



INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
October 21, 2024 - Olympia Transit Center
5:30 PM

Join on your computer: [Click here to join the meeting](#). The meeting ID: 233 868 373 417
Passcode: TzgbXW or call in (audio only) +1 929-229-5501, 293531025# United States,
New York City Phone Conference ID: 293 531 025#

CALL TO ORDER

- | | | |
|-------|--|---------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Brian Hess</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. November 6, 2024, ITA Meeting - (<i>Betty Hauser</i>) | |
| | B. November 20, 2024, ITA Meeting - (<i>Clair Bourgeois</i>) | |
| IV. | APPROVAL OF MINUTES - July 15, 2024, and August 19, 2024. | 1 min. |
| V. | NEW BUSINESS | |
| | A. 2025 Draft Budget (<i>Jen Amendala</i>) | 20 min. |
| | B. January 2025 Service Change & Equity Analysis (<i>Rob LaFontaine</i>) | 30 min. |
| | C. Nomination of Officers (<i>Emily Bergkamp</i>) | 10 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | 10 min. |
| | A. October 2, 2024, ITA Report (<i>Ty Flint</i>) | |
| | B. October 16, 2024, ITA Report (<i>Clair Bourgeois</i>) | |
| | C. General Manager's Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING - <u>November 18, 2024</u> | 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 meetings should call us at (360) 786-8585 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 786-8585.

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

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
July 15, 2024 – Virtual Meeting

CALL TO ORDER

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

Members Present: Chair Eliane Wilson; Betty Hauser; Clair Bourgeois; David Payton; Garrett Fuelling; Harrison Ashby; JoAnn Scott; Marilyn Scott; Nicole Smit; Rachel Wilson; Rachel Weber; and Ursula Euler.

Absent: Vice Chair Ty Flint; Doug Riddels; Lloyd Peterson; Trina Primm; and John-Paul Fox Seidel.

Staff Present: Amanda Collins; Dena Withrow; Duncan Green; Jana Brown; Lynne Cunningham; Michael Maverick; Peter Stackpole and Ramon Beltran.

APPROVAL OF AGENDA

Quorum not met.

INTRODUCTIONS

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

MEETING ATTENDANCE

- A. July 17, 2024, ITA Meeting – Ursula Euler**
- B. August 7, 2024, ITA Meeting – Eliane Wilson**
- C. August 21, 2024, ITA Meeting – Rachel Weber**

NEW BUSINESS

- A. Vanpool Program Update – (*Lynne Cunningham*)**

Lynne Cunningham serves as the Vanpool Manager for Intercity Transit and presented an updated on the Vanpool Program.

Cunningham began her presentation with an introduction to what the Vanpool program entails. An Intercity Transit vanpool is made up of three or more people who share their commute to work in an Intercity Transit van. Vanpool groups establish a route and schedule, and one or more people in the group volunteer to become approved drivers. All participants pay an affordable fare, and Intercity Transit provides the vehicle, fuel, insurance, and maintenance. She shared that the benefits of vanpooling include saving money on a commute, reducing wear and tear on personal vehicles, sharing driving responsibilities, getting access to HOV lanes, and helping the environment. Some employers

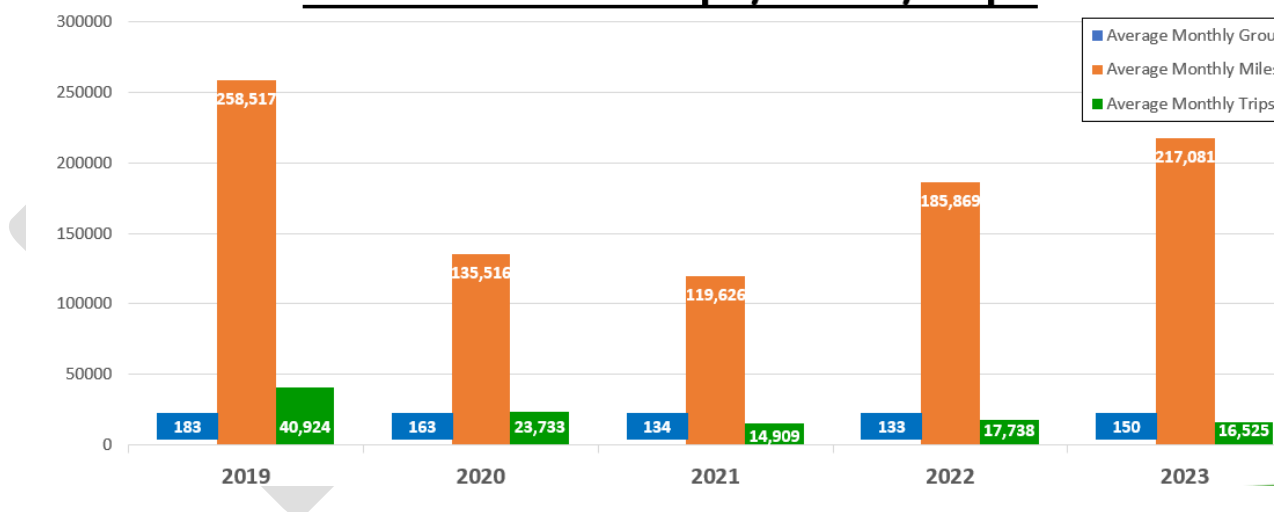
also partner with IT's Vanpool program to pay part or all the vanpool fare for their employees, helping those employees save even more money on their commute.

Cunningham reviewed some statistics and fun facts about the vanpool program:

- Intercity Transit's vanpool program is 42 years old – it began in May 1982 with two leased vans from the Washington State Department of Transportation (WSDOT).
- The program now has 155 active vanpool groups that commute to 311 employers in the Puget Sound region. There are currently five vans available to start new vanpools and the goal is to have all available vans in service by the end of the year.
- 39 vanpool groups have been in operation for 10 years or more. Two groups have been on the road the longest starting in 1992, 32 years ago! Those groups, 008 and 009, are still in operation today, carrying commuters from Olympia to Boeing Tukwila and from Shelton to the WA Department of Highways & Licensing in Olympia.
- The group with the longest commute travels 175 round trip miles daily from Olympia to Boeing Everett.

Cunningham displayed a graph to compare statistics over the last five years, including program metrics during the pandemic.

2019-2023 Groups/Miles/Trips



Cunningham commented that the orange bars are the most obvious illustration of how the program has done over the last 5 years. Pre-pandemic in 2019 the numbers were the highest, with 183 vanpool groups, over a quarter million miles traveled, and an average of 40k trips per month. Then with the shutdown in 2020 and through 2021 staff saw vanpool usage at its lowest. And in 2022 and 2023 vanpool usage started to recover with significant increases in the number of groups and miles traveled as people started commuting again. In 2023, the program had a monthly average of 150 vanpool groups, and that number has continued to increase so far in 2024. Today the program has 155 active vanpools. Additionally, 54% of participants in the program are qualified volunteer vanpool drivers. This shows that there is at least the required one driver for each of

the 155 vanpools, but there are also 241 additional drivers who share the driving responsibility and jump in to do the work that makes their vanpools succeed.

