deputy Director is Chair of the DEI Committee and will introduce available committee members. The DEI Committee is responsible for leading efforts to develop a culture of belonging for our workforce so that every employee feels valued and safe to be their authentic selves.

4) **Background:** N/A

5) **Alternatives:** N/A

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

7) **Goal Reference:** Building a culture of belonging for our workforce and recognizing important historical milestones such as Juneteenth supports the agency's ability to meet each of the agency's goals. However, it especially aligns with 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.

8) **References:** N/A

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: June 17, 2024

FOR: Community Advisory Committee

FROM: Kevin Karkoski, Dial-A-Lift Manager, 360.236.5044

SUBJECT: Dial-A-Lift, Travel Training & Bus Buddy Program Update

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- 1) **The Issue:** Provide the CAC with an update on Dial-A-Lift (DAL) services, Travel Training, and the Bus Buddy Program.
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- 2) **Recommended Action:** Information only.
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- 3) **Policy Analysis:** The DAL Manager will provide updates to the CAC at least once a year, and more often as requested.
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- 4) **Background:** DAL, Travel Training, and the Bus Buddy Program are vital services of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.
- DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so. The Bus Buddy Program is a partnership with Catholic Community Services and provides the support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed route.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 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.”*
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- 8) **References:** N/A.

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-C
MEETING DATE: JUNE 17, 2024

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Deputy Director, 350-705-5832

SUBJECT: Presentation, 2024 - 2027 Title VI Program Update

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- 1) **The Issue:** Provide a presentation and dialogue previewing the update of Intercity Transit's Title VI Program.
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- 2) **Recommended Action:** Information and discussion.
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- 3) **Policy Analysis:** A preparatory presentation intended to assist CAC members in better understanding the Federal requirements of a Title VI Program, including Public Participation, Language Assistance, Service Standards, and evaluating Major Changes to service.
-
- 4) **Background:** As a requirement under Title VI of the US Civil Rights Act, transit agencies update their Title VI Programs every three years. Intercity Transit will submit an updated Program to the FTA on or before October 1, 2024. The forthcoming Program must reflect specific Standards and Policies required of transit systems operating in urban areas exceeding 200,000 in population. One of the more significant updates for 2024 are definitions of a Major Service Change, as well as metrics and thresholds needed to detect disparity of minority populations and disproportionate financial burdens on low-income populations.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding customer service." **Goal #6:** "Encourage use of our services, reduce barriers 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."
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- 8) **References:** N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-D
MEETING DATE: June 17, 2024**

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Deputy Director

SUBJECT: 2024 - 2029 Transit Development Plan (TDP)

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- 1) **The Issue:** Provide the CAC with an overview and discussion of the 6-year Transit Development Plan, including planned changes to service

 - 2) **Recommended Action:** Information and discussion.

 - 3) **Policy Analysis:** As a means to improve outreach, transparency, and public involvement a draft of the 2024 - 2029 Transit Development Plan will be shared with the CAC prior to a formal public hearing with the Authority Board.

 - 4) **Background:** The State of Washington, under RCW Section 35.58.2795, requires each public transit system provide an annual status report and update of its Transit Development Plan (TDP). This requires the transit system to conduct a public hearing on the plan.

The update must include the following elements:

- a) Description of the service area, operations and facilities;
- b) State and agency goals, objectives, and action strategies;
- c) Local performance standards and measures; and
- d) Multiyear financial plan with forecasted changes to service, capital expenses and projects of regional significance.

Following the public hearing on the TDP on July 17th, staff will tentatively seek final adoption by the Transit Authority on August 7, 2024. Any public comment about the TDP received by Intercity Transit prior to the public hearing deadline will be distributed to the Authority as part of the public record. The finalized update of the Transit Development Plan will be shared with regional jurisdictions and filed with the Washington State Department of Transportation.

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

6) **Budget Notes:** This is currently covered under the 2024 Budget. The TDP simply reports on past and projected services and service levels. The development of next year's budget will be accomplished later in 2024, when discussions on the annual update of the agency's Strategic Plan takes place.

