

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
August 19, 2024 - Olympia Transit Center
5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 264 656 889 909
Passcode: 2ohP6v or call in (audio only) +1 929-229-5501, 484380004# United States,
New York City Phone Conference ID: 484 380 004#

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Clark Gilman</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. August 21, 2024, ITA Meeting - (<i>Rachel Weber</i>) | |
| | B. September 4, 2024, ITA Meeting - (<i>Rachel Wilson</i>) | |
| | C. September 18, 2024, Joint Meeting - (<i>All</i>) | |
| | D. October 2, 2024, ITA Meeting - (<i>Need Volunteer</i>) | |
| IV. | APPROVAL OF MINUTES - June 17, 2024 | 1 min. |
| V. | NEW BUSINESS | |
| | A. 2024-2029 Hazard Mitigation Plan (<i>Zach Heinemeyer</i>) | 15 min. |
| | B. CAC Self-Assessment (<i>Emily Bergkamp</i>) | 15 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | 10 min. |
| | A. July 17, 2024, ITA Report (<i>Ursula Euler</i>) | |
| | B. August 7, 2024, ITA Report (<i>Eliane Wilson</i>) | |
| | C. General Manager's Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING - September 18, 2024, ITA/CAC Joint Meeting | 1 min. |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

Intercity Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. 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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Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
June 17, 2024 - Hybrid Meeting

CALL TO ORDER

Chair Wilson called the hybrid June 17, 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; David Payton; Garrett Fuelling; Harrison Ashby; JoAnn Scott; Marilyn Scott; Nicole Smit; Rachel Wilson; Rachel Weber; Ursula Euler; and John-Paul Fox Seidel.

Absent: Clair Bourgeois; Doug Riddels; Lloyd Peterson; and Trina Primm.

Staff Present: Amanda Collins; Emily Bergkamp; Rob LaFontaine; Michael Maverick; Peter Stackpole and Nathaniel Davis.

APPROVAL OF AGENDA

It was M/S/A by RACHEL WEBER and TY FLINT to approve the agenda.

INTRODUCTIONS

Wilson introduced Authority member, Don Melnick, as the ITA representative scheduled to appear. Unfortunately, Melnick was unable to attend the meeting.

MEETING ATTENDANCE

- A. June 19, 2024, ITA Meeting - Nicole Smit
- B. July 3, 2024, ITA Meeting - Cancelled
- C. July 17, 2024, ITA Meeting - Ursula Euler

APPROVAL OF MINUTES

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

NEW BUSINESS

A. DAL, Bus Buddy, and Travel Training Update - (Kevin Karkoski)

Karkoski introduced himself as the Dial-a-Lift (DAL) Program Manager with Intercity Transit and provided an update on DAL services, Travel Training, and the Bus Buddy Program. 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. Karkoski also discussed how the Americans with Disabilities Act (ADA) applies to transit services and the realities facing our aging population.

Karkoski began with an agency overview that highlighted Intercity Transit's service area, Fixed Route System, ADA paratransit, DAL program, Rideshare programs, and outreach

initiatives. He also shared the history of how the Americans with Disabilities Act has impacted transit services. In 1990, the ADA was enacted and required accessibility of all new transportation facilities and vehicles in a Fixed Route System. In 1992, the ADA also required equivalent access to demand response services for individuals whose disability prevents them from riding the Fixed Route System. Dial-a-Lift, which is Intercity Transit's complimentary Paratransit Service System was started and its service area is required to extend a minimum of $\frac{3}{4}$ mile beyond the boundaries of the Fixed Route System. In addition to the DAL program, all Intercity Transit buses have been equipped with wheelchair ramps and kneel for ease of boarding, as well as voice and text announcements that play before each stop. There is an ongoing commitment to improved bus stop accessibility through the addition of bus shelters, sidewalk visibility striping, and sidewalk ramp installation. All Intercity Transit's Operators are Passenger Service and Safety Certified to provide quality customer service for all riders on both the Fixed Route System and Dial-a-Lift program.

Karkoski went into further detail about the Dial-a-Lift program, which is an ADA mandated service for people whose disability prevents them from riding the Fixed Route System. DAL Clients must apply for eligibility and recertify every three years. DAL is a shared ride service that serves $\frac{3}{4}$ of a mile beyond the boundaries of the Fixed Route System. The DAL application includes a portion completed by the applicant so they can describe their challenges or abilities, and another portion completed by their medical provider who provides additional information regarding the applicant's disability and how it impacts their ability to use the Fixed Route System. Karkoski clarified that DAL rides are considered a shared service and oftentimes clients ride along with other clients who share similar routes. This allows the program to be administered in the most efficient and cost-effective manner. Dial-a-Lift staff have observed that with the return to pre-COVID service levels without restrictions, many clients are being educated that this is a shared service, and they may need to travel with other clients.

Eligibility criteria include:

- A Client being unable to board, ride, or exit a ramp equipped bus without assistance, OR
- A Client that needs to utilize a ramp, but the ramp cannot be deployed safely at their bus stop, OR
- A Client who has a disability that prevents travel to and from a bus stop under certain conditions.

The categories of program approval include:

- **Unconditional:** A Client can ride anywhere they want within the service area if they are riding during their nearby bus route service hours. DAL service is fully equivalent to Fixed Route service.
- **Conditional:** A Client can utilize DAL service under certain circumstances. Conditions can include walking distance for the trip, weather conditions, etc.
- **Temporary:** A Client can utilize DAL service for a limited time period due to a temporary illness, injury, or disability. About $\frac{1}{3}$ of DAL Clients are currently approved with temporary eligibility.

In 2023, DAL served 1,858 clients and received 990 applications for DAL service. Of the applications, 55% were granted full or unconditional approval, 14% conditional approval, 26% temporary approval, 5% were ineligible. Approximately 31% of the total applications were existing DAL clients applying for recertification. Another tool utilized

by the DAL program is to invite an applicant to complete a functional assessment at the Olympia Transit Center. The assessment includes observing an applicant riding the bus and completing a 2500-foot course within an allotted time. Some applicants can complete the course and assessment, which demonstrates that they may be successful in riding the Fixed Route System. The DAL program has increased the number of functional assessments performed annually to truly vet potential applicants and ensure there is a true need for DAL service. Another assessment tool can be utilized for applicants with cognitive disabilities, and it observes an applicant utilize the routes they would be riding to determine if they can independently navigate the bus system. Karkoski noted that not all applicants need to complete an assessment. Only 287 functional assessments were completed in 2023, which is about a third of total applications.

DAL Program Statistics:

- 134,052 trips in 2023, an increase of 5% from the previous year.
- 96% on-time performance in 2023.
- 77,152 phone calls in 2023, an increase of 12% from the previous year.
- 95% customer satisfaction rating (Moore & Associates, Inc. 2016).

In October 2023, the scheduling and dispatching software was upgraded to Via Mobility. Early data shows that the new software has improved on-time performance to 99%, with many days achieving 100%. The project began in March 2022 and proposals were reviewed through a procurement process in October 2022. Once Via was selected, Intercity Transit's Authority board approved the contract and implementation began in February 2023 with a go live date of October 16, 2023.

Karkoski then introduced the Travel Training Program which teaches independent bus travel and is individualized to each person's needs. Travel Training supports origin to destination trip planning and provides an orientation to all aspects of bus travel. Additionally, Travel Trainers will provide mobility device training for folks who want the ability to practice with their equipment on a bus in a controlled environment to improve confidence. Travel Training creates relationships with bus riders for continued assistance as needs change. Intercity Transit has established agency partnerships to assist transitional students and other individuals with disabilities as they enter the workforce and begin to utilize the Fixed Route System for transportation to and from work.

Karkoski then reviewed the Bus Buddy Program, which is different from Travel Training. Bus Buddies offer ongoing support and companionship beyond the initial education provided in the Travel Training program. The Bus Buddy program's primary goal is to assist individuals by enhancing their mobility, increasing their independence, and maintaining their independent living. Oftentimes, Karkoski shared Bus Buddy program participants are new to the service area and may be familiar with riding a bus but need additional help navigating Intercity Transit's system. Bus Buddies are experienced volunteer riders, and the program is coordinated through a partnership with Catholic Community Services utilizing grant funds from WSDOT. In 2023, the Bus Buddy Program assisted 23 individuals, including 6 DAL clients who successfully rode the fixed route system. The Thurston County Bus Buddy program was recognized "as the most successful Bus Buddy Program in the United States" by the WSDOT and the FTA.

Karkoski answered questions

Marilyn Scott inquired about on-time performance and if one of the reasons contributing to this is that people are late for a scheduled ride? And if so, how long do drivers wait?

Karkoski answered that all clients have a designated pick-up window of time and are given a five-minute grace period from the time their driver arrives within the pickup time. With the old scheduling system, staff had to complete the night-before reminder calls and with the new system, there is now an option to receive a call or text reminder of the ride. The reminder is sent the night before, as well as 15 minutes prior to the arrival of the vehicle in real-time. Folks can opt out, but most appreciate the reminders and it's helped the program to increase on-time performance. If a client is taking too long and the driver needs to move forward on the route without them, they can also try to schedule a same-day ride later on with the new system. However, drivers do not leave very many people behind.

Smit asked Karkoski to elaborate on the issue of DAL clients thinking of the program as a personal taxi service and how staff are addressing this.

Karkoski replied that this has only been an issue since COVID, which caused a lot of changes to Intercity Transit operations. Most clients have continued the service and understand that operations are returning to pre-COVID service levels.

B. Title VI Update

Rob LaFontaine, Planning Deputy Director shared a condensed version of a presentation regarding Title VI compliance.

LaFontaine, reviewed the purpose of Title VI, which ensures that no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. His presentation outlines the changes and updates Intercity Transit will need to implement to stay in compliance with those regulations. Title VI compliance is a critical aspect of Intercity Transit operations, especially since the 2020 Census results. The Olympia-Lacey urban area, which is officially recognized by the Census Bureau, now has a population exceeding 200,000. This change reclassifies Intercity Transit to a large transit agency according to the U.S. Department of Transportation. Consequently, LaFontaine explained that IT faces greater accountability and must demonstrate an active effort to eliminate racial and ethnic discrimination from our services.

LaFontaine explained that staff have been working to update the Title VI program for several months, with the goal of submitting a comprehensive document to the Federal Transit Administration (FTA) by October 1st to remain compliant. This update is substantial, involving new documents and revisions to existing ones to better reflect Intercity Transit's commitment to nondiscrimination.

LaFontaine reviewed several Title VI program elements:

- **Public Notices:** These are displayed at IT facilities and on our website to inform the public of their rights under Title VI.

- **Complaint Procedures:** Intercity Transit must have a process for individuals to file discrimination complaints and maintain records of these complaints and investigations.
- **Public Participation Plan:** This outlines IT's approach to engaging the community in decision-making processes, especially when changes in bus services are proposed.
- **Language Assistance Plan:** Ensuring that individuals with limited English proficiency (LEP) have meaningful access to our services.
 - LaFontaine also elaborated that under the Safe Harbor Provision, Intercity Transit must translate vital documents into languages spoken by significant LEP populations. In our service area, Spanish, Vietnamese, and Korean are the primary languages spoken by over 1,000 individuals, thus requiring translation of essential documents. Additionally, tools like Google Translate on Intercity Transit's website help provide real-time translation services.
- **Minority Representation:** Intercity Transit must report on the racial composition of our governing bodies to ensure diverse representation.
- **Contracting and Procurement:** Ensuring that our spending practices support Title VI compliance.
- **Equity Analysis:** Any new facilities or major service changes must undergo an equity analysis to prevent discriminatory effects.
 - **Major Service Changes Defined:**
 - Changes reducing or increasing an individual route's revenue hours by specific percentages.
 - Changes in the number of consecutive bus stops.
 - Creation or discontinuation of routes.
 - Relocation of bus stops used by many passengers.
 - **Threshold for Disparity:** LaFontaine proposed a 3% threshold above the 30.4% minority population for measuring adverse effects, one of the lowest values considered.
 - **Action Steps:** If disparities are found, staff will explore mitigation options or justify the changes.
- **Service Standards and Policies:** To guide how we measure and monitor our transit services to ensure they are equitable.
 - **Metrics Tracked:** Passenger loads, frequency, on-time performance, distribution of service, etc.
 - **Purpose:** Acts as a report card to ensure service is distributed equitably.

LaFontaine paused for questions.

Ursula Euler asked about the service equity analysis and the use of demographic data, maps, and surveys. She wanted to know if there are specific surveys or maps available from sources like Thurston County or the state of Washington to assist in this analysis.

LaFontaine confirmed that they can generate their own maps through GIS, a powerful mapping software. They have access to a wide range of data from the U.S. Census and the American Community Survey (ACS). Additionally, they can collect local and regional data from the Thurston Regional Planning Council (TRPC), which maintains an active GIS team. The board also mentioned that they

conduct their own surveys, such as the passenger intercept survey conducted last fall, and use this data along with ridership and GIS data for their equity analysis.

Betty Hauser asked for clarification on the term "GIS," and LaFontaine answered that it stands for Geographic Information Systems.

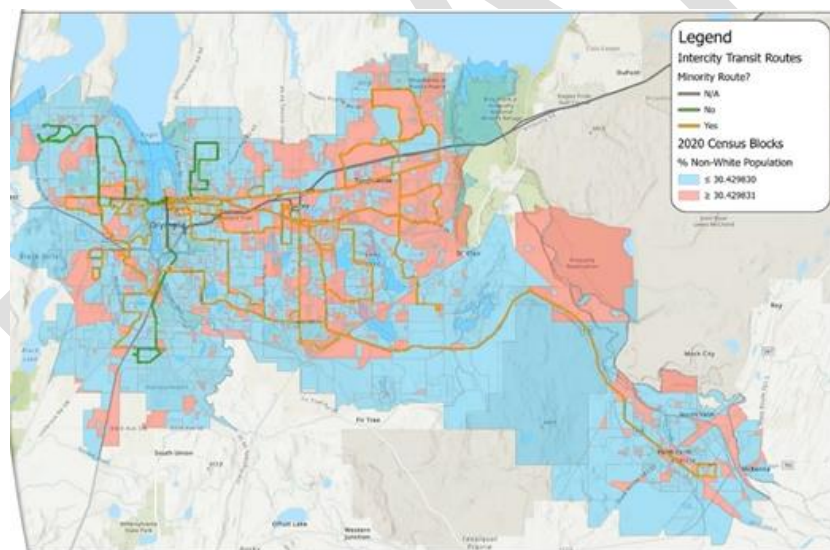
Amanda Collins shared a question that was emailed regarding demographic information that is being requested from CAC members and if Title VI only seeks ethnicity and racial demographic information or other information too.

LaFontaine confirmed that it is only ethnicity and racial demographic information.

Eliane Wilson asked if an equity analysis was every completed before.

LaFontaine answered that this was a new assignment for Intercity Transit and as an agency, we did not engage in a formal equity analysis before these requirements.

LaFontaine shared that Intercity Transit updated its demographic data through a passenger intercept survey conducted with the help of Western Washington University. This data will help define and monitor service standards to ensure nondiscriminatory transit operations.