Next, Cunningham shared about some projects that the Vanpool department has been working on:

- **WSDOT Vanpool Replacement Vehicles Grant:** In 2023, Intercity Transit was awarded a grant from WSDOT in the amount of \$710,000 to purchase 20 replacement vehicles. The new vehicles will be 7-passenger hybrid electric vans, which have been very popular with our customers. Intercity Transit's maintenance team is currently working on sourcing those vehicles and has until June 2025 to use the grant funds.
- **Vanpool Subsidies Grant:** WA state employees were recently excited to learn that they will be able to vanpool for free because WSDOT will start subsidizing 100% of their vanpool fares. Vanpool program staff are currently reaching out to state agencies to help spread the word and form new vanpools. Staff are also updating the invoicing process to create a smooth transition for state employees as they start to take advantage of this new benefit.
- **WSTIP Audit Program:** As a transit agency, monitoring driving records for employees and vanpool drivers is an important part of the program's accountability process and a best practice required by IT's insurance pool. Cunningham considered it an honor to partner with Washington State's Transit Insurance Pool (WSTIP) and help create an internal audit process double checking program staff's work to ensure they are properly managing and monitoring driving records. The self-audit Intercity Transit helped develop will be used by all member agencies of WSTIP to help ensure all agencies are following best practices around driver record monitoring.
- **RidePro Database:** Last year in 2022 Vanpool staff started using a new vanpool database. Cunningham praised that that this was one of the best investments the program has made. The RidePro database helps staff manage every aspect of the vanpool program, and they are becoming more powerful users of the database every day. Staff use it for customer information, all the records for employers, vanpool group management, creating statements and managing payments, customer comments, and more. The tool increases the program staff's productivity.

To capitalize on program growth, Cunningham's team markets to local community members. In 2024, the theme was "Work Together, Ride Together" and mailers were sent out in the first half of the year in February, April, and May.

Cunningham took questions from the group.

Ursula Euler commented on the slide that showed the history between 2019-2023 and while the number of groups come back to pre-2019 or 2020 levels she was pleased with the number of trips that was still relatively high. Euler asked if the number of vanpools is high or low and how they assess that.

Cunningham responded that the trips are probably a little bit lower than usual because many groups have a part-time teleworking schedule. She believes usage will be down because those groups may only be vanpooling once or twice a week. A hybrid work schedule became popular during the pandemic, especially among state agencies and remains a challenge for the Vanpool program. To help encourage the use of vanpool, Cunningham was excited that workers are going to have 100% subsidy through the Department of Transportation. The trend of teleworking helps explain why there are more groups and fewer trips.

Euler replied by asking if the trips are longer because the average monthly miles number is quite high.

Cunningham affirmed that while there are fewer trips, those who are using Vanpool commute longer distances. For example, the group that commutes 175 round trip miles daily from Olympia to Boeing Everett.

Euler surmised that the number of personal operating vehicle miles that are being taken off the road must be impressive regardless of the low number of vanpools and increased telecommuting.

Eliane Wilson asked if the program's vans are owned by Intercity Transit or leased.

Cunningham answered that they are owned by Intercity Transit. The program is also in the process of trying to purchase 20 replacement vans with Washington State Department of Transportation (WSDOT) grant money and a match from Intercity Transit.

Wilson followed and asked what happens to the vehicles when the program has a drop in numbers, such as during COVID.

Cunningham shared that some groups weren't sure whether they were going to be able to start commuting or not and even as the shutdown continued, some groups were able to get back on the road. Some groups had to disband because they were transitioning to full-time telework. Some vans were returned as a result of COVID and during that time the fleet was reduced because of the number of vans available. Those vans were granted to the Surplus Van Grant program and others were repurposed for fixed route shuttle service.

Harrison Ashby asked about the replacement vans with grant money from WSDOT and if there is any move towards electric vehicles now or in the future.

Cunningham responded the vehicles being purchased with grant money are hybrid electric and that the Toyota Sienna hybrid seven passenger vans are a customer favorite. She was excited to try and purchase more of these vans but noted that is still challenging because there are not very many open order blocks through Toyota. They are hoping to source some soon and are in contact with several dealers to get whatever available vans they have.

Clair Bourgeois asked if the vans are not used for Vanpool if they are used by the Community Vans program where service organizations can rent for a day or for various reasons. She as curious if that was a part of the Vanpool program.

Cunningham replied that Community Van service is a part of what Intercity Transit offers but is different from a regular commuter van program like Vanpool. The vans that were deemed surplus during COVID did not go to this program, but instead were granted to nonprofits in the community or were used for fixed route shuttle service.

B. Bicycle Community Challenge Update - (Duncan Green)

Duncan Green introduced himself as the Coordinator of Intercity Transit's Bicycle Community Challenge and related events.

Green shared that Intercity Transit's Bicycle Community Challenge (BCC) has been encouraging people to use their bicycles for health and transportation for 37 years in Thurston County. The BCC is a series of events each year starting with the Winter Bicycle Challenge, which runs for the entire month of February. The Winter Bicycle Challenge brings out the most enthusiastic riders in Thurston County and has been going on for ten years. It started as a small event with only 20-30 riders and has grown every year. In 2024, 354 riders logged close to record miles in the event. Community riders get very excited about the Winter Challenge.

In April, Green and his team kick off the Spring bicycling season with the Earth Day Market Ride. This event features a ride to the Farmer's Market and a stop at the Heritage Park Fountain. This year, the Earth Day Market Ride had over 180 riders and Emily Bergkamp gave a rousing welcome to the crowd.

In the month of May, the Bicycle Community Challenge (BCC) begins, and Green described this as the flagship event. Green explained that teams and individual participants log bike rides throughout the month of May and in 2024 715 riders participated in the BCC. Riders logged over 74,000 miles and collectively rode on 68,129 days. The average was about 10 days per rider. During the month of May, the BCC also celebrates National Bike to Work Day. Green shared that every locality adapts and does their own event on or around National Bike to Work Day. In Olympia, Green and his team lead the event on the day before because more people commute on Thursdays than on Fridays. He has also expanded the concept, so it is not just about biking to work, but biking to anywhere due to the changes in commute habits they are hearing about. Bike to Work Day runs from 7:00 a.m. to 9:00 a.m. and refresher stations are available around town in different locations with free coffee and treats from local vendors. Volunteers pass out the goodies and some stations even have bike mechanics available to help those needing minor repairs. The event promotes a sense of

community and is a good change to mingle with other people on bikes. In 2024, Bike to Work Day had six refresher stations and approximately 300 riders. Intercity Transit also hosts an interagency bike ride on Bike to Work Day. Green noted that it is an evolving effort between state and local agencies to offer fun lunch time rides on Bike to Work Day with snack and prizes. Green believes the community has been celebrating Bike to Work Day for 20 years, with a two-year hiatus during the COVID pandemic. Riders who log at least one ride in May receive coupons and many participants receive prizes, which could be anything from a bike bell to an actual bike (which was donated this year by Ralph's Thriftway).

The Bicycle Community Challenge (BCC) has enthusiastic support from the community with over 40 sponsors offering coupons, prize items, and event support. Three local jurisdictions also declared May as their Local Bike Month. The BCC also forms a community of riders who otherwise might not interact with each other or Intercity Transit. This year, Green estimates that over 700 riders participated and 26 people volunteered to help with the events. The BCC collaborates with Thurston Regional Planning Council, multiple state and local agencies, and the Walk N' Roll program of Intercity Transit to provide mutual support, event planning, production, and volunteers. Green shared various photos to demonstrate how the BCC builds community.

Green answered questions from the committee.

Rachel Wilson thanked Green and Walk N' Roll program staff for the work they do for the BCC. Wilson appreciates all of Walk N' Roll's programs and participates in the BCC. She wondered if Green ever partners with Cascade Bicycle Clubs Seattle-Tacoma-Portland (STP) Ride or if he coordinates with any other larger Puget Sound region bike events.

Green responded that he hasn't coordinated with state-wide events like that, mostly because he has his hands full in the Springtime with promoting the BCC and by the time the STP happens, the BCC is over. He has previously used the BCC mailing list to promote other charity rides and events of a similar nature. He also noted that he may consider getting some communication going in the future.