7) **Goal Reference:** **Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #4:** *"Provide responsive transportation options within financial limitations."*

8) **References:** Process Timeline

2024 Timeline for TDP Process:

June 17:	Overview presentation and discussion with the CAC
June 19:	Present TDP process timeline and authorize a public hearing
June 24:	Post the Draft TDP at www.intercitytransit.com and invite public comment
July 17:	Conduct a Public Hearing at the ITA Meeting
August 7:	Request the ITA to Adopt the 2023 Summary & 2024-2029 TDP

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-E
MEETING DATE: June 17, 2024**

FOR: Community Advisory Committee

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

SUBJECT: 2024 Community Advisory Committee Recruitment

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- 1) **The Issue:** Present timeline and process information for the 2024 Community Advisory Committee (CAC) recruitment.
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- 2) **Recommended Action:** Select three members to participate on an ad-hoc committee to interview candidates and make recommendations to the full Authority.
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- 3) **Policy:** In 2001, the Intercity Transit Authority chartered a Community Advisory Committee. In 2011, the Authority approved an additional youth position, increasing the number of members from 19 to 20. It was the Authority's direction to conduct an annual recruitment. New members are appointed by the Authority.
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- 4) **Background:** The Community Advisory Committee members serve three-year terms and may serve no more than two consecutive three-year terms. The exception is the youth position which is a one-year term. The youth member can apply for a three-year position if they wish. Each fall, staff conducts a recruitment to fill vacancies which may occur throughout the year, through expiration of terms, or if members do not seek reappointment.

The CAC is comprised of 20 members. The goal is to have a group that is representative of the diversity of our community. Each fall, staff conduct recruitment to fill vacancies which may occur throughout the year, through expiration of terms, or if members do not seek reappointment.

Traditionally, three Authority members, along with three CAC members, will comprise the ad hoc committee which will conduct the interviews and make recommendations to the full Authority for appointment.

Applications are proposed to be available September 2, 2024, and due on October 4, 2024. The Authority will select interviewees on October 16, 2024. Interviews

are proposed for November 6, 2024, with candidate selection on November 20, 2024, or December 4, 2024.

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

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

7) **Goal References:** An engaged Community Advisory Committee supports all agency goals.

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

Authority Meeting Highlights/Summary
a brief recap of the June 5, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Adopted the 2025-2028 Transportation Improvement Program (TIP) for projects with anticipated Federal funding. *(Jessica Gould)*
- Authorized the General Manager to execute a one-year contract, with four one-year renewal options, with American Landscape Services, LLC to provide Landscaping and Grounds Maintenance Services at Intercity Transit facilities in the amount of \$148,500, including sales tax. *(Noelle Gordon)*
- Authorized the General Manager to execute a contract with TSI to provide extended warranty coverage of our camera systems on Coach and DAL vehicles effective September 8, 2024, through December 31, 2027, for a total amount not-to-exceed of \$373,235, inclusive of a 10% contingency for adjustments in fleet size and exclusive of sales tax. *(Jeff Peterson)*
- Adopted the Intercity Transit Capital Improvement Plan 2025-2029. *(Jana Brown)*
- Declared Vanpool Vehicles 2622 and 3009 as surplus. *(Noelle Gordon)*
- Canceled the Wednesday, July 3, 2024, Authority meeting. *(Emily Bergkamp)*
- Received an update on the East Martin Way Gateway Station Roundabout Project including the work done to date and discussed potential additions to the scope to address community concerns. *(Peter Stackpole)*
- Received an update on Dial-A-Lift (DAL) services, Travel Training, and the Bus Buddy Program. *(Kevin Karkoski)*
- Received a preparatory presentation intended to assist ITA members in better understanding the Federal requirements of a Title VI Program, including Public Participation, Language Assistance, Service Standards, and evaluating Major Changes to service. *(Rob LaFontaine)*
- Received **Public Comment** from members of the community with concerns about the proposed traffic circle at Martin Way and Duterrow/Meridian Roads.

Other Items of Interest:

- Congratulated the winners of the 2024 American Public Transportation Association's International Rodeo. Operator Rob Wood took first place in the driving competition, while the Maintenance team, comprised of Richelle Loken, Jonathan Reynolds, and Sean Malay, took first place in the USSC Bus Inspection, and 5th place overall in the Maintenance Competition. These top scores added up to Intercity Transit continuing its tradition of Rodeo excellence and being named the 2024 Grand Champion Transit System.

We recognized staff who participate and coordinate Rodeo events throughout the year, including Service Interruptions Supervisor, David Dudek, with support from his wife Lillian, Operations Supervisor, Bill Miller, with support from his wife Shanaka, and Maintenance Coach, Bryce Reinhardt, with support from his wife Annie.

Bergkamp also recognized Coach Technician Joe Bell. Bell was on the 2019 Maintenance Team with former employees Grant Swidecki and James Bush, who took first place in the written test in the maintenance modules and 13th place overall in the Maintenance Competition. By sharing his experience competing on the international stage with this young maintenance team, Bell helped ensure this International Rodeo Maintenance team could rightfully say to the other competitors “Don’t Call it a Comeback.”