LaFontaine provided visual distribution of minority populations and shared how the data compared to the passenger survey. The presentation displayed a Census Block Map with blue highlighted areas containing less than 30.4% minority concentration, while pink highlighted areas having more than 30.4%.

- **Key Findings:**

- **Minority Representation:** 30.4% of the service area's population is non-white, according to census data, but the survey showed 36% of passengers are non-white.

- **Language Proficiency:** Significant Spanish and Vietnamese-speaking populations; however, the survey showed twice the percentage of Spanish speakers and no Korean speakers.
- **Income Levels:** Census data indicates approximately 10% of the service area residents are low-income, while over 80% of survey respondents reported being low-income.

From these results, Intercity Transit developed a demographic profile of a transit user. When compared to the general community, bus passengers are proportionately more non-white, Spanish-speaking, low-income, and male.

LaFontaine further discussed the importance of conducting equity analyses for major service changes and outlined the criteria that define such changes, as well as encouraging public comments and continuously improving practices to ensure non-discriminatory service. Whenever a major service change is proposed, staff will conduct a thorough analysis and report the findings to ensure compliance with Title VI. The Community Advisory Committee will play a crucial role in reviewing these reports and providing recommendations to the Intercity Transit Authority Board.

The timeline for Title VI Plan next steps includes a public hearing on July 17th marking an end to the formal public comment period, and final adoption that will be voted on in August before forwarding for the Federal Transportation Administration's (FTA) review.

LaFontaine invited questions.

Rachel Weber mentioned that one of the points for a major change is a certain revenue change and asked how that is measured.

LaFontaine answered that revenue hours is transit jargon that refers the time that the bus is in service and open to the public. While it may also refer to collecting fare, it is accepted by the industry that the term measures when the bus is in service.

C. Draft 2024-2029 Transportation Development Plan

LaFontaine transitioned his presentation to a new topic that focused on Washington State-specific requirements, rather than federal compliance. The Transit Development Plan (TDP) is mandatory for all transit agencies in Washington state to summarize past activities and project future services over the upcoming six years. The draft document summarizes activities from 2023 and planned services or development between 2024-2029. The TDP is due by September 1st and is open for public comment through July 17th when a public hearing is scheduled. Final approval by the Intercity Transit Authority Board is targeted for August.

During the presentation, LaFontaine described the purpose of several sections of the TDP.

- **Section 3: State and agency goals, objectives and action strategies**
 - Compares Intercity Transit goals with state transportation goals.
 - This comparison is beneficial for securing grants by showing alignment with broader mobility goals.

- **Section 5: Plan consistency**
 - Discusses planned consistency with local jurisdictions and regional plans.
 - Ensures that intercity transit planning is integrated with other local and regional development plans.
- **Section 7: Planned operating changes**
 - Focuses on long-range planning.
 - Includes major projects like bus rapid transit (BRT) on the Martin Way corridor.

LaFontaine noted that this year's TDP is finally moving beyond the focus of restoring transit services to pre-COVID service levels. Intercity Transit is projected to achieve pre-pandemic service levels by September 2024, which will be the final service restoration update. While the number of trips day-to-day are different to reflect changing commuter patterns, the volume of service is equivalent to what the community was receiving before the pandemic. Additionally, Intercity Transit staff are excited to begin long range planning for operational and service enhancements that were promised in the 2018 Long-Range Plan and on hold from 2020. These promises include: Expanded Span of Service, Improved Frequency, Service to New Areas, Maintain On-Time Performance, Enhanced Capital Facilities, Bus Rapid Transit (BRT), Night Owl Service, Enhanced Commuter Service, and Fare-Collection Efficiencies.

Bus Rapid Transit (BRT):

- High-frequency transit was originally piloted as “The One” in November 2019, service was recently relaunched in May 2024.
- The One is funded partly by state grants, with operational support through June 2025.
- The TDP outlines an expanded investment in high-performance, limited-stop service on the Martin Way corridor in September 2025.
- Transition to BRT will be gradual with a new identity and brand, and service expansion eastward to SE Lacey.

Redistribution of Underlying Service:

- Adjusting existing services to support the new high-frequency corridor.
- This involves dismantling and rebuilding the current network from the ground up to integrate with BRT.

Future Service Expansion:

- **New Routes and Areas:**
 - Introducing new cross-town routes.
 - Reviewing potential fixed route options for Old Hwy 99, Henderson Blvd., Linderson Way, Lilly Rd., Black Lake Blvd., Kinwood Rd., Mullen Rd., and more.
 - Exploring new commuter services, such as the “Lacey Express”, a grant-supported commuter route connecting Hawks Prairie to JBLM's Pierce Transit services.
- **Microtransit and On-Demand Services:**
 - Utilizing VIA software for flexible, demand-responsive transit solutions.
 - Potential to replace low-demand routes with on-demand services, especially for late-night coverage and expanding service to Yelm.

- **Student Mobility and Other Services:**
 - Addressing specific needs such as early morning activities, zero-hour classes, and crosstown services for students.
 - Enhancing connections to major community destinations like campuses and government buildings.
 - Focusing on robust service provision to areas with high student populations and activity centers.

LaFontaine discussed goals for operational improvements, including bus stop accessibility, continuing to refine service quality and on-time performance, and investing in infrastructure to support a high-frequency, efficient transit network. Staff have an ambitious plan to pivot the initial transit network to the next version that incorporates the long-range plan elements into a comprehensive network in 2025. This network will emphasize service quality, reliability, and accessibility with continuous monitoring and adjustments based on community feedback and operational data. Intercity Transit will encourage public participation and comments in the planning process and adjust plans based on community needs and feedback to ensure the transit network meets the evolving demands of the population.

LaFontaine answered questions.

Eliane Wilson asked LaFontaine to expand on what he means by redistributing services and if there would be changes to the existing bus stops.

LaFontaine answered that staff will be reviewing the network, which currently offers more than 1,000 bus stops in the service area. Intercity Transit will continue to provide service all stops, but will examine the routes and look for opportunities to add service to areas that we haven't previously served.

Ty Flint asked LaFontaine if the DASH was coming back, and if the route would still use the colorful buses from the past. LaFontaine stated the DASH will be coming back in September but has been redesigned to use 35 foot coaches with standard Intercity Transit branding. The colorful buses reached their useful life with us and were surplus.

Garrett Fuelling inquired about the status of DASH service and if funding is approved.

LaFontaine responded that he believes we have a very compelling grant through the Washington State Regional Mobility Program and should get notification in April of next year.

Emily Bergkamp thanked LaFontaine for he and his team's dedication to the Title VI program updates and continued service restoration and planning.

D. CAC Recruitment Ad hoc Committee

Emily Bergkamp, General Manager of Intercity Transit shared that it is time to begin recruitment efforts for CAC members whose term of service will begin in 2025.

The Ad hoc Committee will be comprised of three Intercity Transit Authority (ITA) members and three Community Advisory Committee (CAC) members who will interview and

recommend CAC members to fill upcoming vacancies. The Ad hoc Committee will also recommend a youth representative to serve for a one-year term.

In 2001, the Authority chartered an advisory committee and in 2011, the Authority voted to include a youth representative increasing the number of members from 19 to 20. It is the Authority's direction to conduct an annual recruitment for committee vacancies, with new members being appointed directly by the Authority. CAC member terms are three years long and members can serve no more than two consecutive terms with an exception for the youth position, which serves a one-year term. Vacancies are from members who have expired service terms or members who have resigned due to personal or work-related reasons. The goal is for the CAC to be representative of the diversity of our community. The recruitment process will fill upcoming and current vacancies.

Staff will make applications available on September 2nd, 2024, and collect responses by October 4th, 2024. The ITA will select interviewees on October 16th, 2024, and interviews are proposed for November 6th, 2024, with candidate selection to follow. Bergkamp also shared that the Authority is interested in learning more about a stipend option that will likely be an opt-in stipend. Amanda Collins, staff liaison, will be bringing more information for the Authority's review at an upcoming meeting. The goal with the stipend is to increase the diversity of the CAC and ensure that barriers to serving on the committee are mitigated.

Bergkamp invited self-nominations.

Rachel Weber, Rachel Wilson, and Eliane Wilson volunteered to serve on the Ad hoc Committee.

Bergkamp shared that the ITA representatives would be selected at an upcoming meeting.

CONSUMER ISSUES

JoAnn Scott elevated a concern about a Mullen Road bus stop that releases departing riders to very uneven terrain that resembles a ditch. Scott proposed moving the stop to the other side of the road to help with this.

LaFontaine responded that he would look at the issue.

Eliane Wilson extended her appreciation for the service expansion on route 620 and shared some suggestions to improve the visibility of the service at the 512 Park and Ride. The stop sign before the lot has outdated information about the 512/620 schedule and does not indicate that the bus travels to Olympia. Additionally, the scheduling dashboard in the shelter that includes all the Pierce Transit routes and all the Sound Transit routes, but not include Intercity Transit routes.

LaFontaine took notes regarding the comments.

No further consumer issues.

REPORTS

- **June 5, 2024, ITA Report** – Eliane Wilson attended the meeting and reported the following meeting highlights: a series of public comments about the study for the proposed East Martin Way round-about; Intercity Transit recognized the winners in the International

Roadeo and participants spoke about the benefits of the competition on skill development and team building; former General Manager, Ann Freeman-Manzanares was a special guest and received her retired Roadeo Sign; ITA presentations included the Dial-a-Lift update that was also shared with the CAC tonight by Kevin Karkoski and the Title VI update by Rob LaFontaine; and the ITA engaged in discussion about the concept of how to define and measure equity for Title VI compliance.

- **General Manager's Report** – Bergkamp provided the General Manager's report including:
 - Bergkamp invited CAC members to come ride the bubble bus in the Yelm Prairie Days Parade, which will take place on June 22nd at 9am near Yelm Cinemas. Volunteers should plan to arrive by 8:30am.
 - **CTAA Roadeo**
Dial-A-Lift (DAL) Operator Dan Savage recently competed in the Community Transportation Association of America's (CTAA) Roadeo held in West Palm Beach, FL, in the body on chassis division. Dan took 7th place overall, but also earned the "Most Spirited Driver" award. This award is a testament to Dan not only being dedicated to honing his craft as a professional driver through countless roadeo competitions, but to the kindness and compassion he shows to co-workers, DAL clients, and truly anyone he meets. Just like the classic Cake song, Dan understands that going "The Distance" doesn't always mean placing first at roadeos. There are lessons Dan learns from competing which he selflessly shares with others.
 - Bergkamp mentioned a reminder that the Regional South Sound Roadeo will take place the weekend of June 29/30. June 29 is practice day, while the 30th is competition day. The maintenance portion of the competition will take place at our maintenance shop on Pattison St., while the driving competition will take place at the Brewery Grounds.
 - **Toastmasters Back at Intercity Transit**
ITA Member, Lacey City Councilmember, and Toastmaster Carolyn Cox and Bergkamp have 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 to start in September. IT hosted a TM club in the past called Easy Speakers and it was an incredibly beneficial as a professional development tool for our employees and it will be great to offer that opportunity again.
 - **TAD July 31st Save the Date**
Bergkamp invited the CAC to save the date for Transit Appreciation Day on July 31st from 10 am to 4 pm 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.
 - **Capital City Pride**
Intercity Transit has reserved a booth at Capital City Pride again this year. Bergkamp invited CAC members to be able to stop by, say hi, and support our co-workers, friends and family members that are part of the LGBTQIA2+ (lesbian, gay, bisexual, transgender, queer or questioning, intersexual, asexual and two spirited)

community. Those who are interested in volunteering can contact Amanda Collins for details. Bergkamp also shared the event date, time, and location with the CAC.

NEXT MEETING: July 15, 2024, at the Olympia Transit Center

- ADJOURNMENT at 7:29 pm.

Prepared by Amanda Collins

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DRAFT

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: August 19, 2024**

FOR: Community Advisory Committee

FROM: Zach Heinemeyer, Training & Safety Coordinator, (564-233-9443)

SUBJECT: 2024-2029 Intercity Transit Hazard Mitigation Plan

1) **The Issue:** Staff will provide an overview of Intercity Transit’s Hazard Mitigation Plan that will be an annex within the “Hazards Mitigation Plan for the Thurston Region”.

2) **Recommended Action:** For information and discussion.

3) **Policy Analysis:** The Federal Emergency Management Agency (FEMA) requires all planning partners to either approve the Hazards Mitigation Plan for the Thurston Region or cancel their participation.

4) **Background:** In an effort to manage risk, contain costs and promote sustainable communities, the federal government outlined new hazard mitigation planning requirements for states, tribes, and local governments in the Disaster Mitigation Act of 2000. The act establishes the requirement for local government to adopt a federally approved hazard mitigation plan to be eligible to receive federal mitigation assistance program grants. Local hazard mitigation plans must be updated and resubmitted to FEMA for approval every five years. This updated plan complies with all of the federal hazard mitigation planning requirements.

A component of the plan is Intercity Transit’s Mitigation Initiative to implement self-identified priorities. Intercity Transit identified six. Priorities do not need dedicated funding to be listed in the plan. Having a plan will provide opportunities to apply for grant funding in the future to fund these priorities.

5) **Alternatives:** N/A

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

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

Goal #8: *“Integrate resiliency into all agency decisions to anticipate, plan, and adapt given the critical functions of transit operations.”*

- 8) **References:** Intercity Transit’s Annex to the Hazards Mitigation Plan for the Thurston Region.

INTERCITY TRANSIT ANNEX

HAZARDS MITIGATION PLAN FOR THE THURSTON REGION



2024

Intercity Transit
510 Pattison Street SE
Olympia, WA 98501

intercitytransit.com

TABLE OF CONTENTS

Title Page and Table of Contents	2
Adopting Resolution	4
Section 1 Community Profile	6
Section 2 Plan Development Process	8
Section 3 Risk Assessment	13
Section 4 Capabilities Assessment	34
Section 5 Mitigation Strategy	39

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Section 1: Community Profile

1.1: Organization Overview

1.1.1 Background:

Intercity Transit (IT) is the public transit agency that serves Thurston County's Public Transportation Benefit Area (PTBA). The agency provides a variety of transit services and commuter programs within the Thurston region. Intercity Transit was established by voters in September 1980. Intercity Transit's administration, maintenance, and operations centers are in Olympia.

1.1.2 Governance:

The Intercity Transit Authority (Authority), our governing body, consists of five elected officials who represent Olympia, Lacey, Tumwater, Yelm, and Thurston County. Three community members and a labor representative also serve on the Authority. The Community Advisory Committee (CAC), a 20-member community advisory panel, provides input to the Authority.

1.1.3 Our Mission:

To provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community.

1.1.4 Our Vision:

To be a leading transit system in the country, recognized by our peers, community and customers for our well-trained, highly motivated, customer focused, community-minded employees committed to enhancing the quality of life for all in Thurston County.

1.2: Service and Operations

1.2.1 Service Summary:

Intercity Transit serves Washington State's capital city, Olympia, and neighboring cities Lacey, Tumwater, and Yelm. Since 1981, we have provided more than 123.3 million rides for area residents and commuters. The agency employs 380 people and is growing.