Betty Hauser shared that she always appreciates Green's presentations and hearing about his great program.

CONSUMER ISSUES

Clair Bourgeois shared that she has heard from several riders and retail workers downtown that late night service would allow them to better utilize the bus for trips and work. She represented to those customers that she would bring this up during the CAC meeting.

Bourgeois also reported another concern about signs at a local bus stop that show the schedule are not up to date.

No further consumer issues.

REPORTS

- **June 19, 2024, ITA Report** – Nicole Smit attended the meeting and reported the following meeting highlights: a DEI presentation by Intercity Transit’s Diversity, Equity, and Inclusion Committee, approval of van purchases, a mid-year budget adjustment and update, amending the retirement plan, scheduling a public hearing for the Title VI Plan, public hearing for the 2023 annual report, and public hearing for the 2024-2025 Transit Development Plan. The ITA also discussed upcoming recruitment for the CAC and a Warehouse lease requiring an agreement.
- **General Manager’s Report** – Dena Withrow, Operations Director filled in for Emily Bergkamp to provide the General Manager’s report including:
 - **Transit Appreciation Day**
Staff is gearing up for Transit Appreciation Day (TAD), which will be held on Wednesday, July 31st. Withrow extended the invitation to all CAC members to come and enjoy a day of delicious food and fun. The event will start at 10:00 a.m. through 4:00 p.m. and a program will be held at noon where ITA Chair Clark Gilman will celebrate Excellence in Transit honorees and staff milestones.
Withrow thanks TAD Committee members: Amanda Collins, Amanda Williams, Amy Meierhoff, Daniel Ocampo, Fiona Sheehan, Laurie Chambers, Nicole Jones, Noelle Gordon, Pat Mesmer, and Stacy Johnson. She also thanked Clair Bourgeois and Eliane Wilson for volunteering at the event.
 - **South Sound Regional Rodeo**
Intercity Transit hosted a regional rodeo on June 30th with 13 agencies joining us to compete or volunteer. A total of 11 agencies had drivers in the competition.
 - 40 Ft. Coach Division, 1st Place Matt Chomiak of Community Transit.
 - Body on Chassis Vehicle Division (Dial-a-Lift size), 1st Place Dan Savage Intercity Transit.
 - Maintenance Competition, 1st Place Richelle Loken, Sean Malay, and Jonathon Reynolds of Intercity Transit.
 - Intercity Transit’s 40 Ft. Coach Division, 1st Place Clinton Jimenez and 2nd Place Fred Sambrano, who will go on to represent us in the State and International Competitions.
 - Intercity Transit’s Body on Chassis Vehicle Division, 1st Place Dan Savage.Withrow thanked everyone who came to the Rodeo and hopes to see more folks next year at both the maintenance and driving competitions. She also noted that Dan Savage attended Kitsap Transit’s Peninsula Cup and brought home the 1st Place Trophy. The trophy has been held by Kitsap Transit or Skagit Transit since 2007, so it was a big win for IT.
 - **Class 24-03 Graduation**
Class 24-03 will be graduating on Friday, July 19th and IT is excited to celebrate their accomplishments and welcome seven new operators to the crew. Withrow also shared that Class 24-04 started that morning with 15 new operators.

Amanda Collins shared that CAC Vice Chair Ty Flint is taking leave from the committee due to medical reasons. Chair Eliane Wilson volunteered to take his place at the August 7th ITA meeting.

NEXT MEETING: August 16th, 2024, at the Olympia Transit Center

- **ADJOURNMENT at 6:14 pm.**

Prepared by Amanda Collins
G:\CAC\Minutes\2024\May 2024 CAC Minutes.docx

DRAFT

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
August 19, 2024 - Hybrid Meeting

CALL TO ORDER

Chair Wilson called the hybrid August 19, 2024, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Chair Eliane Wilson; Clair Bourgeois; David Payton; Garrett Fuelling; Harrison Ashby; JoAnn Scott; John-Paul Fox Seidel; Marilyn Scott; Nicole Smit; Rachel Wilson; and Ursula Euler.

Absent: Vice Chair Ty Flint; Betty Hauser; Doug Riddels; Lloyd Peterson; Rachel Weber; and Trina Primm.

Staff Present: Amanda Collins; Emily Bergkamp; Andrew Scarborough; Peter Stackpole; and Zach Heinemeyer.

APPROVAL OF AGENDA

M/S/A by CLAIR BOURGEOIS and JOANN SCOTT

INTRODUCTIONS

Wilson introduced Authority member, Clark Gilman, as the ITA representative attending the meeting.

APPROVAL OF MINUTES

M/S/A by JOANN SCOTT and CLAIR BOURGEOIS

MEETING ATTENDANCE

- A. August 21, 2024, ITA Meeting - Rachel Weber**
- B. September 4, 2024, ITA Meeting - Rachel Wilson**
- C. September 18, 2024, ITA Meeting - All**
- D. October 2, 2024, ITA Meeting - **Need Volunteer****

NEW BUSINESS

A. Hazard Mitigation Plan - (Zach Heinemeyer)

Zach Heinemeyer serves as a Training and Safety Coordinator for Intercity Transit. He provided an overview of the agency's Hazard Mitigation Plan (HMP) and its role in emergency preparedness.

Heinemeyer introduced the concept of Hazard Mitigation Planning, which is a proactive long-term plan developed to reduce the impact of disasters before they occur. Planning for hazard mitigation is a collaborative effort involving state, tribal, and local leaders to understand risks from natural hazards and prepare effective strategies to mitigate them.

Intercity Transit's HMP helps ensure community safety and sustainability in the future. Additionally, Heinemeyer discussed the importance of a Hazard Mitigation Plan. The HMP helps increase awareness of hazards, risks, and vulnerabilities. Then, actions are identified to reduce risks, allocate resources effectively, and prioritize communication with state and federal officials. Ultimately, promoting awareness of hazard risks within the community.

Heinemeyer shared that Intercity Transit's commitment to emergency management is outlined in its Strategic Plan and Thurston County's Emergency Management Plan. Intercity Transit's goals three and eight both support the development and implementation of the Hazard Mitigation Plan. Goal three states: "Maintain a safe and secure operating system." and Goal eight states: "Integrate resiliency into all agency decisions to anticipate, plan and adapt given the critical functions of transit operations." Intercity Transit is listed under three emergency support functions (ESFs) in Thurston County:

- **ESF 1** (Transportation): Provides windshield damage assessments and transport during emergencies.
- **ESF 6** (Emergency Assistance, Housing, Human Services): Assists with transporting special populations to shelters.
- **ESF 15** (External Affairs): Supports public communication and cohesive messaging during emergencies.

The HMP outlines six proposed mitigation initiatives in order of priority, these initiatives are potential projects to pursue with appropriate funding, but adopting the plan does not guarantee their implementation. Heinemeyer noted that adoption of the plan makes Intercity Transit eligible to receive mitigation funds that could be applied for and utilized towards these initiatives.

1. Updating the **Emergency Operations Plan** and developing a **Continuity of Operations Plan**.
2. Providing **emergency preparedness training** for employees.
3. Investigating the feasibility of a **mobile command center**.
4. Exploring **alternate power sources** for the Olympia Transit Center.
5. Evaluating and prioritizing **nonstructural seismic retrofits** for the maintenance building.
6. Assessing **structural seismic retrofit** options for the same building.

Heinemeyer then reviewed the overall timeline by outlining steps taken so far and future stages in the submission and approval process. The steps completed so far are in preparation to submit the draft Hazard Mitigation Plan to Washington State and the Federal Emergency Management Administration (FEMA).