Bergkamp thanked the Port of Olympia for allowing us to use the Olympia Airport as practice space for not only our Rodeo competitors but also new bus operators practicing for their CDL testing. Having adequate practice space for both needs is challenging for us, but using the airport grounds helps meet that need.

Also, former General Manager Ann Freeman-Manzanares attended this evening. Without her unwavering support, carrying on this tradition of excellence and becoming International Rodeo Champions would not and could not have happened. At past Rodeos, a street sign was featured with her name on it. The sign was created in 2016 for the 1st IT local Rodeo by former Facilities Manager, Mark Kallas, to be used as an ADA announcement street sign for one of two passenger stops on a past Rodeo course. It was used for two local Rodeos in 2016 and 2017 at the Olympia Airport. In 2018 and 2019 it was used again for our local Rodeo in our new bus yard after construction was completed. In 2022 and 2023 they were used for the 1st and 2nd Annual Regional Rodeo at the Olympia Brewery and it was the 1st obstacle at the 2024 International Rodeo where it was called out by 78 coach operators from across the country and Canada. Tonight, we retired her sign and presented it to her in recognition of all the love and devotion she poured into Intercity Transit for 30 years.

- Lynne Cunningham introduced **Sharon Martin, Senior Vanpool Coordinator.**
- David Chaffee introduced **Christopher Shultz and Dylan Swanstrom, Technicians.**
- David Chaffee introduced **Kyle White, Vehicle Detailer.**
- Michael Midstokke introduced **Rob Wood, Operations Supervisor.**

General Manager’s Report:

Bergkamp invited the Board and staff to save the date for Transit Appreciation Day on July 31, 2024, to celebrate the work of all transit industry employees, Board Members, Community Advisory Committee members, and volunteers. This year’s theme is Summer Beach Party.

Intercity Transit is excited to participate in spring and summer events and parades again this year. The Bubble Bus made its seasonal debut at the Lacey Spring Fun Fair on Saturday, May 18. For more appearances, look for information about where to see the Bubble Bus this season by following us on Facebook (@ IntercityTransit) and Twitter (@intercitytransi).

Intercity Transit staffed a table at the Boys & Girls Club Foundation for the Future Breakfast Fundraiser. A great event for a great cause – a special thanks to staff who were able to attend and support the club.

On May 23, 2024, the new Employee Parking lot opened for use. This has been a long process with multiple setbacks, but we are all relieved to have this new and improved parking lot up and running. Big kudos to architecture firm Stantec, construction firm Forma, and Jonathon Yee, Fleet & Facilities Maintenance Director for his dedication to this very long process.

ITA Member, City of Lacey Councilmember, and Toastmaster Carolyn Cox has been discussing the opportunity for Intercity Transit employees to participate in a local Toastmasters Club called Stately Speakers by offering a hybrid meeting place for the club. IT hosted a Toastmaster club in the past called Easy Speakers and it was an incredibly beneficial as a professional development tool for our employees and it would be great to offer that opportunity again.

Thurston County Auditor, Mary Hall, visited Intercity Transit last week for a meet and greet plus took a tour of our new facilities. We discussed areas of partnership to share information about how community members can use Intercity Transit to access ballot drop off boxes, accessible voting stations, and the new Voting and Ballot processing center.

Local staff member from Patty Murray's office, Daniel Pailthorpe, toured the Walk N Roll Bike Shop. As an avid cyclist, he thoroughly enjoyed seeing the bike shop in action. Afterwards, he met with Bergkamp and Jessica Gould to discuss future discretionary funding opportunities.

All Intercity Transit staff are invited to attend IT's monthly in-person senior management team meetings. This is so staff have an opportunity to observe and understand the topics of discussion of the senior management team and how we collaborate with each other for more effective agency management, and to share the spirit of transparency the senior management team operates within.

Congratulations to Operator Class 24-02 who graduated on Friday, May 31, 2024, and hit the road solo on Sunday, June 2.

Prepared June 6, 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	ABSENT							
David	Payton	X	X	X	X								
Doug	Riddels	X	X	X	X								
Eliane	Wilson	X	X	X	X	ABSENT							
Garrett	Fuelling	X	X	X	X	ABSENT							
Harrison	Ashby	X	X	X	X								
JoAnn	Scott	X	X	X	X								
Lloyd	Peterson	X	ABSENT	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	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	ABSENT							
YOUTH John-Paul	Fox Seidel	X	X	X	X								

= Joint meeting does not count against required meeting attendance