

# INTERCITY TRANSIT

## 2018 Annual Report

## 2019-2024 Transit Development Plan



INTERCITY TRANSIT

Prepared by Intercity Transit Development Department

Approved by Intercity Transit Authority

August 2019

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## Introduction

In accordance with RCW 35.58.2795, Intercity Transit has prepared and submitted this Annual Report for 2018 and a subsequent Transit Development Plan (TDP) for years 2019 through 2024. The purpose of the Annual Report is to summarize the major or significant events that affected delivery of transit services in the Thurston County Public Transportation Benefit Area (PTBA). Additionally, this document illustrates projected changes in local transit services in the next five years based on known facts and forecasted trends. Described in this plan are the methods and strategies proposed by Intercity Transit staff and endorsed by the Authority Board of Directors necessary to fulfill the provisions contained in our Mission and Vision statements.

### **Mission Statement**

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

### **Vision Statement**

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

### **Public Hearing**

Public comment is encouraged with each annual update of the TDP. This year's public hearing was on Wednesday, Aug. 7, 2019, 5:30 PM, at the Transit Authority meeting, 526 Pattison St SE, Olympia, Wash. Following final Authority adoption, this Plan will be available at [www.intercitytransit.com](http://www.intercitytransit.com) and distributed to the Washington State Department of Transportation, Washington State Transportation Improvement Board, Thurston Regional Planning Council, Thurston County, and cities of Lacey, Olympia, Tumwater, and Yelm.

### **Strategic Plan**

This Transit Development Plan is a complementary document to a separate Strategic Plan that considers future service designs, capital facilities, equipment, agency policies, and other key business strategies. Intercity Transit involves the public, agency staff, our Community Advisory Committee (CAC), and Transit Authority in annually reviewing and updating our Strategic Plan in a similar but separate process. The Strategic Plan contains components of the TDP, but it provides the more in-depth analysis and discussions for developing the annual budget (2020) and provides guidance for the future direction of the agency.

## Section 1: Organization, 2018

Intercity Transit is the business name for the Thurston County Public Transportation Benefit Area (PTBA) that was established in September 1980, as authorized by Washington State law, RCW 36.57A. A brief history of the agency follows.

### **Agency History**

September 1980: Voters from Olympia, Lacey, Tumwater, and the surrounding urban area, approved collection of a local sales tax of 0.3% for the PTBA. On January 1, 1981, the PTBA Authority formally assumed control of local transit services previously operated through an intergovernmental agreement between the cities of Lacey, Olympia, and Tumwater.

May 1992: Further expansion of the Intercity Transit service area occurred and Thurston County voters outside of the urbanized area approved the 0.3% sales tax to support the expansion of the PTBA to include all of Thurston County. The expansion included several south county cities and towns as well as the rural areas of unincorporated Thurston County.

1995 – 1999: Local sales tax revenue slowed, which resulted in the gradual reduction of bus service as a way of balancing operating costs with available revenues. A local ballot measure that proposed a 0.2% increase in the transit sales tax necessary to preserve service as well as a modest expansion failed to pass in March 1999; the result was an 8% reduction in existing bus service. Moreover, the passage of statewide Initiative No. 695 in November 1999 removed Motor Vehicle Excise Tax (MVET) revenue for transit use.

2000 – 2002: The loss of MVET funding resulted in a 40% decrease in revenue and required a 42% service reduction in February 2000. In early 2002, a Public Transportation Improvement Conference was convened of the local jurisdictions in Thurston County; the Conference resulted in the establishment of the current service boundary, which contains the urbanized areas of Olympia, Lacey, Tumwater, and Yelm. In September 2002, voters within the new boundary approved a 0.3% increase to the local transit sales tax, raising the rate to 0.6%; the new rate took effect in January 2003.

2003 – 2005: Incremental service increases began over three phases. Both Phase 1 (February 2003) and Phase 2 (September 2004) included 15% increases in service hours. A new corporate logo, bus graphics, and uniforms were also introduced in 2004. During 2005, the focus shifted to rebuilding the fleet, updating operational software and systems, improving facilities, accessibility and shelters at bus stops, and completing market research and ridership studies.