- **Stage 1 Complete:** Forming the planning team and drafting the HMP.
- **Stage 2 Complete:** Pre-review by Thurston County Emergency Management to minimize potential revisions from the state or FEMA.
- **Stage 3 Complete:** Internal review by the marketing team.
- **Stage 4 Complete:** Public comment period (July 29 - August 12).
- **Stage 5:** Presenting the plan to the CAC (currently in progress).
- **Upcoming stages:** Submitting the HMP for review by Thurston County and Washington State Emergency Management, followed by submission to FEMA.
- **Final stage:** Ongoing monitoring and revisions to the plan, with a review set for 2029.

Heinemeyer concluded the presentation by inviting questions from the audience and explaining that hazard mitigation is an evolving process that will require constant review as

community needs change. The approval of the plan will help ensure the safety, resilience, and preparedness of our transit system in the face of potential hazards.

Rachel Wilson asked about the initial feedback we received from Thurston County's Emergency Response Team.

Heinemeyer replied that the feedback was minimal but important. Thurston County recommended adding specific verbiage, based on FEMA's suggestion, to explicitly state that the proposed mitigation initiatives would be pursued once the plan was approved. Although this seemed implied, FEMA will want clear language confirming this commitment.

Ursula Euler asked Heinemeyer to give an example of how collaboration between jurisdictions and Intercity Transit would work in creating a hazard mitigation plan, and if he had specific emergencies in mind?

Heinemeyer responded that plan creation involves multiple factors. Thurston County conducts a hazard risk assessment to identify the biggest risks, such as floods, earthquakes, volcanic lahars, and tsunamis. Additionally, the county's hazard mitigation plan includes goals set collaboratively by stakeholders and community partners. The mitigation initiatives are developed to align with these goals while addressing the most significant risks in the area. This collaborative process ensures all parties work toward reducing those risks.

B. CAC Self-Assessment – (Emily Bergkamp)

Bergkamp reviewed the 2024 CAC self-assessment, which is an annual process where the Community Advisory Committee (CAC) evaluates its effectiveness. Typically conducted in spring, this year's assessment was delayed until summer. The assessment is a valuable tool for CAC members to provide feedback on how well they feel the committee is serving the community and if there are any changes or new topics they would like staff to address.

Due to disruptions from the COVID-19 pandemic, assessments were paused in 2020, and remote-only meetings led to lower attendance. After transitioning to hybrid meetings last year, a post-COVID survey was conducted. Now, the meeting schedule is more established, and attendance has increased.

The survey is distributed via SurveyMonkey, and all members are encouraged to participate to reach the goal of 100% participation. The survey link will be sent out on August 20th, and responses are due by September 6th. The results will be compiled and shared with both the ITA and CAC at their upcoming joint meeting.

Bergkamp noted that the action item for tonight is for CAC members to complete the survey by the deadline. Staff will email the survey link, and any concerns about the timeline can be addressed.

Bergkamp invited questions from the committee.

Rachel Wilson applauded the effort for committee members to reflect on their performance and asked if there will be an opportunity for Intercity Transit staff to provide their perspectives on the committee's performance, including constructive criticism, during the self-assessment process?

Bergkamp replied While this isn't typically part of the process, a conversation with staff about their feedback can be arranged. The survey is designed to assess the CAC's purpose, but staff can come prepared to share information at the joint meeting.

Amanda Collins, Staff Liaison, added that the CAC handbook and documentation will also be shared with the survey link to help members reflect on the committee's goals and purpose.

CONSUMER ISSUES

Clair Bourgeois stated that she has been talking to several people on the bus and many folks are wanting to know about the upcoming service change and specifically if route 68 could be shortened because it is a lengthy route.

Bergkamp announced that upcoming service changes will take effect on Sunday, September 8th. The marketing team is preparing to release updates through Rider News, social media, and changes to the route pages on the website. Intercity Transit will return to 100% pre-pandemic service levels, with late-night service restored on routes 12, 13, 41, Nightline, 62A, 62B, 65, and 66. This has been well-received by business owners and Evergreen College students. Additionally, "The One" express service, running from the Martin Way Park and Ride to the Capitol Mall, is operational. Funded by the State of Washington, "The One" serves as a pilot project to gather data for a potential Bus Rapid Transit (BRT) system. Staff are confident that stable staffing will allow for safe expansion in the future, and adjustments to "The One" will be made to meet current commuter needs.

Bergkamp mentioned that a major service change is planned for September 2025 to fulfill commitments from Intercity Transit's 2018 long-range plan. Although Planning Deputy Director Rob LaFontaine has presented several concepts for service enhancements, nothing has been finalized yet. The next year will involve extensive public engagement to gather feedback on these potential changes.

Bourgeois also commented that she noticed route 68 does not mention transfer of The One, but mentions all other routes transfers

Bergkamp responded that she will send a message to the planning department.

JoAnn Scott asked if The One is only on weekdays.

Bergkamp clarified that "The One" express service now operates on weekends but starts after 11 a.m., which is inconvenient for those wanting to reach downtown early. She speculated that the issue could be related to frequency, as the route requires multiple buses on Martin Way. This can lead to "leap-frogging," where too many buses at the same stops interfere with each other, as "The One" route gets priority. Bergkamp plans to follow up with Rob LaFontaine, the Planning Deputy Director, to address the issue.

Clair Bourgeois asked if the bus route from Olympia to Tacoma Mall was being brought back.

Bergkamp shared that since the pandemic, Intercity Transit has focused on connecting people to other regional transit systems, such as Pierce Transit and Sound Transit, via the 512 Park & Ride and Lakewood Station. Additionally, Intercity Transit is pursuing grant opportunities to

Intercity Transit Community Advisory Committee

July 15, 2024

Page 5 of 7

increase service between Lacey and JBLM. Enhancing the frequency of Route 620 and expanding service to JBLM will improve connections to Pierce County.

Eliane Wilson asked about late-night service and if frequency is increasing.

Bergkamp shared that we are increasing the span of service to 11pm, but frequency will remain the same.

JoAnn inquired about people camping near bus stops and who she should call.

Bergkamp responded that concerns about bus stops should be reported to Customer Service. In such cases, Operations Supervisors will visit the locations to address the issues, although this can sometimes be challenging. Intercity Transit also collaborates with local jurisdictions based on the bus stop's location. Bergkamp noted that Intercity Transit has had positive outcomes working with the City of Olympia's Homelessness Response Team.

Clair Bourgeois provided a positive comment about folks receiving DAL service. Clients are very pleased with the eligibility process.

Bergkamp commented that the Dial-a-Lift team is being more consistent with their eligibility process and that she will make sure the team hears this feedback.

Marilyn Scott discussed a situation affecting a local senior-living complex where DAL drivers are not going up to client's doors and may be showing up in a wrong spot due to unclear navigation. Scott is concerned that drivers are just calling folks and possibly leaving without making contact with clients.

Bergkamp collected the name of the apartment complex and will have DAL staff follow up with the property manager to figure out a solution and communicate this with DAL drivers. She shared that some options could include a designated pickup zone, like those that are utilized at grocery stores and colleges.

Scott stated that there are other possible solutions such as better marking the buildings because she noted that other delivery services also have a difficult time finding the correct address. Scott also requested if a pickup zone is established that there be adequate seating for those who are waiting for their ride.

No further consumer issues.

REPORTS

- **July 17, 2024, ITA Report** - Ursula Euler reported on the ITA meeting, highlighting the following:
 - **Public Hearings:** Two hearings were held for the Transit Development Plan and Title VI Program. No in-person testimony, but written comments received included requests for expanded services, routes, schedules, and concerns about the Martin Way Roundabout.
 - **Vanpool Program:** The incentive policy was discussed and modified following staff recommendations.
 - **Property Acquisition:** Approved purchase of a \$240,000 property for a 7,200-square-foot parking lot adjacent to the Olympia Transit Center.