1.2.2 Fleet:

We currently operate a fleet of 118 buses (86 coaches and 54 Dial-A-Lift vans) and 186 vanpool vans.

1.2.3 System Facilities:

The agency maintains transit centers, bus stops, and park and rides. These consist of three facilities (Operations/Administrative, Maintenance, and Fuel/Wash), two transit centers (Lacey Transit Center and Olympia Transit Center), 1,031 bus stops, 291 bus shelters, and three Park & Rides (P&R): Martin Way P&R, Hawks Prairie P&R, and Amtrak Centennial Station.

1.2.4 Public Transportation Benefit Area (PTBA):

101.423 square miles

1.2.5 Service Area Population:

203,133 (2023 OFM)

1.2.6 Average Weekday Boardings:

Fixed Route: 11,000

Dial-A-Lift: 650

Vanpool: 545

1.2.7 Revenue Service Miles Per Year:

Fixed Route: 3.2 million

Dial-A-Lift: 1 million

Vanpool: 2.6 million

1.2.8 Fixed Route Lane Miles:

600 miles

Section 2: Intercity Transit Plan Development Process

2.1: Hazards Mitigation Plan Development Team

Intercity Transit's Chief Safety Officer, Jason Hanner attended the Hazards Mitigation Plan for the Thurston Region meetings on behalf of Intercity Transit. Zach Heinemeyer, Training and Safety Coordinator, organized agency planning efforts with agency staff and the Authority.

The following staff served as Intercity Transit's hazards mitigation planning development team:

Representative	Title
Zach Heinemeyer	Training & Safety Coordinator
Jason Hanner	Chief Safety Officer
Jason Aguero	Chief Information's Officer
Cameron Crass	Deputy Director of Operations
Heather Stafford-Smith	Administrative Services Director
Emily Bergkamp	General Manager
Michael Maverick	Deputy Director of Procurement
Rob LaFontaine	Planning Manager
Joy Gerchak	Customer Service Manager
Kevin Karkowski	Dial-A-Lift Manager
Robert Reinhardt	Information Systems Manager
Staci Revel	Facilities Manager
Jonathan Yee	Fleet & Facilities Director
Jana Brown	Chief Financial Officer
Kiera Maryott	Finance Supervisor
Nick Demerice	Marketing, Communication, and Outreach Officer

2.2: Hazards Mitigation Plan Development

The planning team met regularly during plan development to review previous plans and update and develop new mitigation priorities. The following activities supported the development of Intercity Transit's hazards mitigation planning process:

Date	Location	Activity	Subject
4/2/2024	Intercity Transit	Planning Team meeting	Review of Hazard Risk Assessment and previous IT HMP ANNEX mitigation initiatives with Planning Team.
4/12/2024	Intercity Transit	Planning Team meeting	Mitigation project ideas generated and discussed.
5/6/2024	Intercity Transit	Planning Team - internal work session	Discussed capabilities assessment and mitigation initiative details.

5/20/2024	Intercity Transit	Planning Team - internal work session	Conducted mitigation priority and cost benefit assessment.
5/22/2024 - 5/29/2024	Intercity Transit	Planning Team - internal work session	Planning Team took time to review the listed previous incidents and gave input on additional information to add.
6/27/2024	Intercity Transit	IT Marketing review	IT Marketing reviewed and formatted HMP ANNEX to align with proper formatting requirements.
7/29/2024 - 8/12/2024	Post on social media and website	Public invited to comment on draft plan	Draft HMP ANNEX is published & open to public comment by social media and our website.
8/19/2024	Intercity Transit	CAC Briefing Public Meeting	Brief our Community Advisory Committee on the draft HMP ANNEX.
8/21/2024	Intercity Transit	Intercity Transit Authority Adoption	Adoption of IT Annex to Hazards Mitigation Plan for Thurston Region.

2.3: Opportunities for Public Participation

Intercity Transit's Community Advisory Committee was briefed on the annex August 19, 2024. The CAC is a 20-member advisory group that provides input to the Authority on local public transportation issues such as: Dial-A-Lift policies, service changes, strategic plans, the budget, fare structures, transit amenities and other issues. Members are selected to achieve diversity and geographical representation of the Public Transportation Benefit Area (PTBA). The membership consists of individual transit riders, local business and agency representatives, nonprofit groups, seniors, and youth. The presentation packet was posted on the website and the public was invited to hear the briefing.

The public was notified of any changes to Intercity Transit's mitigation strategy and was given an opportunity to submit comments in advance of Intercity Transit Authority action.

2.4: Integration in Plans, Policies, and Planning Mechanisms

The Intercity Transit Strategic Plan, Transit Development Plan, and Annual Budget are all used to implement mitigation initiatives specified by this annex. After adoption of the Hazards Mitigation Plan, the agency will continue to integrate mitigation priorities into these documents.

2.5: Plan Monitoring and Maintenance

The Executive Department is responsible for updating the plan as needed. Senior management will continue to participate on the planning team and the project coordinator will provide annual briefings to keep the plan in the forefront to position decision-makers to respond to emerging issues and act to update the plan, if necessary. Intercity Transit will work with Thurston County and Thurston Regional Planning Council in four years to meet the required five-year update of the plan.

Intercity Transit is a regular participant in the Thurston County Emergency Management Council meetings and participates in the region's annual review of the *Hazards Mitigation Plan for the Thurston Region*.

Intercity Transit has participated in updates on a regular basis since the plan was adopted in the early 2000s.

2.6: Mitigation Initiative Prioritization Process

The agency planning team discussed the benefits and costs of each initiative. Members provided input based on their experience with, and understanding of, past disaster events and the ability of mitigation initiatives to protect public and private property. Plan development staff weighed the significance of the initiatives using the criteria established for the regional planning process as shown below. The final ranking of the initiatives was sorted through an iterative, prioritization and benefit-cost evaluation process.

- **Hazard Risk Rating:** A jurisdiction must have at least one mitigation strategy per high-risk hazard. It is acceptable to identify actions or projects for medium and low risk hazards. However, actions that address high risk hazards should be a community priority.
- **Project Cost:** Actions or projects should produce benefits that exceed the cost to implement the project over its life cycle.
- **Hazard Mitigation Plan (HMP) Goals and Policies:** how strongly does the action support the Hazard Mitigation Plan for the Thurston Region's goals and policies?
- **Life/Safety:** What type of benefits will an action or project have on the safety of residents, businesses, and properties within the community?
- **Social Vulnerability:** Local jurisdictions have a responsibility to ensure that the plan's mitigation strategy complies with all applicable legal requirements related to civil rights to ensure nondiscrimination. Compliance can help achieve equitable outcomes through the mitigation planning process for all communities, including underserved communities and socially vulnerable populations.
- **Changes in Development:** Does any of the following affect your projects or actions: 1) Construction completed since the last plan was approved; 2) Planned development or changes under consideration; or 3) Conditions that may affect the risks and vulnerabilities of the jurisdictions (declining populations or, projected increases in population, or foreclosures)? This could also include changes in local policies, standards, codes, regulations, land use regulations and other conditions that influence development patterns in a community.
- **Climate Change:** Climate change is expected to increase the frequency, duration, and intensity of natural hazards, such as wildfires, extreme heat, drought, storms, heavy precipitation, and sea level rise. Impacts are expected to be felt more acutely and frequently by the mid-21st Century. These variations create new risks to local governments and will challenge state and local mitigation planning capabilities. Impacts will threaten communities most at-risk community members by exacerbating the impacts of disasters on underserved and socially vulnerable populations who already experience the greatest losses from natural hazards.
- **Geographic Impact:** The area that will benefit from the proposed action. The location of a hazard is defined as the unique geographic boundaries within the planning area, or assets outside of geographic boundaries that may be affected by the identified hazard. Jurisdictions should mitigate risks wherever they occur within a community.

The order of implementation may vary from the identified priority due to changing hazard conditions or the criteria of available funds and grants. Intercity Transit will pursue funding for projects that stand the greatest chance of competing for limited state and federal mitigation grant programs.

2.6.1: Mitigation Actions Prioritization and Benefit- Cost Review

Jurisdiction/ District/ Agency Name:	Intercity Transit												
Mitigation Initiative	Required Criteria								Optional				Total Score
	1. Hazard Risk Rating	2. Project Cost	3. HMP Goals and Policies	4. Life/Safety	5. Social Vulnerability	6. Changes in Development	7. Climate Change	8. Geographic Impact	9. Capacity Building	10. Other Strategic Plan Goals	11. Co-Benefits	12. Grant Eligibility	
IT-MH 1	Med	Med	High	Med	Med	None	Low	Low					19
IT-MH 2	High	High	High	High	High	None	High	High					35
IT-MH 3	High	High	High	High	High	None	High	High					35
IT-MH 5	High	Med	High	High	High	None	Med	High					31
IT-EH-1	Med	Low	Med	Low	Low	Low	Low	Low					12
IT-EH-2	Med	High	Med	Low	Low	Low	Low	Low					16
					Benefit Points (high=5, Med=3, Low=1)								

Section 3: Intercity Transit Risk Assessment

3.1: Introduction

This Annex describes how Intercity Transit's risks vary from those of the entire planning area. Chapters 4.0 through 4.9 of the core plan address, in detail, the nine natural hazards that have affected or are likely to affect Thurston County in the future. The Risk Assessment includes hazard profiles that describe the hazards, their causes, sources, severity, effects and impacts, probability of occurrence, historical occurrences, geographic extent or delineation, and the portion of the population, assets, and essential facilities potentially exposed to the hazard. The information is presented for general audiences and includes figures, maps, and tables.

3.2: Hazard Analysis Definitions

The *Hazards Mitigation Plan for the Thurston Region* uses data for producing a generalized planning level risk rating. This methodology rates each hazard by multiplying its probability of occurrence by the sum of its potential impacts on community assets. These descriptors are applied to the hazards' probability of occurrence, vulnerability, and overall risk. The following is an overview of this risk measurement model:

Probability of Occurrence: A probability factor is assigned based on how often a hazard is likely to occur. The probability of occurrence of a hazard event is generally based on past hazard events in an area.

Occurrence Description	Probability	Factor
No exposure to a hazard = no probability of occurrence	None	0
Hazard event is not likely to occur within 100 years	Low	1
Hazard event is likely to occur within 100 years	Medium	2
Hazard event is likely to occur within 25 years	High	3

Potential Impacts on Sum of Community Assets: Weighting the value of the impacts on community assets allows a community to place emphasis on what it values most. The Community Hazard Risk Rating calculation includes three weight values that are assigned to assets that are impacted: 1) Impacts on people; 2) Impacts on property; and 3) Impacts on the economy. These weight values are multiplied by their respective impact factors:

Asset Value	Weight
People and their safety are a community's highest priority	3
Protection of property is the second priority	2
The economy is the third priority	1

Community Risk Scores and Hazard Risk Ratings: A community's risk score and rating direct a community's hazard mitigation planning team to focus on mitigation actions for hazards and areas that are prone to hazard impacts. The higher the risk, the greater attention a community should give to evaluating actions to reduce asset vulnerabilities and impacts. Actions that mitigate higher risk hazards should be prioritized over low-risk hazards as part of a jurisdiction's benefit-cost review process.

Risk Score	Risk Rating
0-15	Low
16-32	Medium
33-54	High

3.3: Hazard Profiles

The *Hazards Mitigation Plan for the Thurston Region* includes detailed profiles of hazards that pose the greatest risk to Thurston County and its special purpose districts. Because the core plan treats the entire county as the planning area, the core plan's risk assessment is the definitive risk assessment for Thurston County.

3.3.1 Summary Assessment of Intercity Transit's Risks:

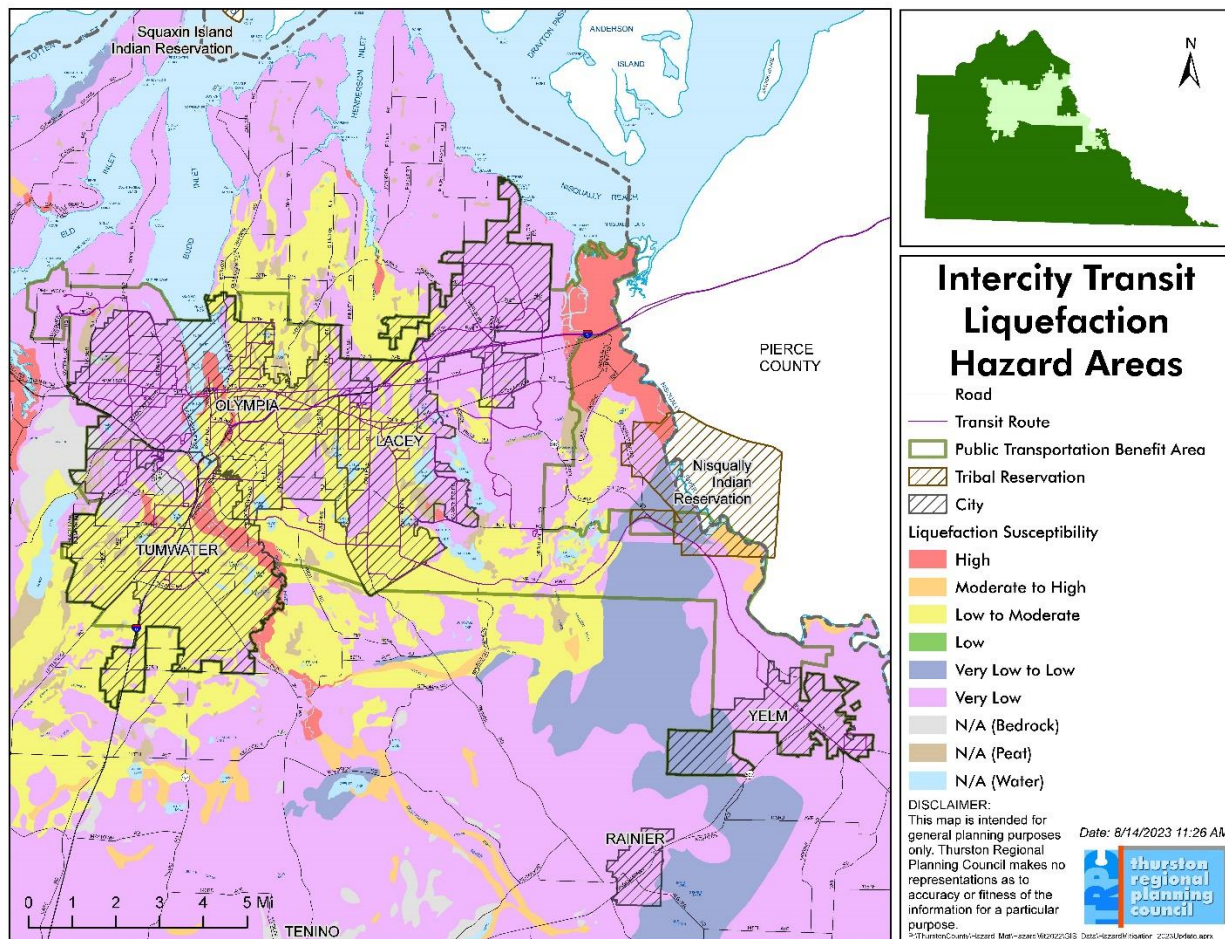
Based on the regional risk assessment and the special purpose district risk assessment in the subsequent section, the following hazards pose the greatest threat to Intercity Transit.