2006 – 2007: A three-phase increase of service hours was implemented, exceeding 15% in expansion. A new circulator route called “Dash” began operating between the Capitol Campus and downtown Olympia. A fixed route Short- and Long-Range Service Plan was completed in 2006, and 26 expansion vanpools were acquired. The installation of a communications system with advanced digital radio, AVL tracking, stop announcements, and auto-passenger counters were completed in 2007 as well as a new multi-year service plan. A small increase in service hours was implemented as well as upgrades to the fleet, including 23 new buses (5 expansion), 3 Dial-A-Lift vans and 44 vanpools (27 expansion). Total system boardings in 2007 increased 12% above 2006. Intercity Transit completed a state-funded Trip Reduction program with state offices in Tumwater. Outreach efforts engaged over 1,000 participants in the annual Bicycle Commuter Contest and a new education program, “Smart Moves,” for middle and high school students was launched.

2008 – 2009: An 11% increase in service hours brought new local service enhancements and introduced 15-minute service on major corridors. Expansion of the Martin Way Park & Ride Lot (Lacey) began and installation of on-board security cameras for the fleet was completed. System-wide ridership rose to new records, exceeding 5.1 million boardings in 2008 as fuel prices nationwide climbed to an average \$3.50 per gallon. Intercity Transit received two national awards in 2009: APTA’s “Outstanding Public Transportation System” for medium-sized systems, and FTA’s “Success in Enhancing Transit Ridership.” The Martin Way P&R expansion was completed (138 to 319 stalls) as well as major market research and ridership studies. During this time, a master site plan for the expansion of the operations base, as well as an updated plan for the Olympia Transit Center (OTC) expansion were completed. Grants were received to construct a 300-stall Park & Ride lot at the Thurston County Waste and Recovery Center, and a Safe Routes to Schools-funded program for bicycling youth was introduced at several local schools. The base fare was increased from \$.75 to \$1.00 during this time period.

2010 – 2011: In 2010, the agency acquired six new hybrid-electric replacement buses. Local voters also approved a 0.2% increase in local transit sales tax, raising the rate to 0.8%. A discounted bus pass pilot program began intending to help local non-profit and human-service agencies with their clients' transportation needs. Commute Trip Reduction (CTR) law changes significantly increased the number of affected worksites in Thurston County, and Intercity Transit celebrated its 30th anniversary in 2011. The agency was selected by the Federal Transit Administration (FTA) to receive ISO 14001-certified Environmental and Sustainability Management System (ESMS) training, which resulted in a new ESMS program. Major capital facility projects for the Olympia Transit Center (OTC), Operations Base, as well as the Hawks Prairie P&R Lot were continued. A Dial-a-Lift (paratransit) client survey was completed and the agency hit a record 5.3



million boardings, including fixed route ridership of 4.5 million. An online trip planner, as well as a regional application for "next bus" information were implemented.

2012: Intercity Transit became the first transit system in the country to be awarded "Gold Level" APTA Sustainability Commitment status. Innovative programs were continued, including Smart Moves youth outreach and Bike PARTners, a program that supports healthy commutes to schools. The Bicycle Commuter Contest celebrated its 25th anniversary, and passenger fare increased 25% on fixed route service (for adults) and 10% increase on vanpool fares. The discounted pass program, which began in 2010, was approved for future years; however, new federal legislation under MAP-21 removed important discretionary funding for buses and bus facilities.

2013: The Authority Board selected a new General Manager (Ann Freeman-Manzanares), and local base fare increased from \$1.00 to \$1.25. The new 332-stall Hawks Prairie Park & Ride Lot officially opened in NE Lacey and received the American Public Works Association "Project of the Year" for Washington state. The agency earned ISO 14001 Certification for Sustainability and Environmental practices. At the time, IT was one of only nine transit systems in the country to have received the award. Two grant-funded demonstration Express routes were implemented to offer commuter service between Tumwater/Lakewood as well as limited Sound Transit peak service between Olympia/Seattle.

2014: A new youth outreach program called 'Walk N Roll' along with Bike PARTners continued to grow and was present in every school district within the service area. Computer servers were relocated to a state agency in Olympia as part of a technology enhancement project, which significantly reduced safety issues and on-site remodeling needs. Intercity Transit received the Thurston County Chamber of Commerce "Green Business of the Year Award," and ridership growth began to stabilize – recording a modest 1% annual increase in fixed route ridership. This became the agency's third-highest ridership year.

2015: The 'Walk N Roll' program continued to grow; four bus shelters were installed, and 30 bus stops received ADA enhancements. Travel Trainers assisted 72 individuals, coaching them to use bus service safely and confidently, and Intercity Transit was awarded the first-ever statewide Grand Champion honor in State Public Transportation Rodeo competition.