- **Vehicle Replacement:** Approval was sought for replacing Vanpool Vehicles with hybrid Toyota Sienna and Camry models. Euler also shared her concern about supply chain issues leading to decreased price competition.
 - **Janitorial Services:** Contract for janitorial services approved.
 - **CAC Selection:** ITA members were appointed to serve on the ad hoc committee and select new CAC members.
 - **Late Evening Service:** ITA member Justin Belk agreed with the CAC's call for late night service. He highlighted the need for late evening bus service to support downtown Olympia residents and workers.
- **August 7, 2024, ITA Report** – Eliane Wilson attended the meeting and reported the following meeting highlights:
 - **Bus Stop Improvements:** Presentation on enhancements and designs for challenging bus stop locations.
 - **Mobile Lift:** Approved the purchase of a mobile lift for temporary use in the interim maintenance facility.
 - **Annual Report:** Received a brief on the 2023 Annual Report and 2024-2029 Transit Development Plan, which will be submitted to WSDOT.
 - **Title VI Program:** Final adoption of the Title VI Program, to be submitted to the FTA.
 - **Joint Meeting:** Decision to host the CAC for a joint meeting on September 18th.
 - **General Manager's Report** – Bergkamp provided the General Manager's report including:
 - **2025 Budget Preparations**

Intercity Transit's Chief Financial Officer, Jana Brown, is currently guiding the agency through its annual budget preparation. Bergkamp notes that we are incredibly lucky to have Jana at the helm of our Finance division, as she brings a wealth of financial experience and leadership in local government, grounded in transparency and integrity. Jana joined Intercity Transit in June of 2022. Prior to coming to IT, Jana worked at the City of Olympia where she spent three years as their Accounting Manager, and prior to that she spent 19 years at the City of Poulsbo. Since she started, she's been working tirelessly to help us mature in our budgeting and financial practices.

At the end of July, Jana hosted a 2025 budget kickoff meeting with department leaders. Department budgets are due by August 20 for first internal review. After that, a preliminary budget will be presented to the Intercity Transit Authority Board (ITA) in early October, followed by a public hearing in early November, and finally, budget adoption by resolution of the ITA in early December. Bergkamp stressed that the timeline is very important because an ITA resolution must be approved by December to spend funds starting on Jan. 1, 2025. Intercity Transit's annual budget is also an important tool that ensures we meet the goals and end policies laid out in the Strategic Plan, which also reflect the mission and vision of Intercity Transit, and our commitment to serving the community.
 - **State Roadeo**

IT's State Roadeo competitors did an amazing job representing Intercity Transit in both the driving and maintenance competitions this past weekend. Bergkamp shared her gratitude for the hard work and dedication they led with to compete on behalf for the agency. She also commended the coordination and planning efforts of the State Roadeo Planning Committee, which includes Intercity Transit's own Service Impacts Supervisor

David Dudek, Operations Supervisor Bill Miller and his wife Shanika as committee members.

Bergkamp congratulated the following competitors on their accomplishments and for representing Intercity Transit:

- 2nd Place Overall Maintenance Competition: Richelle Loken, Sean Malay, & Jonathan Reynolds
- 2nd Place 35-foot Coach Competition: Fred “Uncle Freddie” Sombrano – in his very first State Roadeo appearance!
- 2nd Place Body on Chassis Competition: Dan Savage
- Honorable Mention 40-foot Coach Competition: Clinton Jimenez

The following Intercity Transit employees and family members were essential volunteers with the State Roadeo, as judges and in other roles: Operations Supervisor Rob Wood, Family Member Susan Wood, Fixed Route Manager Michael Midstokke, Operations Deputy Director Cameron Crass, Intercity Transit Authority Board Member Sue Pierce, Operator Janet Depoe, Maintenance Director Jonathon Yee, Human Resources Deputy Director Alana Neal, Customer Service Supervisor Russell Gilsdorf, Family Member Lillian Dudek, and Administrative Services Director Heather Stafford.

Bergkamp also commemorated that while Intercity Transit was the runner up for State Grand Champion this year, it had held the title for 7 years straight. Kitsap Transit won the 2024 Grand Champion – and she congratulated them on their outstanding achievement. Sharing the opportunity to hold the Grand Champion title with other transits only showcases how Intercity Transit shares its Roadeo knowledge with others to help them learn and grow, which improves the overall competition on the State Roadeo stage and the public transit industry overall.

The word “champion” not only describes the winner of first place in a competition but is also used as a description for individuals who are warriors and fighters. While “winning it all” is nice, Intercity Transit is a champion because our Roadeo Competitors are willing to put themselves in the ring, repeatedly, and simply to compete, regardless of the outcome.

- **Triennial Review Final Report - No Deficiencies**
Subsequent to the site visit and prior to the issuance of the final 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.
- **Annual Audit by the State Auditor’s Office (SAO) underway**
The annual State Audit is taking place now, coordinated with the SAO by Jen Amendala and Jana Brown. The exit conference is scheduled for September 5, 2024.

NEXT MEETING: September 18, 2024, at the Intercity Transit Administrative Offices

- **ADJOURNMENT at 6:44 pm.**

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: October 21, 2024

FOR: Community Advisory Committee

FROM: Jen Amendala, Finance Manager, 360-705-5883
Jana Brown, Chief Financial Officer, 360-705-5816

SUBJECT: 2025 Draft Budget

-
- 1) **The Issue:** Introduce the Draft 2025 Budget
-
- 2) **Recommended Action:** For information and discussion only.
-
- 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and accept comments from the public prior to adopting the annual budget. The draft budget document relies on the Capital Improvement Plan and coordinates with the Strategic Plan. The Strategic Plan identifies the Authority's plan regarding service levels, which is the prime driver of proposed expenses for 2025.
-
- 4) **Background:** Staff will present elements of the draft 2025 budget to include capital projects, new initiatives, new staff, on-going projects from the previous fiscal period, and operational expenses. Staff will also discuss potential grant opportunities, which align with the Strategic Plan, and their impact on the budget.

The proposed Operating budget for 2025 is \$90.6 million, which includes \$3.9 million for rollover projects.

The proposed Capital budget for 2025 is \$70.7 million, which includes \$7.5 million in new projects and \$63.2 million for rollover projects.

The total proposed 2025 expenditure budget including staff recommended new projects/positions is \$161.4 million.

The major elements of Intercity Transit's 2025 budget are:

- Sales tax revenue for 2025 has been conservatively budgeted, representing what has been collected thus far in 2024, which represents a 2% decrease of the 2023 actuals.

- Continue construction to renovate the Pattison Street maintenance facility
- Zero Emission – Hydrogen Demonstration
- Agency ERP/EAM Software System Replacement
- Life Cycle Vehicle Replacements
- Continue pursue of grant funded BRT and Corridor Program
- Lacey Intersection Smart Sensor Project
- Transfer Centers and Bus Stop Improvements
- Add 5 new positions:
3 Operations Supervisors, 1 Village Vans Coordinator, and 1 Facilities Tech III

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

6) **Budget Notes:** The Authority reviewed the draft budget at their October 2, 2024, meeting. A public hearing has been scheduled for Wednesday, November 6, 2024. The Draft Budget package is available for public review and comment on Intercity’s public facing webpage. The budget is scheduled for adoption at the December 4, 2024, Authority meeting.

7) **Goal Reference:** The annual budget impacts all agency goals.