Hazard	Ranking Score	Risk
Earthquake	32	Medium
Severe Weather	18	Medium
Wildland Fires	6	Low
Flood	0	Low
Landslide	0	Low
Volcanic Lahar	0	Low
Sea Level Rise	0	Low
Dam Failure	0	Low
Tsunami	0	Low

3.3.2 Earthquake:

Area of Impacts

The entire Thurston Region would be affected in the case of one of the three types of earthquakes mentioned below. Chapter 4.2 in the *Hazards Mitigation Plan for the Thurston Region* indicates that transportation would be most affected by an earthquake event. Impacts of earthquakes would consist of damage to roadways and subsequent disruption of surface transportation. Three types of earthquakes are recognized in the Pacific Northwest and the Regional Plan's analysis: a Cascadia Subduction Zone Magnitude 9.3, a Nisqually 7.2 deep intraplate, and a Seattle Fault 7.2 shallow or crustal faulting earthquake.



Previous Incidents and Impacts Specific to Intercity Transit

On February 28, 2001, a 6.8 magnitude deep earthquake was centered in the Nisqually Reach northeast of Olympia; the second worst earthquake in recent Washington history. Intercity Transit experienced an acute increase in ridership shortly after the 2001 event, due to riders needing to reach home destinations as soon as possible. Overall impacts of this occurrence were temporary service interruptions to West Olympia destination routes, namely routes traveling over the 4th Avenue Bridge, which received substantial damage from the earthquake, and Deschutes Parkway,

which suffered the most damage of any road in the state. The timeliness of routes, paratransit services and vanpools were temporarily impacted due to high traffic volumes, traffic signal power outages and higher than normal ridership. Temporary detour routes were established to eliminate interruptions and reinstate service to West Olympia. Intercity Transit's facilities (Olympia Transit Center, Lacey Transit Center, and the Pattison Street Administration and Operations hub) did not receive any reportable damage. Landslide impacts were minimal as Intercity Transit's service area and its two transit centers are located in specific "low to moderate" liquefaction zones. Facility power outages did not occur due to Intercity Transit's use of a high-powered generator.

Probability of Occurrence

The risk assessment determined the probability of occurrence is medium, meaning that this type of event is likely to occur within 100 years.

Changes in Development

Construction of our Olympia Transit Center expansion, Administrative/Operations building, and Fuel/ Wash Facility was recently completed. They were constructed in a manner to help minimize the total damage caused by the hazard and reduce total recovery time. This will result in a quicker response time to assist other local resources and community partners. As well as quickly provide service to those that rely on our system for their transportation needs.

Impacts

Transportation infrastructure including roads, bridges, and transit facilities will suffer damage and cause full or partial closure of facilities. All modes of transportation are vulnerable and major traffic disruptions will occur. This would result in a prolonged period when personal commute activities are interrupted. During this time Intercity Transit may be called upon to assist with emergency management objectives within the community.

Summary Risk Assessment for Earthquakes for Intercity Transit's Service Area

Impact on People	Impact on Property	Impact on Economy
High	High	Low

3.3.3 Severe Weather:

Area of Impact

Chapter 4.6 in the *Hazards Mitigation Plan for the Thurston Region* lists temperatures, precipitation, and wind as the top three types of weather hazards we encounter in our region. All of Thurston County will be impacted in the case of a severe weather event.

Previous Incidents and Impacts Specific to Intercity Transit

In February of 2019 approximately 20 inches of snow fell over a 4-day period. Non-essential staff were sent home while essential staff continued to provide limited service within our PTBA. Much of our efforts included clearing stuck Intercity Transit vehicles, bus shelters, and our bus yard from snow. Our marketing and communications department ensured timely updates externally to the community and internally to staff about schedule changes, route closures and temporary detours. Most damage from the event came from buses and Dial-A-Lift vans being stuck in snow or sliding on the roadways.

The snowstorm of December 2008 caused treacherous road conditions, resulting in temporary detours to eliminate interruptions and reinstate service. This heavy snowfall also caused system-wide use of chains on Intercity Transit buses and vans to ensure better traction and safety.

The ice and windstorms of December 1996 caused large amounts of debris and damage to road systems. Intercity Transit temporarily stopped all service the morning after the event until roads had been cleared of branches and power lines. Treacherous road conditions existed due to the ice; Intercity Transit couldn't serve all regular routes. Temporary detour routes were established to eliminate interruptions and reinstate service.

The timeliness of routes, paratransit services and vanpools in all three events were temporarily impacted due to treacherous road conditions. Intercity Transit's facilities (Olympia Transit Center, Lacey Transit Center, and the Pattison Street Administration and Operations hub) did not receive any reportable damage. Facility power outages did not occur due to Intercity Transit's use of a high-powered generator.

Probability of Occurrence

The risk assessment determined the probability of occurrence is High, meaning this type of event is likely to occur within 25 years.

Impacts

High winds, snow and ice, and heavy rain creates hazardous conditions for surface transportation and increases the risk for accidents, property damage, injuries, and fatalities. Fallen trees and standing water on roadways, downed power lines, and other transportation disruptions cause delays and impact people who are commuting. Each of

these in combination with any other, or if accompanied by extreme temperatures, can exacerbate a storm's impact, further affecting safety, transit schedules, and the functional downtime of surface transportation.

Summary Risk Assessment for Severe Weather for Intercity Transit's Service Area

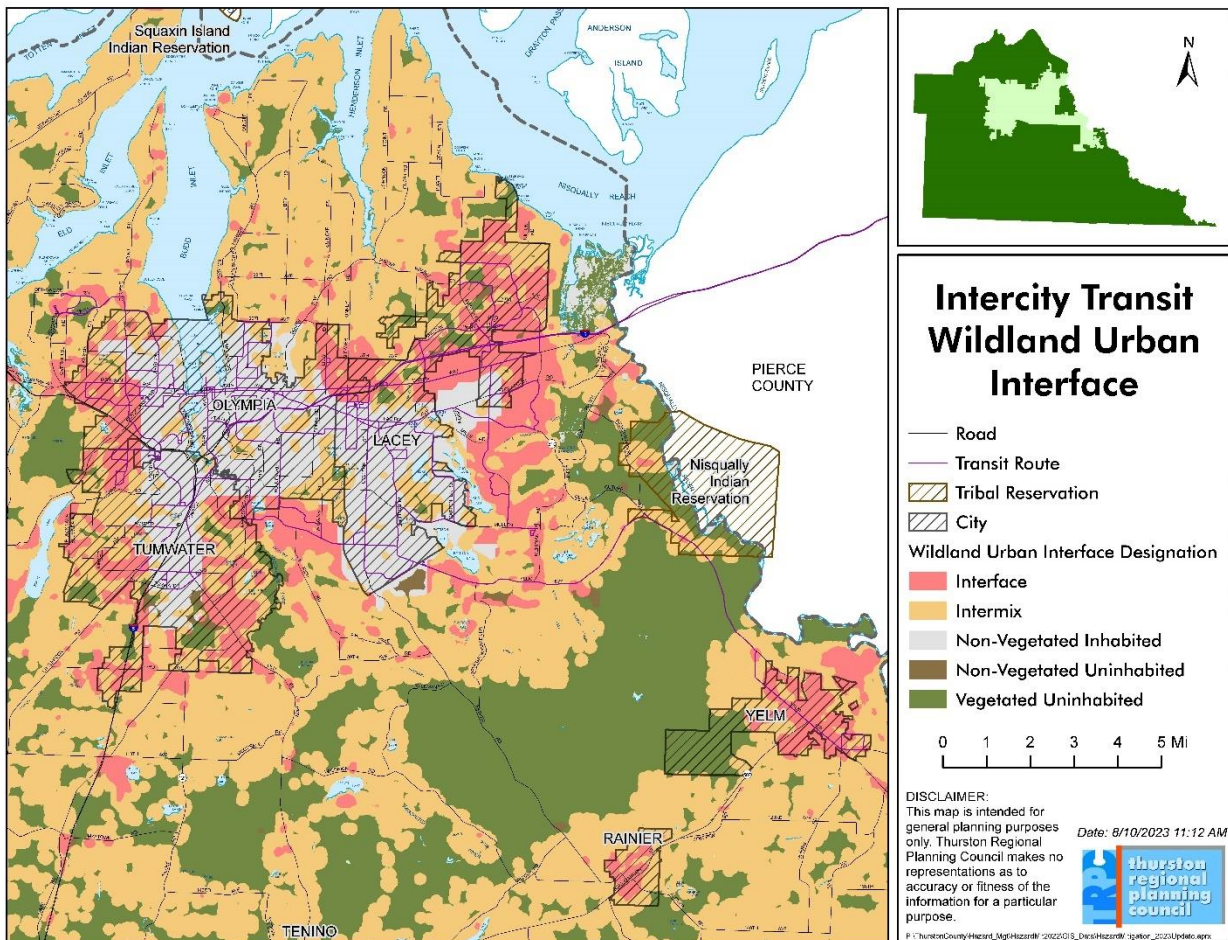
Impact on People	Impact on Property	Impact on Economy
Low	Low	Low

3.3.4 Wildland Fire:

Area of Impact

According to chapter 4.9 in the *Hazards Mitigation Plan for the Thurston Region*, “A wildfire is an uncontrolled non-structural fire that occurs in undeveloped landscapes such as forests, prairies, brushlands and other naturally vegetated areas.” In Thurston County wildfires typically occur from June through October, or anytime during prolonged dry periods causing drought or near-drought conditions. Fires can rapidly burn natural resource lands, recreational areas, and wildlife habitat.

Probability of Occurrence



The risk assessment determined the probability of occurrence is Low (factor 0), meaning that this type of event is unlikely to occur within 100 years.

Previous Incidents and Impacts Specific to Intercity Transit

No significant wildland fire events have taken place inside Intercity Transit's service area in recent history. Any future wildland fire occurrences would call for temporary route detours to eliminate

interruptions and reinstate service due to spread of fires near roadways on routes that Intercity Transit serves. Smoke from wildland fires could reduce motorist and bus operator visibility.

Impacts

Possible impacts of wildland fires on surface transportation are spreading fire near roadways, causing safety issues for motorists and transit services. Also, smoke from wildfires burning outside the Puget Sound lowlands deteriorates Western Washington's air quality. Poor air quality is the most common, widespread, and frequent source of adverse wildfire impacts on individuals and communities in Thurston County.

Because Intercity Transit's service area is in the urbanized areas of Olympia, Lacey, Tumwater and Yelm, matching FEMA's definition of a low wildland fire risk, vulnerability would be low, and the overall risk is low.

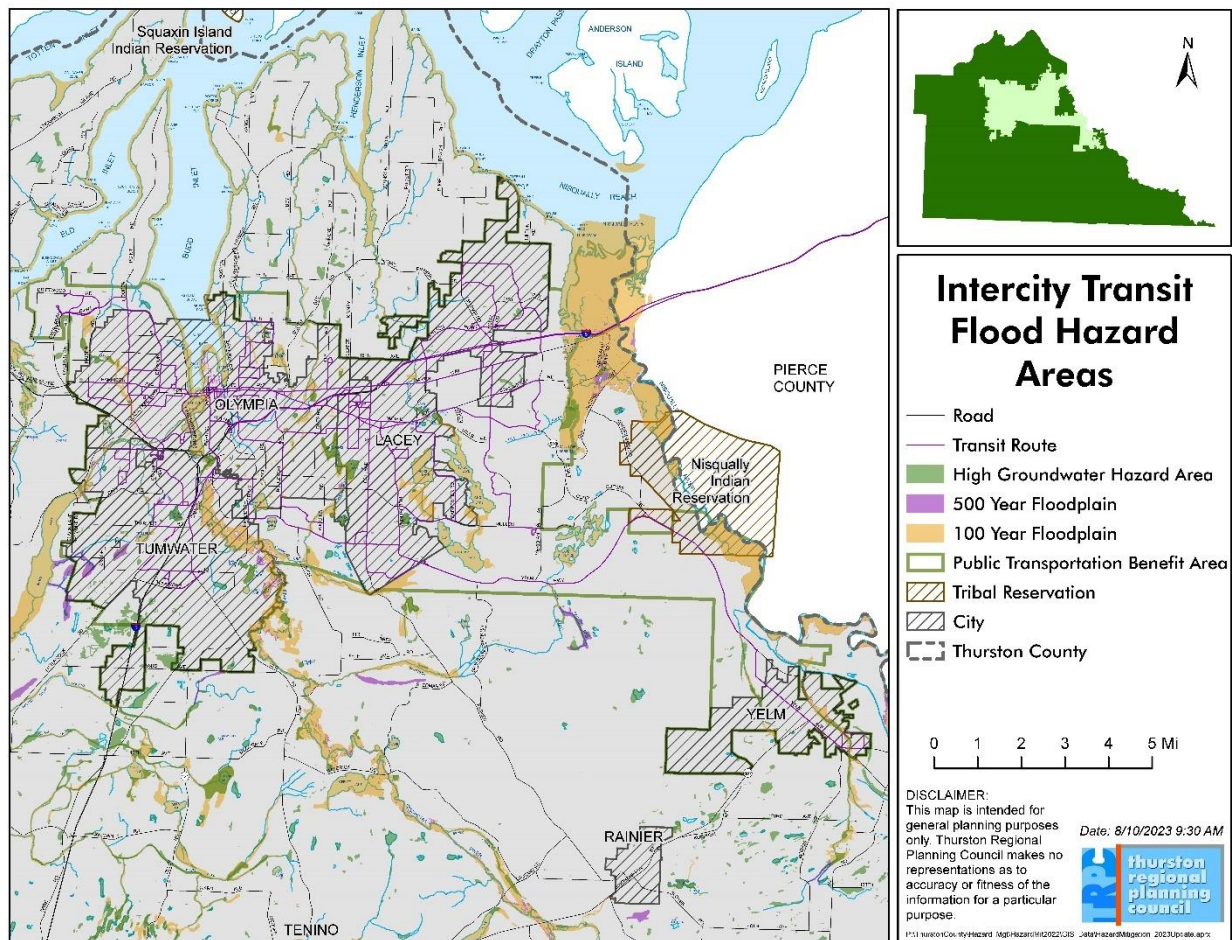
Summary Risk Assessment for Wildland Fire for Intercity Transit's Service Area

Impact on People	Impact on Property	Impact on Economy
Medium	None	None

3.3.5 Flood:

Area of Impact

Chapter 4.3 in the *Hazards Mitigation Plan for the Thurston Region* addresses four types of flooding: riverine flooding, groundwater flooding, tidal flooding, and urban flooding. Several Thurston County communities are affected by this hazard, but the areas within our Public Transportation Benefit Area - are of most concern for Intercity Transit. The risk assessment map below shows that West Olympia, Downtown Olympia, and parts of Tumwater along the eastside of I-5 are the most susceptible areas to flooding in our PTBA, which would affect not only our transportation services, but also our facilities in downtown Olympia.