2016-2017: In partnership with the City of Tumwater, Intercity Transit received a regional grant to improve pedestrian accessibility and safety at the Tumwater Square transfer station. In 2016, the 29th annual Bicycle Commuter Contest, sponsored by

Intercity Transit, set a record of over 107,990 miles traveled by 1,853 registrants and 112 teams – an estimated 54 tons of CO2 prevention. IT's sustainability program was recertified and met the ISO 14001 - 2015 Standards, remaining one of a few public transit systems in the country to do so.

2018: A significant public outreach effort, labeled the “Intercity Transit Road Trip,” was completed; results of the outreach were included in the completion of a Short- and Long-Range Plan. Short-range elements of the Plan, which included several route restructures and timepoint changes were implemented on Sept. 23, while the long-range elements of the Plan were adopted by the Transit Authority Board in November. This followed the successful passage of a voter initiative to increase the local transit sales tax 0.4% to a total of 1.2%.



## Section 2: Facilities, 2018

Intercity Transit owns several facilities:

- Olympia Transit Center (OTC)
- Lacey Transit Center (LTC)
- Centennial [Amtrak] Station (Thurston County)
- Main base facility (526 Pattison Street SE, Olympia)

All maintenance, administration, and dispatch functions are performed from the Pattison Base. In 2005, Intercity Transit purchased property adjacent to the Pattison Base with the intent of expanding the facility to better accommodate agency growth. In 2012, nearby office space was leased to provide necessary workspace relief. In 2017, the expansion project began with final design and replacement of existing underground fuel storage tanks. Intercity Transit has received State/Federal funding for elements of the project but continues to seek funding for the remaining estimated amount.

## Section 3: Service Description, 2018

During 2018, Intercity Transit provided a variety of transportation services benefiting the residents and visitors of Thurston County (See Appendix B for service area map):

### Fixed Route Service

A significant restructuring of service occurred in September 2018 which reduced the total number of routes from 25 to 21. Hours of service on weekdays were generally 5:40 a.m. to 11:55 p.m.; Saturdays, generally 8:15 a.m. to 11:55 p.m.; and Sundays between 8:30 a.m. and 9:00 p.m. No service was provided on three national holidays (New Year's Day, Thanksgiving, and Christmas).

- **Fares:** 9.8% of operating expenses for Local service were recovered through fare collection, and 6.7% for Express service was recovered (See fare table, below).
- **Total Boardings:** In 2018, Intercity Transit recorded 3,763,430 fixed route boardings, which is a decrease of 4.1% from 2017 boardings.

### ADA Complementary Paratransit Service

“Dial-A-Lift” is the brand name of Intercity Transit’s complementary ADA Paratransit program, which provides door-to-door service for people with eligible limitations that prevent reasonable access to the fixed route bus service. Dial-A-Lift hours of operation reflect all fixed route service – which includes no service on three national holidays.

- **Fares:** Recovered about 1.7% of operating costs.
- **Total Boardings:** 186,891, an increase of 6.4% above 2017.

### 2018 Fare Structure for Fixed Route and Dial-A-Lift Service

Local Service				Express Service	
Fixed Route	Per Ride	Daily Pass	Monthly Pass	Olympia/Tacoma Per Ride	Monthly Pass
Regular Adult	\$1.25	\$2.50	\$36.00	\$3.00	\$90.00
Youth (6-17 yrs.) [5 & under free]	\$1.25	\$2.50	\$15.00	\$3.00	\$90.00
Reduced*	\$0.50	\$1.00	\$15.00	\$1.25	\$37.50
<b>Dial-A-Lift</b>	\$1.00	\$2.00	\$36.00	N/A	N/A
Reduced*			\$15.00*		

\* Reduced Fare Permit required. Eligibility based on age, disability, or possession of a Medicare card.

### **Vanpool Services Operation**

At the end of 2018, there were 180 Intercity Transit commuter vanpools in operation throughout the Puget Sound region; an increase of 1 compared to the year prior. Intercity Transit staff promote the vanpool program to employers and individuals as well as facilitate group formation and provide defensive driver training. Vanpool groups lease the vehicles on a monthly mileage basis and operate the vehicles independent of other Intercity Transit services; vans are generally in service weekdays, from 5 a.m. to 6:30 p.m.

- **Fares:** 63.3% of the operating costs were recovered in 2018.
- **Total Boardings:** 520,843 trips were recorded in 2018, which was a decrease of 5.3% from 2017.
- **Ridematching:** Intercity Transit is a member of the Washington/Oregon Rideshare network that provides a computerized database of individuals interested in carpooling and vanpooling. Rideshare online is a free service to the user that was established in 1997. The service enables commuters to make contacts throughout the region either through a toll-free call, over the internet, or with a local transit system.