8) **References:** [2025 Draft Budget](#)

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: October 21, 2024**

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Deputy Director, 360-705-5832

SUBJECT: January 2025 Service Change Equity Analysis

1) **The Issue:** Present the planned changes to bus service anticipated to take effect in January 2025.

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

3) **Policy Analysis:** In accordance with our updated 2024 - 2027 Title VI Program, major changes in bus service require formal adoption of a written equity analysis; a publication intended to identify adverse impacts from proposed changes in bus service and any proportionate disparity to minority and low-income populations. The adoption process for the Analysis includes a public comment period, review and consideration from Intercity Transit's Community Advisory Committee, and a public hearing with the Intercity Transit Authority Board.

4) **Background:** The growth of available Operators by late 2024 is projected to provide sufficient resources to support an approximate increase of 15,000 annual hours in fixed route bus service. Correlating with the incoming Operators is a proposal to augment existing service levels by improving frequency on two existing routes (#42 and #67), as well as introduce a new fixed route intended to operate in the vicinity of the Washington State Capitol Campus. Each of the elements of the proposed change in service are consistent with Intercity Transit's 2018 Long-Range Plan. By Intercity Transit policy, a proposal to increase the volume of service on an existing route more than fifty percent, or the introduction of a new fixed route to a geographic area are considered major changes to the existing service and require an elevated process to analyze and publish the demographic impact of the changes prior to being implemented by staff.

5) **Alternatives:** N/A

6) **Budget Notes:** The public hearing on October 16, 2024, does not result in a significant impact to budgeted expenses for FY2024. If the proposed changes in service are implemented in January 2025, they are estimated to increase annual

fixed route service hours by 15,000, or 5%. This increase to operating expenses is reflected in the draft 2025 Annual Budget.

-
- 7) **Goal Reference:** **Goal #1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal #2:** *“Provide outstanding customer service.”* **Goal #4:** *“Provide responsive transportation options within financial and staffing limitations.”* **Goal #6:** *“Encourage use of our services, reduce barriers and increase ridership.”* **Goal #7:** *“Build partnerships to identify and implement innovative solutions that address mobility needs, access and equity as a service provider and as an employer.”*

-
- 8) **References:** [Intercity Transit's 2018 Long-Range Plan](#); [Intercity Transit's 2024-2027 Title VI Program](#)

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-C
MEETING DATE: October 21, 2024**

FOR: Community Advisory Committee

FROM: Emily Bergkamp, General Manager, 360-705-5838

SUBJECT: Nominations of Officers

-
- 1) **The Issue:** To nominate members to serve one-year terms as the officers of the group (Chair and Vice Chair) for the January - December, 2025 year.
-
- 2) **Recommended Action:** Nominate interested and willing CAC members for Chair and Vice Chair.
-
- 3) **Policy Analysis:** Per the CAC By Laws and Operating Principles, officers will be nominated in October and elected in November for one-year terms.
-
- 4) **Background:** CAC Chair Eliane Wilson has completed a one year term and Vice Chair Ty Flint has completed a one term in their respective positions. The By Laws and Operating Principles provide:

OFFICERS/TERM OF OFFICE

“Officers will consist of Chair and Vice Chair. The process for choosing officers shall consist of nomination in October (either self-nomination or nomination by others) and affirmation by majority vote in November.
(Amended 07/16/01; 02/06/08; 7/6/16).”

Officers will serve a term of one year and may serve up to two terms in the same office. If a CAC member completes an officer vacancy during the year, it shall not be considered against the two term limitation. A member may serve two years as Chair and two years as Vice Chair consecutively.”

Members may nominate other members who are willing to accept the nomination, and members may self-nominate. If you wish to nominate someone, it is best to contact the member ahead of the meeting to ensure they will accept the nomination.

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

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

7) **Goal Reference:** Maintaining active, interested CAC members supports all agency goals.

8) **Reference:** CAC By Laws.

Authority Meeting Highlights/Summary
a brief recap of the August 21, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Adopted Resolution 03-2024 to implement Policy EX-0017 “Advisory Committee Stipend Program” and proposed amendments to the CAC Bylaws to reference stipend eligibility. *(Amanda Collins)*
- Adopted Resolution 04-2024 to accept and approve Intercity Transit’s designated annex portion of the “Hazards Mitigation Plan for the Thurston Region.” *(Zach Heinemeyer)*

Other Items of Interest:

- Lynne Cunningham provided an update to Vanpool Program.
- Katie Cunningham introduced **Jonathan Martin**, Construction Projects Coordinator and **Brenden Houx**, Sr. Procurement & Project Management Coordinator.
- Alana Neal introduced **Heidi Fox**, HR Analyst.
- David Chaffee introduced **Dustin Korn**s, Vehicle Cleaner.

General Manager’s Report:

Chief Financial Officer, Jana Brown, is currently guiding staff through the annual budget preparations. IT is incredibly lucky to have Jana at the helm of the Finance division, as she brings a wealth of financial experience and leadership in local government, grounded in transparency and integrity. Jana joined Intercity Transit in June of 2022. Prior to coming to IT, Jana worked at the City of Olympia where she spent three years as their Accounting Manager, and prior to that she spent 19 years at City of Poulsbo. Since she started, she’s been working tirelessly to help IT mature in the budgeting and financial practices.

At the end of July, Jana hosted a 2025 budget kickoff meeting with department leaders. Department budgets were due by August 20 for first internal review. Next, a preliminary budget will be presented to the Intercity Transit Authority Board (ITA) in early October, followed by a public hearing in early November, and finally, budget adoption by resolution of the ITA in early December. This timeline is very important because an ITA resolution must be approved by December to spend funds starting on January 1, 2025. The annual budget is also an important tool that ensures IT meets the goals and end policies laid out in the Strategic Plan, which also reflect the mission and vision of Intercity Transit, and our commitment to serving the community.

IT’s State Roadeo competitors did an amazing job representing Intercity Transit in both the driving and maintenance competitions last week. They all deserve our gratitude for the hard work and dedication they lead with to compete on behalf for the agency. And, if it weren’t for the coordination and planning efforts of the State Roadeo Planning Committee, which includes Intercity Transit’s own Service Impacts Supervisor David Dudek, Operations Supervisor Bill Miller and his wife Shanika as committee members, the State Roadeo wouldn’t be as successful as it is.

Please congratulate the following competitors on their accomplishments and for representing Intercity Transit:

- 2nd Place Overall Maintenance Competition: Richelle Loken, Sean Malay, & Jonathan Reynolds.
- 2nd Place 35-foot Coach Competition: Fred “Uncle Freddie” Sombrano – in his very first State Roadeo appearance!
- 3rd Place Body-on-Chassis Competition: Dan Savage
- Honorable Mention 40-foot Coach Competition: Clinton Jimenez

The following Intercity Transit employees and family members were essential volunteers with the State Roadeo, as judges and in other roles: Operations Supervisor Rob Wood, Family Member Susan Wood, Fixed-Route Manager Michael Midstokke, Operations Deputy Director Cameron Crass, Intercity Transit Authority Board Member Sue Pierce, Operator Janet Depoe, Maintenance Director Jonathon Yee, Human Resources Deputy Director Alana Neal, Customer Service Supervisor Russell Gilsdorf, Family Member Lillian Dudek, and Administrative Services Director Heather Stafford.

Bergkamp also commemorates that while Intercity Transit was the runner up for State Grand Champion this year, IT held the title for 7 years straight. Kitsap Transit won the 2024 Grand Champion – and we congratulate them on this outstanding achievement. Sharing the opportunity to hold the Grand Champion title with other transits only showcases how Intercity Transit shares roadeo knowledge with others to help them learn and grow, which improves the overall competition on the State Roadeo stage and the public transit industry overall.