Previous Incidents and Impacts Specific to Intercity Transit

Between January 2020 and February 2020, a period of abnormally wet weather persisted across the Pacific Northwest. An area of strong, persistent low pressure over the eastern Pacific caused a series of strong atmospheric river events that hit in quick succession, resulting in overlapping storms. These

events led to widespread sustained riverine flooding and other winter storm impacts across Washington State. Thurston County Department of Emergency Management activated their Emergency Operations Center and issued evacuation orders beginning February 6 for approximately 700 to 1,000 individuals living in the low-lying areas along the Deschutes river. Intercity Transit was a part of the activation and was dispatched to a stand-by location. Although we were not deployed to the affected area, we mobilized due to the event.

In local flooding events of 2007 & 2008, Intercity Transit was called upon for assistance evacuating residents outside Intercity Transit's service area, specifically south Thurston and Lewis Counties.

No significant flooding events have taken place inside Intercity Transit's service area in recent history.

Probability of Occurrence

The risk assessment determined the probability of occurrence is High for 50-year and 100-year floods, but low for 500-year and high ground floods, although, it is important to note that this only includes Intercity Transit's facilities and not the services we provide. If we include our PTBA in this assessment, our probability of occurrence increases to High for all four types of flooding. Tidal flooding is also marked as a High probability because it directly affects the Downtown Olympia area, which is where the Olympia Transit Center is located.

Impacts

Impacts of flooding on surface transportation could be from standing water over roadways due to flash and groundwater flooding. In this were the case, we would enact temporary route detours to eliminate interruptions and reinstate services. Tidal flooding in the downtown Olympia area would impact the Olympia Transit Center. This could render the transit center inoperable and cause a temporary change in services. The final impact is that Intercity Transit may be called upon for assistance with evacuation and rescue operations.

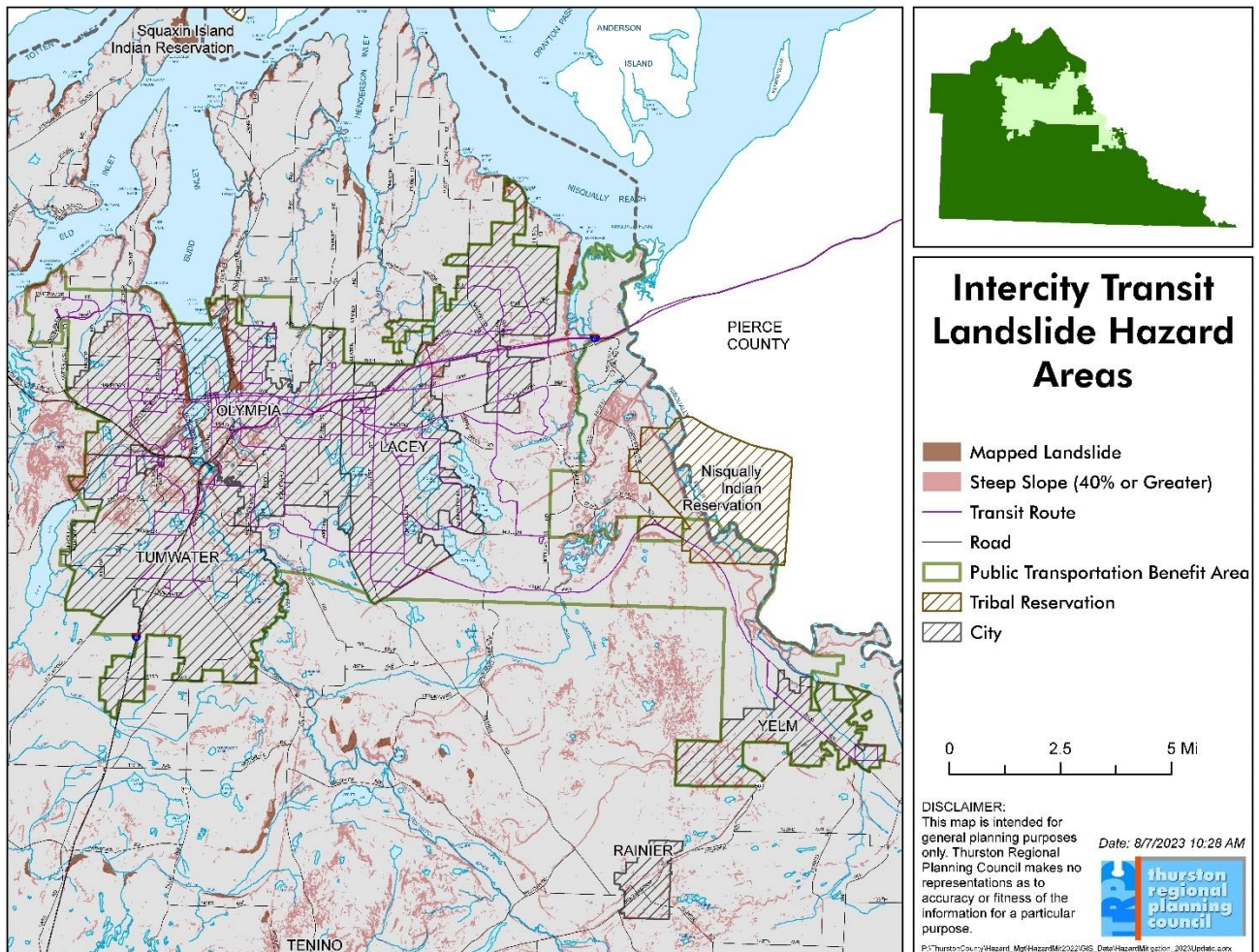
Summary Risk Assessment for Flood for Intercity Transit's Service Area

50Yr Flood	100Yr Flood	500Yr Flood	High Ground Flood
Low	Low	Low	Low

3.3.6 Landslides:

Area of Impact

For the purposes of the hazard risk assessment, the landslide hazard area in Thurston County is defined as a combination of areas with slopes of 40 percent or greater and are in known or historic landslide maps in the Washington State Department of Natural Resources database. The areas most relevant to Intercity Transit is the shoreline along West Olympia, Downtown Olympia, and Capitol lake, as well as sections of North Tumwater and Lacey. See the *Hazards Mitigation Plan for the Thurston Region* chapter 4.4 for more details.



Previous Incidents and Impacts Specific to Intercity Transit

No significant landslide events have occurred within our PTBA or have impacted Intercity Transit. Any future landslide occurrences would call for temporary route detours to eliminate interruptions and reinstate service due to debris over roadways on routes that Intercity Transit serves.

Probability of Occurrence

Landslides occur nearly annually, with a high probability of occurrence overall for the region's planning area and for all the planning partners.

Impacts

Possible impacts of landslides to surface transportation would be debris over roadways. Intercity Transit's service area is located in an urbanized area where landslides are not prevalent and with no significant history of landslide events.

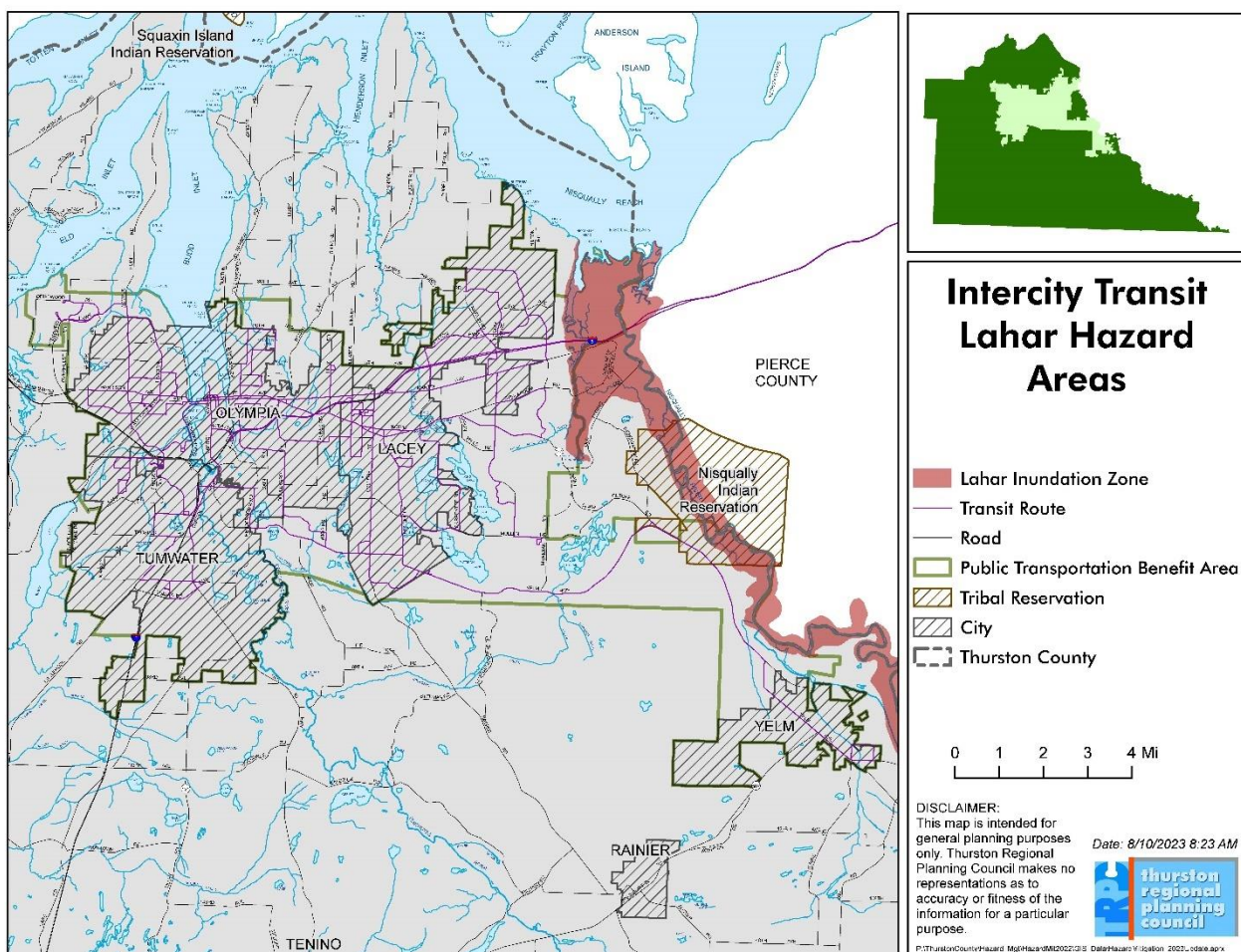
Summary Risk Assessment for Landslide for Intercity Transit's Service Area

Impact on People	Impact on Property	Impact on Economy
None	None	None

3.3.7 Volcanic Lahar:

Area of Impact

Chapter 4.8 in the *Hazards Mitigation Plan for the Thurston Region* addresses the impacts of an eruption of Mount Rainier and the subsequent lahar that would be confined to the Nisqually River valley, impacting nearby roadways, and disrupting surface transportation in the area. It was also identified that some or all of Thurston County could receive volcanic ash from a dusting or greater from Mount Rainier or other Cascade volcanoes under the right wind conditions. The map below show the hazard area for a lahar and not volcanic ash; there are no documented or mapped scenarios for volcanic ash for our region.



Previous Incidents and Impacts Specific to Intercity Transit

There are no known impacts from volcanic lahar hazards within Intercity Transit's PTBA. We have not been called upon for assistance with evacuation or rescue operations for lahar activity.

Intercity Transit's service area includes the urbanized area of Yelm, home to both the City of Yelm

and the Nisqually Indian Reservation. In the event of a Nisqually valley lahar, nearby roadways would be impacted (I-5, Yelm HWY, HWY 510, and HWY 507) disrupting or potentially cutting off service on Intercity Transit routes in this area. Temporary detour routes would need to be established to eliminate interruptions and attempt to reinstate service.

Probability of Occurrence

The risk assessment, in chapter 4.8, identified the probability of occurrence as none or low.

Impact

Due to the possible impact of a lahar on nearby Nisqually River valley roadways and subsequent disruption of service on Intercity Transit routes, vulnerability would be moderate, but paired with a low probability of occurrence, the overall risk would be low. It is also important to note that volcanic ash fall could reduce motorist and bus operator visibility, cause treacherous road conditions, cause respiratory issues, and contaminate engines.

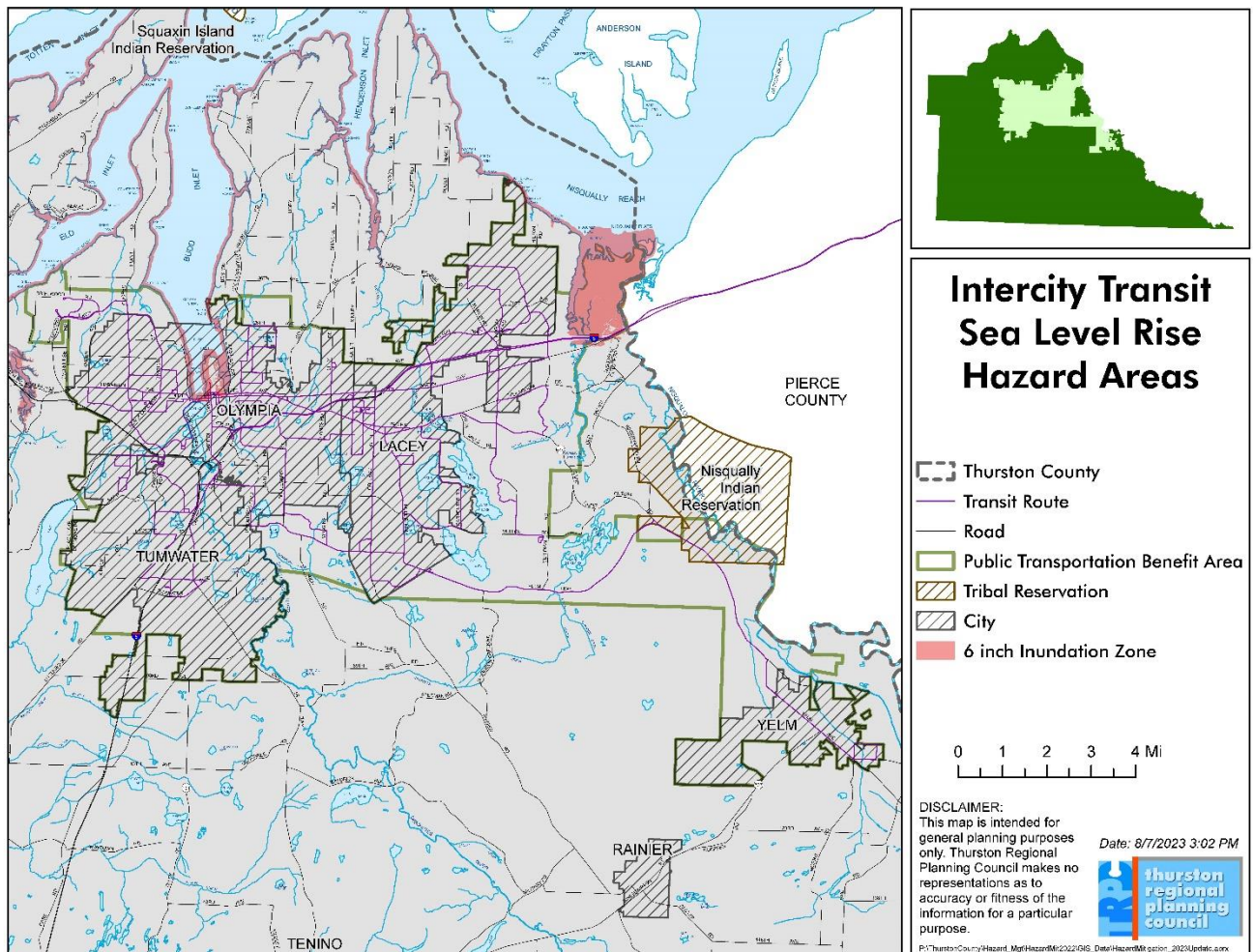
Summary Risk Assessment for Volcanic Events for Intercity Transit's Service Area

Impact on People	Impact on Property	Impact on Economy
None	None	None

3.3.8 Sea Level Rise:

Area of Impact

Chapter 4.5 in the *Hazards Mitigation Plan for the Thurston Region* explains that if the sea level rises to six-inches, downtown Olympia along Budd Inlet including the Port Peninsula, Percival Landing, portions of historic downtown, and areas around Capitol Lake would be most affected. These areas are highly-developed and include critical infrastructure for the City of Olympia, Intercity Transit, and Port of Olympia.