### **Village Vans**

In 2002, Intercity Transit began a new grant-funded service to operate four vans intended to help meet work-related transportation challenges for low-income families. In 2018, the program provided employment support transportation totaling 4,016 rides, which was a decrease of 18% compared to 2017. The program allows vans to be driven by eligible job-seekers participating in the Customized Job Skills Training Program, volunteering a total of 3,481 hours in 2018. During 2018, 24 volunteer drivers secured employment, as did dozens of passengers. Village Vans is an innovative program that includes representatives from the Departments of Employment Security, Social and Health Services, South Puget Sound Community College, WorkSource Thurston County, Pacific Mountain Workforce Development Council, and other local service agencies whose programs are intended to help job-seekers or low-income families.

## Section 4: Service Connections, 2018

In 2018, Intercity Transit provided connections with five other public transit operators, two rural regional service providers, as well as Greyhound and Amtrak service:

- **Grays Harbor Transit:** Service between Aberdeen and Olympia's Capital Mall, Greyhound terminal, and the Olympia Transit Center.
- **Mason Transit Authority:** Service connections between Shelton and Olympia's Capital Mall and Olympia Transit Center.
- **Pierce Transit (PT):** IT's Express service connects with PT's local service in Lakewood (Lakewood Station and SR 512 P&R Lot) and Tacoma (connections at the Tacoma Dome Station, Tacoma Mall, and at numerous stops in downtown Tacoma).
- **Sound Transit (ST):** In 2018, IT's Express routes connected with ST service in Lakewood (Lakewood Station and SR 512 P&R Lot), Tacoma Dome Station, and downtown Tacoma. From these locations, riders can transfer to ST buses that travel to Seattle and Sea-Tac Airport or to Sounder passenger rail to stations between Lakewood and Seattle.
- **AMTRAK:** Intercity Transit Routes 64 and 94 provide half-hour peak and hourly off-peak service 7 days a week to the Olympia-Lacey Centennial Station, which offers access to 10 passenger rail trips each day.
- **Greyhound:** Four local Intercity Transit routes provide service within a block of the downtown Olympia Greyhound terminal.
- **Rural Transportation (R/T):** This transportation system, which is funded by a WSDOT grant, provides limited service throughout southern Thurston County. R/T buses connect with IT routes in a number of locations, including Tumwater Square.
- **Park & Ride Lots (P&R):** Fixed route service is available at two park & ride lots:
  - Martin Way P&R (Local & Express)
  - Hawks Prairie P&R (Express) [*NOTE: Fixed route service ended Sept. 21, 2018*]
  - Centennial [Amtrak] rail station (Local)
- **Educational Facilities:** Fixed route service is available to many public and private schools throughout the service district. Of four school districts that exist within Intercity Transit's service area, 43 of the 50 public schools are served by local transit routes. A number of the routes maintain schedules that coincide with the school's opening and closing hours of operation. Intercity Transit provides service to the Olympia and Lacey campuses of South Puget Sound Community College and The Evergreen State College. The colleges participate in local Commute Trip Reduction incentives and have transit pass programs for

students, faculty, and staff. Service is also available to Saint Martin's University, which also has a student pass program for undergraduates.

## Section 5: Activities, 2018

Fixed route ridership recorded 3.8 million boardings, which is a decrease of 4.1% from the year prior; Vanpool also recorded a 5.3% decrease. Dial-a-Lift, however, recorded a 6.4% increase in trips. Total system boardings were 4.48 million, which is a 4% decrease when compared to 2017.

Significant agency activity during the year continued with ongoing capital facility project reviews and work on environmental sustainability goals. The effort to limit agency use of non-renewable resources, reducing waste and pollution, promoting public stewardship, and protecting the natural environment as much as possible has been incorporated into training of all Intercity Transit staff. This year, Intercity Transit recertified the Environmental and Sustainability Management System to meet the ISO 14001:2015 Standards. Intercity Transit continues to be one of a few agencies in the nation with this certification.