The word “champion” not only describes the winner of first place in a competition but is also used as a description for individuals who are warriors and fighters. While “winning it all” is nice, Intercity Transit is a champion because our Roadeo Competitors are willing to put themselves in the ring, repeatedly, and simply to compete, regardless of the outcome. They are all warriors in our hearts and are true front-line fighters for the mobility needs of the most vulnerable members of our community. We are all so proud of them.

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

*Prepared August 23, 2024
Pat Messmer/Clerk of the Board*

Authority Meeting Highlights/Summary
a brief recap of the September 4, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Authorized the General Manager to enter into a contract with Northwest Cascade, Inc. for drainage and pavement repairs at the Lacey Transit Center and Amtrak Station in the amount of \$178,413. *(Tammy Ferris)*

Other Items of Interest:

- Nicky Upson from Marketing & Communications provided a presentation about an Accessible Wayfinding Pilot Project (NaviLens).

General Manager's Report:

The fifth Operator class of the year starts Monday, September 9 and it will be one of the largest classes to date, with a possible 31 drivers. We look forward to this group starting their careers with us.

The service change taking place Sunday, September 8, 2024, marks the final step in a series of 17 incremental adjustments that began in June 2020, aimed at restoring service levels to those before the COVID-19 pandemic. With this latest change, we will exceed pre-pandemic service levels, reaching 102% of the service we provided prior to the pandemic. Routes 12, 13, 41, 62A, 62B, 65, and 66 will have late night service restored on weekdays and weekends. Route 41 will have extended late-night service on Friday and Saturday nights when The Evergreen State College is in session.

The exit conference for the annual state audit is scheduled for September 5, 2024, and was coordinated with the State Auditor's Office by Finance Manager Jen Amendala and CFO Jana Brown.

Bergkamp shared she was interviewed by Transportation Choices Coalition Executive Director Kirk Hovenkotter & Policy Analyst, Nivya Murthi for a future blog about topics of Transit Safety and Workforce shortage. Bergkamp shared key points about Intercity Transit's motto of "Safety, Service, Schedule." This is a training tool for all bus drivers that emphasizes Safety first, followed by Service to our customers, placing the pressure they sometimes feel to keep to the timeliness of their Schedule as last. The safety of and service to our customers is paramount. This includes safety on the road and taking the time to answer questions about our service.

Bergkamp shared Intercity Transit has comprehensive "Rules of Conduct" for our riders that we carefully uphold. Bus drivers inform passengers of the rules of the ride if they encounter passengers not following them, and always have the option to refer the enforcements of these rules to our Road Supervisors if they encounter a chronic issue.

Bergkamp said another big cornerstone of the safety of our service is that Intercity Transit has cameras on all revenue vehicles, as well as being a Zero-Fare system. Nationwide, the number one cause of assaults on bus drivers is disputes over fares, and we simply don't have that.

Another point Bergkamp included during her interview with TCC is the difference between feeling unsafe versus feeling uneasy. Transit serves a diverse group of people from all walks of life, backgrounds, and lived experiences. Riding public transit offers the unique opportunity to ride with the general public and that means encountering others who don't look like or behave like us, or speak the same language and there can be a discomfort from being around others different from ourselves, but that doesn't constitute unsafe conditions.

Bergkamp was happy to report during the interview that Intercity Transit is no longer experiencing the workforce shortage challenges COVID brought to the industry. She said we integrate transit hiring practices with workforce development programs in Washington state. IT began to gain traction when HR partnered with WorkSource. WorkSource streamlined the application process providing access to folks who are actively seeking work. IT worked hard to shorten the timeline from when people apply to when they are offered a position. IT used to have applicants apply, then attend a separate customer service test session, then bring them in for an interview, and sometimes have them come in separately for a practical fit test. Using this new model, candidates are brought in for a day-long hiring event to get all of these parts of the recruitment process done on one day.

The Zero-Fare survey is wrapping up on September 5. Intercity Transit's bus and Dial-A-Lift services have been zero-fare (fare free) for a few years, and our goal is to continue to share and promote the ease, convenience and equity this service provides. Over the last few years, IT staff attended local events and talked with many members of the community, and we've seen that many still don't know that riding all Intercity Transit bus routes is free, and we want to change that. The link to the survey can be found on the website: <https://www.intercitytransit.com/news/rider-survey-zero-fare-demonstration-project>

Stately Speakers Toastmasters (in partnership with Board member Carolyn Cox) is hosting an Open House at Intercity Transit Thursday, September 12 during the noon hour so employees and anyone from the community can learn the many benefits of Toastmasters. The club will hold a hybrid meeting weekly at Intercity Transit every Thursday from 12:05 p.m. to 12:55 p.m. Toastmasters is a learn-by-doing workshop where participants hone their speaking and leadership skills in a no-pressure atmosphere. There is no instructor in a Toastmasters meeting. Instead, members evaluate one another's presentations. This feedback process is a key part of the program's success. Meeting participants also give impromptu talks on assigned topics, conduct meetings and develop leadership.

Those interested should plan to arrive at 11:45 a.m. to learn about the club and how to join, ask questions, plus have the opportunity to socialize and enjoy some light refreshments. Intercity Transit will cover the cost of employees' membership if they choose to join. Professional development is priceless, and joining Toastmasters is one of the best investments you can make no matter what your career aspirations.

*Prepared September 5, 2024
Pat Messmer/Clerk of the Board*

Authority Meeting Highlights
a brief recap of the September 18, 2024, ITA/CAC Joint Meeting

Wednesday night, the Authority:

- Hosted a hybrid Joint Meeting of the Authority and the Community Advisory Committee.
- Authorized the General Manager to execute a contract amendment with Gordon Thomas Honeywell Governmental Relations to renew the contract for Federal Advocacy Services for a period of one year in the amount of \$96,000. *(Noelle Gordon)*
- Authorized the General Manager to execute a one-year contract extension with Foster Government Relations to provide State Legislative Advocacy Services in the amount of \$48,000. *(Noelle Gordon)*

Other Items of Interest:

- David Chaffee introduced **Matthew Desy, Vehicle Detailer.**
- CAC, ITA and staff recognized and celebrated the achievements of the **2024 State Rodeo Participants.**
- Amanda Collins provided an update on the CAC Stipend Program Procedures.
- Bergkamp reviewed the 2024 CAC Self-Assessment.
- Bergkamp provided a 2025-2030 Strategic Plan Concept review.

General Manager's Report:

Bergkamp presented an Intercity Transit community update to the Yelm Chamber of Commerce on September 10. There was a group of about 25 business owners from the community of Yelm. She shared information on progress IT has made to be back to 102% pre-pandemic service levels, and our plans for 2025 of increasing the accessibility to and enhancement of our service in line with the promises from Proposition 1, including better express-like service to Yelm once the bypass is complete.

Intercity Transit's Grant Program Manager Jessica Gould submitted an application for WSDOT's Green Transportation Grant program for the purchase of 2 BEB's replacement vehicles with 2 chargers. She also submitted an application for 5 propane DAL and 2 Battery Electric DAL replacement vehicles.

Jessica wanted to thank everyone who made these applications possible:

- Associate Planner Claire Daniels provided multiple maps and GIS skills to help strengthen our applications.
- Planning Deputy Director Rob Lafontaine provided service level estimates for the DAL project.

- Fleet & Facilities Maintenance Director Jonathon Yee provided reliable content, cost estimates, and milestones along with collaboration on approach and strategy. The thoughtful edits and extra set of eyes was invaluable.

And thanks particularly to Thera Black for taking everything provided and forming the content into a solid ask with an excellent chance at being funded.

Bergkamp said we can expect to hear back on this application in May - June 2025. If awarded, the project can officially start 7/1/2025 and will help fund IT's first Battery Electric Coaches and DAL vehicles!