Previous Incidents and Impacts Specific to Intercity Transit

On December 27, 2022, the high tide in Budd Inlet rose to 18.40 feet at 9:25 a.m. and was 1.77 feet over the predicted tide of 16.33 feet. The barometric pressure during the morning bottomed out at approximately 28.6 but rose at the time of the flooding. This is the worst flooding event on record for Olympia. Because the December 27, 2022, flood was primarily a marine tidal flooding event, it was of short duration. Flooding first occurred at Sylvester Street, where it was controlled by sandbags. Marine

water rose above the shoreline in several locations, including along 4th Avenue between Thurston Avenue and A Avenue, and between B Avenue and Corky Avenue.

The impact this event had on Intercity Transit was very minor. It resulted in temporary detours to navigate around affected streets in downtown Olympia. The temporary detours lasted one service day and no facilities were affected.

Probability of Occurrence

The risk assessment, in chapter 4.5, identified the probability of occurrence as high. This is because rivers and streams cause nuisance flooding annually, and major riverine flooding occurs about every 2 to 5 years in Thurston County.

Impact

As stated above, the Downtown Olympia area will be most affected by sea level rise, including critical infrastructure for the City of Olympia, Intercity Transit, and Port of Olympia. The critical infrastructure impacted would include the Olympia Transit Center and portions of our connecting routes.

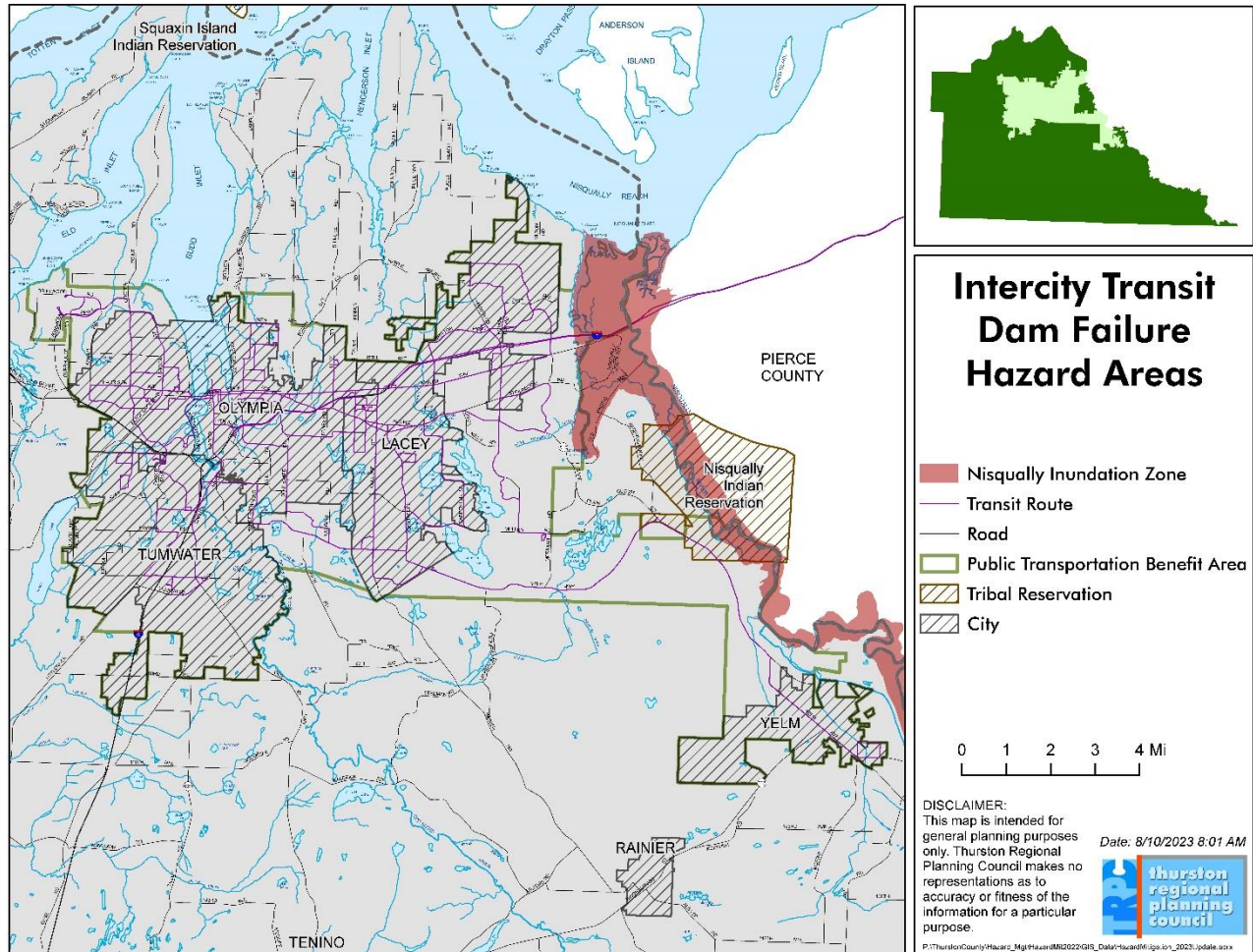
Summary Risk Assessment for Sea Level for Intercity Transit's Service Area

Impact on People	Impact on Property	Impact on Economy
None	None	None

3.3.9 Dam Failure:

Area of Impact

See chapter 4.1 of the *Hazards Mitigation Plan for the Thurston Region*. Intercity Transit has no assets at risk within the inundation zone.



Previous Incidents and Impacts Specific to this Intercity Transit

There are no documented incidents of dam failure in Thurston County.

Probability of Occurrence

The risk assessment, in chapter 4.1, shows no analysis for this hazard was conducted to estimate the probability of dam failure. For the risk assessment dam failure is categorized as low, meaning a catastrophic dam failure is unlikely to occur within 100 years.

Impact

Chapter 4.1 in the *Hazards Mitigation Plan for the Thurston Region* explains the impact this type of hazard would have on Thurston County.

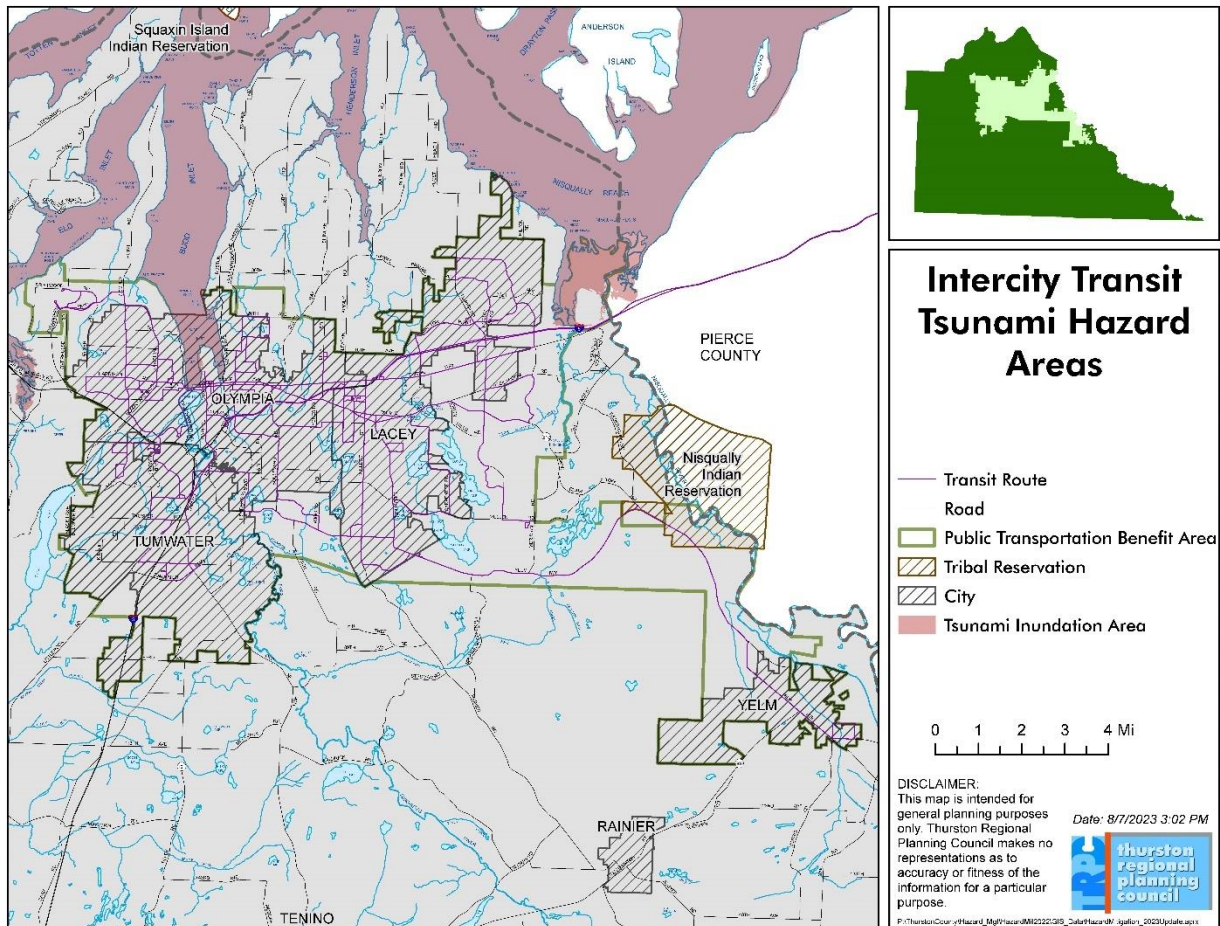
Summary Risk Assessment for Dam Failure for Intercity Transit's Service Area

Impact on People	Impact on Property	Impact on Economy
None	None	None

3.3.10: Tsunami

Area of Impact

See chapter 4.7 of the *Hazards Mitigation Plan for the Thurston Region*. Intercity Transit has no assets at risk within the inundation zone.



Previous Incidents and Impacts Specific to this Intercity Transit

There are no documented incidents of tsunamis in Thurston County.

Probability of Occurrence

The risk assessment in chapter 4.7 identified the probability of occurrence as medium. This hazard is likely to occur within 100 years.

Impact

Chapter 4.7 in the *Hazards Mitigation Plan for the Thurston Region* explains the impact this type of hazard would have on Thurston County.

Summary Risk Assessment for Dam Failure for Intercity Transit's Service Area

Impact on People	Impact on Property	Impact on Economy
None	None	None

Section 4: Capabilities Assessment

4.1 Introduction to Intercity Transits Capabilities Assessment:

Intercity Transit conducted a capabilities assessment to evaluate and document the organization's unique set of capabilities and tools that can be leveraged to support hazard mitigations and increase the community's resilience. In the below subsections four listed capabilities categories assessed: planning and regulatory, administrative and technical, financial, and education and outreach.

4.2 Planning and Regulatory:

Plans	In Place? Y or N	Notes - Does the plan address hazards? Can the plan be used to implement mitigation actions? When was it last updated? <i>Cite specific sections or language that supports hazard mitigation. Note if there are gaps.</i>
Strategic Plan (2024-2029)	Y	The purpose of the Strategic Plan is to define levels and types of public transportation services offered over the next six years and to determine the amount and sources of revenue to finance the services.
Capital Improvement Plans	Y	Capital Projects that support mitigation activities and initiatives can be included in our Capital Improvement Plan 2024-2028 (CIP). CIP will be updated every year for inclusion in the annual budget process, discussions, and approvals. The CIP must be fiscally constrained and maintain the purpose of keeping all assets in a state of good repair. Our last CIP was approved on 12/06/2023.
Climate Adaptation Plan Zero-Emissions Fleet Transition Plan	Y	A Zero Emissions Analysis was completed, and the results of this initial analysis provided information for the development of our zero-emissions fleet transition plan which will include short- and long-term plans for implementation of emission-free technology for the agency. The transition plan will be finalized in 2024 and the project is being led by our Maintenance department. Overall, our approved plans will support the Thurston County Regional Climate Mitigation Plan.
Comprehensive Emergency Management Plans	Y	Our Safety department is responsible for reviewing and updating these plans. They are currently in a review process since the completion of our new facilities.
Continuity of Operations Plan	Y	Our Safety department is responsible for reviewing and updating this plan. It is currently in a review process since the completion of our new facilities. This plan is also mentioned within our Strategic Plan.
Economic Development / Resiliency Plan	Y	Located within the TDP (2023-2028) and the Strategic Plan (2024-2029)

Stormwater Site Management Plan	Y	The plan includes both a Stormwater Pollution Prevention Program and the Stormwater Facility Maintenance Program.
Transit Improvement Plan (TIP)	Y	The TIP is managed by our Development department. We will adopt the Statewide Transportation Improvement Program (STIP 2025-2028) in January of 2025. This plan can assist with funding needed in our mitigation initiatives.
Transit Development Plan (TDP)	Y	Described in this plan are the methods and strategies proposed by Intercity Transit staff and endorsed by the Intercity Transit Authority necessary to fulfill the provisions contained in our Mission and Vision statements.

4.3 Administrative and Technical:

Administrative	In Place Y or N	Notes - Is staffing adequate to enforce regulations? Is staff trained in hazards and mitigation? Is coordination between agencies and staff effective?
General Manager	Y	The General Manager is our Chief Executive Officer and provides overall leadership and direction to all Intercity Transit services and resources. The General Manager establishes annual goals and objectives, short- and long-range plans, and policies and procedures to ensure the policy direction of the Authority is carried out in an expeditious and cost-effective manner.
Development Director	Y	Plans, organizes, and directs long range and service planning; marketing, communications, and community outreach efforts; grants; procurement; vehicle and facilities inventory; and the development and management of major agency projects.
Emergency Manager / Safety Coordinator	Y	Serves as an agency Emergency Management expert and is responsible for implementing the emergency management program under the direction of the Chief Safety Officer.
GIS Coordinator/Associate Transit Planner	Y	Responsible for leading and supporting planning and service development activities, including a variety of professional and technical support and implementation activities. They are considered the GIS Admin.
Planning Deputy Director	Y	Manages, plans, and organizes the long-range and service planning function for Intercity Transit and oversees all service-planning activities for fixed route services.
Marketing, Communication, and Outreach Officer	Y	Plans, manages, and executes marketing, advertising, communications, public involvement, and community relations efforts to increase use of agency services and raise awareness of the value of Intercity Transit.