Capital projects involved the continuing effort to accommodate needed growth with retrofitting of the Olympia Transit Center and on-going efforts to secure additional funds for at the development of the Pattison Street operations base. Highlights of other agency efforts during the year included:

- **New Fleet Vehicles:** Vanpool – acquired 24 replacement vehicles.
- **Transit Service:** Service hours increased (1.2%) with the extension of Routes 42, 45, 47, and 62a.
- **New Shelters and Amenities:** Eight shelters were retrofitted with interior solar lighting. Accessibility improvements were added to 53 existing bus stops, which included four through private developer improvements, three through local road improvements, and two through sidewalk projects.
- **Service Planning:** Intercity Transit is one of a number of local agencies involved in reviewing local land use permitting requests. Staff works with local community development and public works departments, planning commissions, as well as public and private developers to include access to public transportation through effective land use planning and urban design. During 2018, staff received and reviewed development notices and commented on several applications requesting specific transit amenities, including a new bus stop, shelter, or improved ADA access to an existing stop. There remains on-going participation with local jurisdictions' on-road improvement projects, including regional projects for I-5 (JBLM, various interchanges) and SR 101. The “Smart Corridor” transit signal priority demonstration project is also ongoing, with testing of six intersections.

- **Village Vans:** Village Vans service began in 2002, helping meet work-related transportation challenges for individuals of low incomes who are seeking or sustaining employment. The focus of the program is to assist in transitioning these individuals from public assistance to financial independence where transportation is a common barrier. Village Vans operates with four vans, which provided 2,316 trips in 2018 and traveled 32,720 miles. Twenty-four eligible drivers volunteered 3,481 hours to provide this service as they participated in the Customized Job Skills Training program. Most volunteer drivers are seeking employment as they gain skills and experience in the transit industry. Eighteen of 24 volunteers were successfully employed in 2018. The participating passengers and volunteer drivers are frequently referred to Village Vans from community partners such as Pacific Mountain WorkForce Development Council, DSHS, Department of Vocational Rehab, and South Puget Sound Community College.
- **Vanpool Program:** Groups increased from 177 in 2017 to 180. The 520,843 passenger trips recorded during 2018 was a decrease of 5.3% from the previous year. Vans operate throughout a five-county region with certified and trained volunteer drivers and remove hundreds of vehicles from congested roadways each weekday.
- **Innovative Programs:** Intercity Transit continued the growth of its “Walk N Roll” youth education program throughout the year, reaching an estimated 8,495 youth and families in 21 schools. This was done through 13 field trips by bus, eight classroom presentations on public and active transportation, and 65 special events including, “Bike and Walk to School Days.” The program also included after-school Earn-A-Bike classes where students received 8 hours of bike maintenance and safe riding instruction. Seventy-four students completed the class and earned a functional bike, helmet, lock, and lights. Volunteers contributed a total of 1,227 hours rebuilding bikes and assisting with classes.

Intercity Transit continues to provide online trip planning for fixed route service and participation in regional smart phone applications using “One Bus Away” for real-time bus arrival information and trip planning. The Travel Training and Bus Buddy program also work with individuals to transition from paratransit service to fixed route, or assist people with becoming comfortable riding a bus independently.



## Section 6: Proposed Action Strategies, 2019-2024

The Washington State Department of Transportation (WSDOT) requires transit agencies report how they are accomplishing the state's public transportation objectives as identified in Transportation System Policy Goals (RCW 47.04.280).

### **1. ECONOMIC VITALITY**

*To promote and develop transportation systems that stimulate, support, and enhance the movement of people and goods to ensure a prosperous economy.*

#### **2018 Activities**

- Invested in public transportation that had a significant multiplier effect in creating jobs, personal wealth, and tax revenues.
- Provided reliable transportation and connections to employers and commercial shopping centers.
- Provided living-wage jobs and encouraged local spending.
- Supported local business by purchasing many goods and services from within the community and region.

#### **2019-2024 Action Strategies**

- Assess the fixed route system for ways to improve on-time performance and general reliability.
- Identify changes to the fixed route system to reduce total travel time between origins and destinations.
- Explore expanded service to new commercial and residential developments.

### **2. PRESERVATION**

*To maintain, preserve and extend the life and utility of prior investments in existing transportation systems and services.*

#### **2018 Activities**

- Provided regular and reliable bus service in and around the cities of Olympia, Tumwater, Lacey, and Yelm.
- Programmed funds continued for facility repairs at the central base as well as maintenance of all transit centers.
- Vanpool program had 24 vehicle replacements, bringing the fleet total to 234 vans in service.
- Installed new underground fuel tanks and completed an expansion of vehicle parking at the Pattison Base facility.