Bergkamp presented Intercity Transit's Severe Winter Weather operations at DES's yearly preparedness meeting on September 17, which is a great way to touch base with local jurisdictions on their preparations and sharing of information.

Bergkamp invites CAC and ITA members to the Avanti Bikes! Open House on September 25, 5-7 p.m. at Avanti High School. Over the last few years Walk N Roll Program Representative A Puri has been working hard developing this amazing partnership with Avanti. A and Avanti PE teacher Nikki, co-teach a PE class where youth learn and practice essential bicycle handling and safety skills. They also learn bike mechanic skills in the school's bike shop that Walk N Roll helped them create through sharing expertise and resources. Walk N Roll gives student participants a refurbished bike, helmet and lock. This program prepares students to ride their bike safely, independently and confidently for transportation. It has been so successful that A is now adjusting some of their time to focus on creating a new similar program at Envision Academy, the alternative high school in North Thruston.

*Prepared September 19, 2024
Pat Messmer/Clerk of the Board*

Authority Meeting Highlights/Summary
a brief recap of the October 2, 2024, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Authorized a public hearing on the 'January 2025 Major Service Change Summary and Draft Equity Analysis' for Wednesday, October 16, 2024, at 5:30 p.m. (Rob LaFontaine)
- Authorized a public hearing for the 2025 draft budget for 5:30 p.m., Wednesday, November 6, 2024. Final adoption is proposed for December 4, 2024.

Other Items of Interest:

Michael Midstokke introduced **Operator Class 24-05**, and **David Randall, Jason Bryant, Joe Miller, Instructor/Training Interns.**

Jane Denicola introduced **Peter Doane, Customer Service Representative.**

General Manager's Report:

Intercity Transit's three applications submitted to TRPC's Call for Projects have gone through an initial review by the Transportation Policy Board, in which ITA member Justin Belk serves, and will receive further review by a subcommittee and TRPC, which ITA member Mayor Sullivan serves, before a funding decision is rendered in early December. Those projects are:

- Walk N Roll Operations
- Smart Corridors Phase 4
- Battery Electric DAL's and chargers

ITA Chair Clark Gilman helped arrange a meeting with several members of the ITA and the Olympia-Lacey Depot Amtrak volunteers. Fleet & Facilities Maintenance Director Jonathon Yee worked with volunteer coordinator Larry Ganders to define an agenda to discuss what their needs are at that facility, and it was a very productive meeting. Intercity Transit staff also attended their yearly volunteer meeting on September 24 for more information sharing.

The fifth Operator class of the year started September 9, with 24 participants, which is the largest class to date.

United Way Workplace Campaign Manager, Kristi Duke, who is a Leadership Thurston County Program participant, interviewed Bergkamp about her leadership, and her role and passion for all things Intercity Transit.

Intercity Transit held its First Annual Safety Fair on September 17. There were several different vendors providing information on safety, security, and emergency management. It was a great opportunity for employees to ask questions and learn from professionals in these respective areas. Legendary Doughnuts was on site with their doughnut truck. Participants also received a safety fair passport, and when they visited each table received a sticker, then submitted their completed passport for a chance to win door prizes.

Five applications were submitted for the open ITA Community Representative position, and twelve applications were received for six open positions on the CAC, however, no new youth applications were submitted. Our current youth member John Paul is continuing for an additional year. Recruitment for both ITA and CAC is set to close on October 4, however, staff is considering extending the CAC timeline for another few weeks in hopes of gaining interest from more youth.

Bergkamp is participating in the **Week Without Driving Event – September 30 through October 6**. This is a yearly event to draw attention to the difficulties faced by nondrivers in accessing our communities across the country and to inspire decision makers to address the barriers and gaps in our transportation system.

Staff met with South Puget Sound Community College (SPSCC) regarding possible grant funding to renovate the transit zone on campus currently located in Crosby Loop for easier access by students and buses/drivers, as the original design of the loop isn't completely compatible with buses. IT staff in attendance were Bergkamp, Rob LaFontaine, Cameron Crass, Dean Taylor, Jonathan Martin, and staff from SPSCC, Director of Safety & Security Fred Creek, Director of Facilities Darrell Huggins, and Vice President for Finance and Operations Dr. Tysha Tolefree. These are preliminary discussions, and no designs have been identified but Dr. Tolefree indicated the college would provide a letter of support for the pursuit of grant funding. IT staff will attend more meetings with SPSCC to dial in the scope of the project in the near future. Staff is also in the process of updating the Memo of Understanding (MOU) with the college for accessing campus property for transit service.

Bergkamp shared recognition of Intercity Transit by North Thurston Public Schools (NTPS) as a partner through our shared commitment to enhancing safety and accessibility for students and families within NTPS district.

- Field trip transportation
- Rolling Classrooms
- Walk N Roll Program for safe walking and biking to school, and utilizing public transportation
- The first bike program at Envision Career Academy
- Exploring new collaborations for fueling of NTPS propane fueled school buses through an MOU.

A big portion of our partnership with NTPS is through the leadership of IT's Walk N Roll Program Supervisor, Kerri Wilson and A Puri WNR Representative. Additionally, Bergkamp noted that A has been working over the last three years to develop the bike program at Avanti High School which is the blueprint for the program at Envision. The seeds of this program are planted, and we can't wait to see the growth and harvest.

Intercity Transit is a recipient of \$1.8M in community project funding shepherded by Congresswoman Strickland for zero fare bus stop enhancements, which includes expanded concrete pads that accommodate front and rear door boarding and amenities like shelters and solar lighting for our Pacific NW weather. Congresswoman Strickland will visit IT next week, starting with a tour of the IT facility, so staff can provide an overview of the work planned at the stops. Afterwards we plan to visit a nearby stop scheduled for enhancement. The Clerk will forward information about the date and time of the visit to the Board members.

Bergkamp welcomed past CAC member Michael Van Gelder to the meeting this evening. Van Gelder also worked at Intercity Transit a few decades ago and was Bergkamp's informant for many years in his role at DES about happenings at the Capitol Campus and how they might impact IT Operations.

Prepared October 3, 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	ABSENT	X			
Clair	Bourgeois	X	X	X	X	ABSENT	ABSENT	X	X	X			
David	Payton	X	X	X	X	X	X	X	X	X			
Doug	Riddels	X	X	X	X	X	ABSENT	ABSENT	ABSENT	X			
Eliane	Wilson	X	X	X	X	ABSENT	X	X	X	X			
Garrett	Fuelling	X	X	X	X	ABSENT	X	X	X	X			
Harrison	Ashby	X	X	X	X	X	X	X	X	X			
JoAnn	Scott	X	X	X	X	X	X	X	X	ABSENT			
Lloyd	Peterson	X	ABSENT	ABSENT	ABSENT	ABSENT	RESIGNED	RESIGNED	RESIGNED	RESIGNED			
Marilyn	Scott	X	X	X	X	X	X	X	X	X			
Nicole	Smit	X	X	X	X	X	X	X	X	X			
Ursula	Euler	X	X	X	X	X	X	X	X	ABSENT			
Tony	Mealy-Chapman	X	X	X	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED	RESIGNED			
Ty	Flint	X	X	X	X	X	X	ABSENT	ABSENT	X			
Rachel	Weber	X	X	X	ABSENT	X	X	X	ABSENT	ABSENT			
Rachel	Wilson	X	X	X	X	X	X	X	X	X			
Trina	Primm	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT	ABSENT			
YOUTH John-Paul	Fox Seidel	X	X	X	X	X	X	ABSENT	X	X			

= Joint meeting does not count against required meeting attendance