Information Systems Manager	Y	Plans, organizes, leads, and manages the information technology activities of the agency. Responsible for providing advanced, senior-level leadership and developing the agency's short- and long-range technology plan.
Cybersecurity Program Manager	Y	Develops agency's cybersecurity policies and procedures and makes recommendations to the Chief Information Officer for approval. Design, plan, implement, support, and troubleshoot network security software and tools to support the agency's cybersecurity needs.
Operations Deputy Director	Y	Oversees continual process and operations improvements, quality control, and develops and monitors the use of resources. Creates, updates, and adapts policies and standard operating procedures, develops data tracking, reporting processes, and information flows.
Facilities Manager	Y	Plans, organizes, and manages the maintenance and repairs of all facilities, grounds, park & ride lots, bus shelters and bus stops in service area. Responsible for compliance with State, Federal and local environmental and facility safety programs.
Procurement Manager	Y	Performs or manages the performance of the most complex, professional projects, procurements, and materials management activities for the agency.
Fleet Manager	Y	Responsible for the achievement of vehicle maintenance performance and operational goals, and establish the systems and processes required to fulfill those goals
Finance Manager	Y	Plans, organizes, and manages the agency's financial tasks, such as accounting, fiscal management, long-range financials, budgeting and risk management activities in the Finance division.
Chief Financial Officer	Y	Plans, organizes, and directs the major programs and activities of the transit's Finance division including financial operations and financial planning including developing short-and-long range plans.
Technical	In Place Y or N	Notes - Has capability been used to assess/mitigate risk in the past? Will you use it to implement your current action plan?
Grant Writing	Y	Our Development department completes grant writing.

Hazard data and information	Y	The Safety department collects and documents hazard data and information.
GIS Analysis	Y	The Planning department is responsible for analyzing GIS. Our Associate Planner is our lead in this field.
Mutual Aid Agreements	Y	The Thurston County Comprehensive Emergency Management Plan (CEMP) lists Intercity Transit as a support agency for ESF1 (Emergency Support Function), ESF6 (Mass Care, Emergency Assistance, Housing & Human Services), and ESF15 (External Affairs).

4.4 Financial:

Funding Resources	In Place Y or N	Notes - Has the funding resource been used in past and for what type of activities? Could it be used to fund future mitigation actions?
Capital Improvements Project Funding	N	Intercity Transit does not use Capital Improvements Project funding to support hazard mitigation activities.
Community Development Block Grant	N	Intercity Transit does not use Community Development Block Grant funding to support hazard mitigation activities.
Non-FEMA Federal Funding Programs	N	Intercity Transit does not use Non-FEMA Federal funding programs to support hazard mitigation activities.
Impact Fees	N	Intercity Transit does not use impact fees to support hazard mitigation activities.
State Funding Programs	N	Intercity Transit does not use state funding programs to support hazard mitigation activities.
Utility Fees	N	Intercity Transit does not use utility fees to support hazard mitigation activities.
Other	Y	Intercity Transit uses sales tax reserves to support hazard mitigation activities, as needed.

4.5 Education and Outreach:

Programs or Activities	In Place Y or N	Notes - How widespread and effective are these programs in your community?
Internal hazard awareness campaigns	Y	A variety of notices are sent to internal staff (quarterly, monthly, and seasonally) to inform and educate employees on potential hazards. This includes hazards that are safety related, such as safe driving, or extreme weather, having tips and tricks to better be prepared and information about emergency basic needs services to provide to the community.

Local News Media	Y	The agency has partnerships with local media allowing for coverage and coordinating information.
Organizations that represent or advocate for socially vulnerable and underserved populations	Y	Intercity Transit's Community Advisory Committee (CAC) is a 20-member advisory group representing our diverse service area. Members include individual transit riders, local business and agency representatives, nonprofit groups, seniors, and youth.
Social media	Y	LinkedIn, Facebook, YouTube, and X are used to distribute information from Intercity Transit.
Newsletter	Y	Rider News contains the latest information from Intercity Transit. We could include updates to our emergency management material.

Section 5: Mitigation Strategy

5.1 Mitigation Initiatives Process:

The adopted mitigation initiatives are Intercity Transit's specific actions for mitigating losses and protecting life and property. They consist of initiatives that carried over from the previous plan and updates that were identified during the plan review process. All Intercity Transit adopted initiatives were reviewed and updated by the planning team.

Intercity Transit's mitigation strategy focuses on the agency's core assets, its Administration and Operations hub in Olympia, training and preparedness for operators and employees, its communications systems and protocols, and its non-structural assets. Other supporting mitigation strategies to enhance resilience for the roads, bridges, and other transportation facilities within Intercity Transit's service area are addressed by the mitigation strategies of Thurston County and the cities of Lacey, Olympia, and Tumwater. Please refer to these jurisdictions' annexes for more information on their transportation related mitigation activities.

5.2 Mitigation Initiatives – Adopted:

Central to the hazard mitigation plan are the proposed projects, programs, and activities the plan participants will implement to provide long-term and sustained benefits that will reduce losses from the impacts of the hazards that are identified in this plan's risk assessment. Each action or initiative was evaluated and scored by benefit-cost review criteria. Each initiative will require significant investments in planning, design, and construction or coordination, and may take years to complete or be sustained as an ongoing activity. The desired outcomes of this plan's mitigation strategy are that communities:

- Build the necessary capacity to improve their knowledge of hazards and their risks.
- Identify and implement actions that will effectively reduce their jurisdiction's vulnerabilities to the hazard identified in the risk assessment; and
- Implement strategies that will fulfill the plan's goals and policies.

The plan contains two sets of mitigation initiatives. Each participating jurisdiction adopts the core plan's Regional Mitigation Initiatives and the initiatives in their annex to form their community's comprehensive mitigation strategy.

1. **Regional Mitigation Initiatives:** These are countywide actions that were identified by members of the Hazards Mitigation Workgroup and stakeholders and approved by the Emergency Management Council. Many of these actions have carried over from previous plans. The initiatives, if implemented, will benefit multiple jurisdictions and improve interagency hazard mitigation planning capabilities. The regional initiatives will be overseen by the Emergency Management Council, the Hazard Mitigation Planning Workgroup, and other leaders. Thurston County Emergency Management staff will play a role in convening and coordinating stakeholders, and for some actions, managing the actions' implementation.

2. **Jurisdictional Initiatives:** Each plan partner identifies actions that address specific vulnerabilities in their community. The plan partners are responsible for implementing their actions. Intercity Transit initiatives are presented in this annex.

Priority	ID Number	Category	Description	Status
1 of 6	IT-MH-2	Hazard Preparedness	Update Emergency Operations Plan and Develop Continuity of Operations Plan	Ongoing
2 of 6	IT-MH-3	Hazard Preparedness	Provide Emergency Preparedness and Response Training to Employees	Ongoing
3 of 6	IT-MH-5	Hazard Preparedness	Determine Feasibility of a Mobile Command Center	Existing
4 of 6	IT- MH-1	Hazard Preparedness	Investigate alternate power supply to support critical infrastructure at the Olympia Transit Center and determine feasibility.	Modified
5 of 6	IT-EH-2	Critical Facilities Replacement/ Retrofit	Evaluate and Prioritize Non-Structural Seismic Retrofit Options and Costs for Maintenance Building	Modified
6 of 6	IT-EH-1	Critical Facilities Replacement/ Retrofit	Evaluate and Prioritize Structural Seismic Retrofit Options and Costs for Maintenance Building.	Modified

Hazard Category Codes are as follows: EH=Earthquake Hazard; FH=Flood Hazard; LH=Landslide Hazard; MH=Multi Hazard; SH=Storm Hazard; WH=Wildland Fire Hazard; and VH=Volcanic Hazard

Priority: 1 of 6**Status: Ongoing****IT-MH-2 Update Emergency Operations Plan and Develop Continuity of Operations Plan:****Hazard Addressed: Multi Hazard (Earthquake, Severe Weather, Wildland Fires, Flood, Landslide, Volcanic Lahar, Sea Level Rise, Dam Failure, Tsunami)****Category: Hazard Preparedness**

Background and Need: As the County's lead support in critical transportation on ESF1, Intercity Transit must have plans in place to ensure preparedness for catastrophic events. Staff will update existing emergency operations plans and develop a continuity of operations plan. These plans will provide the framework for an organized agency response to community disasters and maintain transit services to the community.

Relates to Plan Goal(s) and Objectives: 1D, 3B, 5A, 5C, 7C, 7F, 8B**Lead: Safety Department****Estimated Cost: \$50,000****Time Period: 2024-2026****Funding Source: Local funds, State/Federal Funds****Source and Date: 2009 and 2017 Thurston County Natural Hazards Mitigation Plan: Intercity Transit Annex**

Initiative and Implementation Status: This initiative was carried over from the 2017 Hazard Mitigation Plan because plan reviews and updates are an ongoing program at Intercity Transit. During our Hazard Mitigation Plan review process, it was identified that a position focused on emergency management and EOC plans was needed. In 2024, a new Training and Safety Coordinator was hired with job duties including updating, refining, and exercising the Emergency Management Plans and EOC.

Priority: 2 of 6

Status: Ongoing

IT-MH-3 Provide Emergency Preparedness and Response Training to Employees:

**Hazard Addressed: Multi Hazard (Earthquake, Severe Weather, Wildland Fires, Flood, Landslide, Volcanic Lahar, Sea Level Rise, Dam Failure, Tsunami)
Category: Hazard Preparedness**

Background and Need: Employees who provide a critical service to the community, public transit, must be prepared for all hazard emergencies. Intercity Transit will train employees on the updated Emergency Operations and Continuity of Operations Plan. Training will emphasize personal preparedness and consist of a combination of seminars and drills.

Relates to Plan Goal(s) and Objectives: 1D, 7D, 9A

Lead: Safety Department

Estimated Cost: \$50,000

Time Period: 2024-2029

Funding Source: Local funds, State/Federal Funds

Source and Date: Intercity Transit 2019-2024 Strategic Plan

Initiative and Implementation Status: This initiative was carried over from the 2017 Hazard Mitigation Plan because specialized emergency preparedness and response training is ongoing at Intercity Transit. In 2024, a new Training and Safety Coordinator position was added and tasked with updating, refining, and providing this training to employees.

Priority: 3 of 6

Status: Existing

IT-MH-5 Determine Feasibility of a Mobile Command Center:

**Hazard Addressed: Multi Hazard (Earthquake, Severe Weather, Wildland Fires, Flood, Landslide, Volcanic Lahar, Sea Level Rise, Dam Failure, Tsunami)
Category: Hazard Preparedness**

Background and Need: Having a Mobile Command Center provides redundancy in the case of building failure where our dispatch center is located. It also provides space, equipment, and flexibility during a large-scale incident. The primary use would be for communications with Bus Operators on the road, On-Scene Coordinators/Road Supervisors, local first responders, and County or State Emergency Managers.

Relates to Plan Goal(s) and Objectives: 1A, 2B, 2C, 5D

Lead: Information Systems Department, Safety Department, Maintenance Department

Estimated Cost: \$100,000

Time Period: 2024-2029

Funding Source: Local funds, State/Federal funds

Source and Date: 2019-2024 Intercity Transit Development Plan

Initiative and Implementation Status: This initiative was carried over from the 2017 Hazard Mitigation Plan. Intercity Transit is investigating grant opportunities to fund this initiative and what viable options are available to use as a Mobile Command Center. In 2023, the board approved the 2024 budget to include an allotted amount towards the technological necessities regarding this initiative. Existing

Priority: 4 of 6**Status: Modified**

IT-MH-1 Investigate alternate power supply to support critical infrastructure at the Olympia Transit Center and determine feasibility:

Hazard Addressed: Multi Hazard (Earthquake, Severe Weather, Flood, Sea Level Rise, Tsunami)

Category: Hazard Preparedness

Background and Need: The Olympia Transit Center is the main transfer center for our service and the location of Customer Service. The ability to maintain our customer information system is another way to keep the public informed and aid emergency responders with requests to transport evacuees. The current emergency system must be supplemented with the use of three portable power generators.

Relates to Plan Goal(s) and Objectives: 1A, 2A, 2B

Lead: Procurement and Capital Projects Division, Information Systems, Facilities

Estimated Cost: \$100,000

Time Period: 2024-2028

Funding Source: Local Funds, State/Federal Funds

Source and Date: Olympia Transit Center Administration Master Plan

Initiative and Implementation Status: It was discovered that this size of generator is not able to be permanently installed at the new Olympia Transit Center location. In 2019, as a temporary solution, Intercity Transit contracted with the Port of Olympia to allow access to one of their generators in the event of an emergency or natural disaster. We are currently investigating more permanent alternate power solutions and determining feasibility. In addition, during the review process we identified critical infrastructures that are necessary for services to continue and a fault tolerance mechanism. The fault tolerance mechanism is designed to automatically switch from the Olympia Transit Center to our new Administration and Operations hub if certain technological infrastructures are inoperable.

Priority: 5 of 6**Status: Modified****IT-EH-2 Evaluate and Prioritize Non-Structural Seismic Retrofit Options and Costs for Maintenance Building****Hazard Addressed: Earthquake****Category: Critical Facilities Replacement / Retrofit**

Background and Need: The goal of seismic non-structural retrofitting is to reduce the risk of death, serious injury, and property damage during a future earthquake event. This will be accomplished by securing, bracing, or isolating architectural elements, mechanical equipment, and building contents. This project coupled with Priority 6 for structural retrofitting will greatly reduce risk of death, injury to occupants and damage to Intercity Transit's primary facility.

Relates to Plan Goal(s) and Objectives: 2A, 2D, 3B**Lead: Procurement and Capital Projects Division****Estimated Cost: \$50,000****Time Period: 2024-2029****Funding Source: State/Federal funding****Source and Date: N/A**

Initiative and Implementation Status: This initiative was carried over from the 2017 Hazard Mitigation Plan and has been modified during the review process. Originally this initiative included our Operations / Administration building. In 2018, Intercity Transit received approval from the ITA to begin construction on the new Operations / Administration Building and completed construction in October of 2022. The new facility meets the non-seismic structural code and is currently being occupied by employees. In 2023, the demolition of the old Operations / Administration building was complete. This resulted in the modification of the initiative to remove the Operations / Administration building and solely focus on our Maintenance building. Construction has begun to create a temporary structure that maintenance and inventory staff can temporarily occupy. Renovation on the Maintenance building is scheduled to start in 2024 and end by 2026.

Priority: 6 of 6**Status: Modified****IT-EH-1 Evaluate and Prioritize Structural Seismic Retrofit Options and Costs for Maintenance Building:****Hazard Addressed: Earthquake****Category: Critical Facilities Replacement / Retrofit**

Background and Need: Intercity Transit completed a cursory structural assessment in 2009. KPFF Consulting Engineers performed seismic evaluations of three structures at Intercity Transit's Pattison Base, located in Olympia, Washington. The evaluations were performed on the Operations/Administration Building, Maintenance Building, and Pedestrian Bridge. The scope of that report included a seismic evaluation and the review of a 1998 Structural Engineering Feasibility Study. Each structure was designed in accordance with 1979 Uniform Building Code (UBC) and is constructed primarily of steel framing. The buildings are one-story tall with partial mezzanines. The Bridge is a steel truss with open sides and a metal roof. During that tier 1 screening, the highest potential risk to life safety was identified. The consultants recommend further evaluation using the more rigorous ASCE 31 Tier 2 procedure to determine whether the potential deficiencies pose life safety hazards. Also, they recommended an evaluation of geologic site hazards be performed by a geotechnical engineer.

Relates to Plan Goal(s) and Objectives: 2A, 2C, 3B**Lead: Procurement and Capital Projects Division****Estimated Cost: \$150,000****Time Period: 2024 - 2029****Funding Source: State and Federal funding****Source and Date: N/A**

Initiative and Implementation Status: This initiative was carried over from the 2017 Hazard Mitigation Plan and has been modified during the review process. Originally this initiative included our Operations / Administration building and the steel bridge that connected both this facility and the Maintenance facility together. In 2018, Intercity Transit received approval from the ITA to begin construction on the new Operations / Administration Building and completed construction in October of 2022. The new facility meets the seismic structural code and is currently being occupied by employees. In 2023, the demolition of the old Operations / Administration building and the steel bridge connecting both facilities was complete. This resulted in the modification of the initiative to solely focus on our Maintenance building. Construction has begun to create a temporary structure that maintenance and inventory staff can temporarily occupy. Renovation on the Maintenance building is scheduled to start in 2024 and end by 2026:

5.3: Mitigation Initiatives - Completed or Removed

Status: Completed

IT-MH-4: Replace satellite navigation and wireless communications system:

Hazard Addressed: Multi Hazard (Earthquake, Severe Weather, Wildland Fires, Flood, Landslide, Volcanic Lahar, Sea Level Rise, Dam Failure, Tsunami)

Category: Hazard Preparedness

Background and Need: Intercity Transit's current analog radio system is 8 years old. The equipment has almost no redundancies, so if the equipment at the main Administration/Operations building stops working, Intercity Transit will have no radio communication with Bus Operators. This places them in an unsafe situation without knowledge of what roads and bridges are passable as well as being unable to keep them informed as to any further hazards that may arise. The current radio's major components are no longer manufactured and will be out of support in three years from the manufacturer. Some equipment is propriety and no longer available. The relay system has many vulnerabilities that need to be addressed and redundancies that need to be created. A new system will create redundancies because it will not be tied to anyone one building, it will be digital.

Relates to Plan Goal(s) and Objectives: 1A

Lead: Finance/Administration Department and Information Systems Department

Estimated Cost: \$5,000,000

Time Period: 10/2022

Funding Source: Local funds

Source and Date: Intercity Transit 2016-2021 Strategic Plan

Initiative and Implementation Status: This initiative was carried over from the 2017 Hazard Mitigation Plan and has been marked as completed. In April of 2021, we signed our contract with Avail-CAD/AVL and in October of 2022 we finalized implementation of our new satellite navigation and communications system.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: August 19, 2024**

FOR: Community Advisory Committee

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

SUBJECT: 2024 CAC Self-Assessment

-
- 1) **The Issue:** Completion of the CAC self-assessment inclusive of 2024. Staff will share results of the assessment at the annual ITA/CAC Joint Meeting on September 18, 2024.
-
- 2) **Recommended Action:** Complete the self-assessment by September 6, 2024, for compilation of results by staff. The assessment will be completed online and staff will email a link to access the survey.
-
- 3) **Policy Analysis:** The Intercity Transit Authority requires the CAC to complete an annual self-assessment. Results are shared with the Authority.
-
- 4) **Background:** The CAC conducts a self-assessment each spring and discusses the results. The CAC resumed self-assessments in 2023, following a four-year pause due to the COVID pandemic.
- The survey link is typically distributed to all members and the link for this survey will be sent on August 20, 2024. The CAC seeks 100% participation. Assessments are due by September 6, 2024.
- Staff compiles the results which are typically shared with the CAC and with the Authority for collective discussion at the annual ITA/CAC Joint Meeting in September.
-
- 5) **Alternatives:** N/A
-
- 6) **Budget Notes:** N/A
-
- 7) **Goal Reference:** The CAC works with the Authority to meet all goals of Intercity Transit.
-
- 8) **Reference:**

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

Wednesday night, the Authority:

- Authorized the General Manager to adopt Vanpool Customer Incentives Policy VS-6501. *(Lynne Cunningham)*
- Authorized the General Manager to execute closing documents regarding the property at 210 Olympia Avenue NE, in the amount of \$240,000, which will transfer ownership to Intercity Transit. *(Michael Maverick)*
- Authorized the General Manager, pursuant to Washington State Contract 05916, to purchase replacement vehicles to support our Vanpool program from Toyota of Yakima in the amount not-to-exceed \$923,498. *(Noelle Gordon)*
- Authorized the General Manager to execute a one-year contract, with four one-year renewal options, with CW Janitorial Service to provide Janitorial Services and Supplies at Intercity Transit facilities in an amount not-to-exceed \$572,595, including sales tax on supplies. *(Noelle Gordon)*
- Conducted two Public Hearings: The Draft 2023 Annual Report and 2024-2029 Transit Development Plan and the Title VI Program. *(Rob LaFontaine)*
- Approved the process and timeline for the 2024 Community Advisory Committee Fall recruitment and selected members of the Authority to participate on the Ad-Hoc Committee: *Debbie Sullivan, Carolina Mejia and Justin Belk with Sue Pierce as an alternate.* The Board did request that interviews be held on a Friday, however, versus a Wednesday.

Other Items of Interest:

- Kerri Wilson introduced **Marianne Copene, Walk N Roll Program Representative.**
- Duncan Green provided an update on the 2024 Bicycle Community Challenge.

General Manager's Report:

Peter Stackpole, sitting in for Emily Bergkamp provided the GM Report.

Latest Call for Projects - Our Grants team, alongside subject matter experts, has been hard at work, submitting seven grant applications. Here's a quick rundown:

1. **Regional Mobility Grants:** We've applied for two Regional Mobility Grants through WSDOT Public Transportation Division, seeking \$17.1 million. These grants will support the operations and marketing of two new services, tentatively named Lacey Express and Corridor Express.
2. **USDOT Smart Grant:** We're requesting \$2 million in new funding. Partnering with the City of Lacey, this project aims to install smart sensors at selected intersections. These sensors will identify traffic conflicts and help manage signals around the Lacey Transit Center and SPSCC

campus, improving transit reliability and performance. We'll also implement an integrated data management dashboard.

TRPC's 2024 Call for Projects: If selected, these projects could secure \$3.9 million. We're seeking funding for:

- Walk N Roll operations
- Electric Dial-A-Lift vehicles and charging equipment
- Smart Corridors Phase 4

3. **New Funding Opportunity:** Thanks to Kerri Wilson's collaboration with the Cascade Bicycle Club, we were awarded \$347,000. This funding will support a new staff member to expand the Earn-A-Bike program, encouraging more people to bike safely.

In summary, our team prepared seven projects, potentially securing \$23 million in grant funding.

South Sound Regional Roadeo Results - On June 30, we hosted the South Sound Regional Roadeo, and our team achieved outstanding results:

- **Body on Chassis (BOC) Division:**
 - 1st Place: Dan Savage - Congrats Dan!
- **Maintenance Competition:**
 - 1st Place: Richelle Loken, Sean Malay, and Jonathan Reynolds - Congrats team!
- **Pre-trip Inspection:**
 - 1st Place: Janet Depoe - Amazing job, especially for her first Roadeo!

Local Roadeo Winners:

- **40 Foot Coach Division:**
 - 1st Place: Clinton Jimenez
 - 2nd Place: Fred Sombrano
 - 3rd Place: Doug Taylor
- **BOC Division:**
 - 1st Place: Dan Savage
 - 2nd Place: Rachael Allen
 - 3rd Place: Jeana Allen

Thank you to all Intercity Transit staff, Roadeo Committee members, competitors, judges, volunteers, and our Maintenance & Facilities Crew for their hard work in making this event a success.

Lastly, mark your calendars for Transit Appreciation Day on July 31. We'll be celebrating with a summer beach party theme at AdOps and OTC. Join us to appreciate all the good work transit does!

Prepared July 18, 2024

Pat Messmer/Clerk of the Board

Authority Meeting Highlights/Summary
a brief recap of the August 7, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Scheduled a special meeting for Wednesday, September 18, 2024, to conduct a joint hybrid meeting of the Authority and the Community Advisory Committee. *(Emily Bergkamp)*
- Adopted the 2024-2027 Title VI Program as presented. *(Rob LaFontaine)*
- Adopted the 2023 Annual Report and 2024–2029 Transit Development Plan, as presented. *(Rob LaFontaine)*
- Authorized the General Manager to execute a Task Order with KPFF in the amount of \$392,732. *(Tammy Ferris)*
- Authorized the General Manager, pursuant to Sourcewell Contract No. 121223, to purchase Stertil-Koni Mobile Column Vehicle Lifts and related equipment from Northwest Lift & Equipment in the amount of \$554,700, including sales tax. *(Noelle Gordon)*
- Declared property as surplus. This list includes items from Fleet Maintenance Division which are surplus to our needs. The total value of the items listed in Exhibit A is estimated at \$2,000. *(Noelle Gordon)*

Other Items of Interest:

- Michael Midstokke introduced **Operator Class 24-04**.
- Jen Amendala introduced **Ayub Yasin, Accounting Specialist**.

General Manager's Report:

Intercity Transit staff and volunteers hosted an information table at “Lakefair 50+ in the Park” on Saturday, July 19. This yearly event features a great variety of live entertainment, vendors, activities, prizes and giveaways, and a great event celebrating our community’s seniors that offers an opportunity to share information about Intercity Transit’s services with them.

New Operator Class 24-03 graduated on July 19 and are on the road. If you’ve seen training buses out and about, they’ve all been behind the wheel learning the ropes.

Bergkamp and several DAL and Travel Training staff attended the summer Bus Buddy picnic, organized by Bus Buddy Coordinator Scott Schoengarth. It was a great way to celebrate the program’s accomplishments and share a meal.

Bergkamp, Nick Demerice, Chief Marketing, Communications and Outreach Officer, and Sr. Marketing, Communications, and Outreach Coordinator Nicky Upson, attended the Economic Development Council’s “Hootenanny” to celebrate the Economic Courage displayed by Thurston County businesses this year.

This event recognizes organizations that have demonstrated resilience, determination, and triumph in today's dynamic business landscape.

Bergkamp had the opportunity to meet and share a meal with Thurston County Manager, Leonard Hernandez, who then took a tour of our Administration & Operations building. A great community connection to make!

Bergkamp shared how awesome it was to get back to traditional Transit Appreciation Day (TAD) festivities last week, which is an annual celebration of all transit employees, recognizing milestone work anniversaries and outstanding employee accomplishments. Some of Bergkamp's most memorable moments from the celebration were seeing retirees and employees' family members enjoying all the food, games, and dunk tank fun. Special thanks to Chair Gilman and Vice Chair Mejia for sharing some inspiring words with employees, and for all Board members and CAC members in attendance. TAD has a long-standing tradition of being an event organized by a committee of employees, for employees, and the committee this year did a great job – so a big thank you goes to this year's TAD committee, led by PRO Amanda Collins.

Collins also arranged for an IHOP breakfast for swing and graveyard shift Maintenance employees later that night, which they enjoyed with Maintenance leadership, Bergkamp, and other members of the Senior Management Team.

Bergkamp shared her pride to be a part of this agency – and TAD is just one-way Intercity Transit gets to celebrate the amazing service we provide to the community, together. Every IT employee, through their service to our community, cares about and responds to the mobility needs of those who rely on us. And through that service, all Intercity Transit staff, no matter the department they work in, are true professionals and subject matter experts helping to co-create a transformational public transit system.

This weekend is the Washington State Roadeo, and as usual, IT has Operator and Maintenance Team competitors! Multiple staff, and our biggest fan from the ITA, Sue Pierce, will head over to Ben Franklin Transit in the Tri Cities, to cheer on our employees. The Roadeo is followed by the Washington State Public Transportation Conference, which provides transit agencies across the state opportunities to explore and discover innovations in the field of public transportation as we continue moving forward together.

Thurston County Auditor, Mary Hall, took time out her busy schedule to meet with Bergkamp and Rob LaFontaine to discuss upgrades to the bus stop at their Ballot Processing and Voter Center, which is on the list of stops to be upgraded as part of the Bus Stop Improvements project. Thurston County received a grant to create a paved walkway from the bus stop to the Voter Center, which is complete and looks great. Auditor Hall also provided a tour of the ballot processing center, and if you've never taken the time to do this, Bergkamp highly recommends it. It is amazing to see the work our local election workers undertake to ensure democracy is in motion. It was both humbling and impressive to learn about what they are able to do under the leadership of Auditor Hall and her award-winning staff.

Subsequent to the site visit and prior to the issuance of the final Triennial Review report, Intercity Transit provided sufficient corrective action for a deficiency of excessive fixed-route bus spare ratio, which officially closed the deficiency effective May 20, 2024. This earned Intercity Transit the final status of "not deficient" following the final report of the review.

The annual State Audit taking place now, is coordinated with the SAO by Jen Amendala and Jana Brown from the Finance Department. The exit conference is scheduled for September 5, 2024.

Prepared August 8, 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	X	X	X					
Clair	Bourgeois	X	X	X	X	ABSENT	ABSENT	X					
David	Payton	X	X	X	X	X	X	X					
Doug	Riddels	X	X	X	X	X	ABSENT	ABSENT					
Eliane	Wilson	X	X	X	X	ABSENT	X	X					
Garrett	Fuelling	X	X	X	X	ABSENT	X	X					
Harrison	Ashby	X	X	X	X	X	X	X					
JoAnn	Scott	X	X	X	X	X	X	X					
Lloyd	Peterson	X	ABSENT	ABSENT	ABSENT	ABSENT	RESIGNED	RESIGNED					
Marilyn	Scott	X	X	X	X	X	X	X					
Nicole	Smit	X	X	X	X	X	X	X					
Ursula	Euler	X	X	X	X	X	X	X					
Tony	Mealy-Chapman	X	X	X	RESIGNED	RESIGNED	RESIGNED	RESIGNED					
Ty	Flint	X	X	X	X	X	X	ABSENT					
Rachel	Weber	X	X	X	ABSENT	X	X	X					
Rachel	Wilson	X	X	X	X	X	X	X					
Trina	Primm	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT					
YOUTH John-Paul	Fox Seidel	X	X	X	X	X	X	ABSENT					

= Joint meeting does not count against required meeting attendance