- Continued master planning for expansion of the Olympia Transit Center for fixed route service and an interstate private carrier (Greyhound).
- Maintained a WSDOT Regional Mobility Grant for service enhancements of Express bus service on I-5 between Thurston and Pierce counties; this includes weekday service between Olympia and Tacoma.

### **2019-2024 Action Strategies**

- Use existing resources and eligible grants to maintain the same level of service.
- Continue to participate in eligible grant programs to replace aging fleet vehicles and maintain adequate depth and spare ratio.
- Continue to work on capital facility projects including the expansion and remodel of the Pattison Maintenance and Operations Base in Olympia.
- Complete an expansion of the Olympia Transit Center to better serve the community as a transportation hub, including accommodating Greyhound service.
- Implement the fixed route Short- and Long-Range Plan; PTBA residents approved a 0.4% sales tax initiative to maintain and improve Intercity Transit service and infrastructure.

### **3. SAFETY**

*To provide for and improve the safety and security of transportation customers and the transportation system.*

#### **2018 Activities**

- Safety continues to be the system’s top priority. An internal Safety Committee meets monthly and confers on major events. The Committee reviews monthly safety reports, maintains ongoing safety records, and makes recommendations to the General Manager on issues involving employee and customer safety.
- Maintained an outreach program to local schools for “Bike and Walk to School Days.” Other sponsored programs included classes where students received a recycled bike and learn maintenance and traffic skills as well as PE classes where students learn how to walk and bike to stay healthy and safe.
- Provided regular and ongoing training of Operations and Maintenance staff as well as other agency support staff.
- Participated in local and regional efforts to increase safety and improve security components within the service district and improve coordination between agencies, particularly with local emergency services.
- Continued participation in the regional coordination of the Puget Sound Transportation Recovery Plan for major disruptions to vital transportation facilities and links at both the local and regional level.
- Responded to numerous customer comments, suggestions, and complaints.

- Improved several bus stops for accessibility and lighting.

#### **2019-2024 Action Strategies**

- The agency will continue to review and develop programs for agency staff intended to improve safety and security.
- Continue to work and make improvements with other public agencies and school districts regarding safety and emergency response on both local and regional level.
- Provide training to ensure understanding and integration of National Incident Management System, All Hazards Emergency Response Plan, and Continuity of an Operations Plan. Implement priorities in Hazards Mitigation Plan. Continue to acquire and implement modifications to facilities and vehicles to increase safety and security for customers and employees.
- Replace aging office equipment and continue to invest in adequate network security protections.

#### **4. MOBILITY**

*To improve the predictable movement of goods and people throughout the state of Washington, including congestion relief and improved freight mobility.*

#### **2018 Activities**

- Intercity Transit staff continues to participate in local and state planning efforts to develop and improve alternatives to single-occupant vehicles. The agency also takes an active role with regional long-range transportation planning activities intended to relieve congestion and associated environmental impacts.
- Provided service integration with four other public transit providers, one rural regional service provider, as well as interstate bus and passenger rail service.
- Continued fixed route and Dial-A-Lift (paratransit) services and a commuter Vanpool program as well as a Village Vans program for qualified low-income recipients.
- Continued fare integration partnerships with public agency employers and colleges that support employees and student use of transit; this included ongoing work with WSDOT on state employees' transit STAR Pass program. The pass is available to all State employees working in Thurston County. Locally, student pass programs with the South Puget Sound Community College, The Evergreen State College, and St. Martin's University continued. Pass agreements with Thurston County, the Thurston Regional Planning Council and City of Olympia also continued.
- Intercity Transit staff regularly participates in local and regional meetings and with local, regional, state, and tribal staff. Over the past year, the agency has begun testing, funded with federal CMAQ funds, to make improvements in local traffic-

control technologies that will incorporate a "transit signal priority" system in Olympia, Lacey, and Tumwater.

- Continued a WSDOT Regional Mobility Grant for service enhancements of Express service along the I-5 corridor between Thurston and Pierce Counties.

### **2019-2024 Action Strategies**

- Continue to support health and equity in IT's service area by providing access and mobility for all people.
- Continue to work with local jurisdictions to further integrate transit-oriented development intended to enhance transportation options, improve walkability and connections to transit resulting in enhanced access to jobs and housing.
- Continue to work with the other regional transportation providers to maintain and improve existing service connections.
- Continue to work with local jurisdictions in partnership to improve public transportation accessibility between residential and commercial areas as well as on-going partnerships for road and safety improvements.
- Staff also will continue to work with local jurisdictions, state, and tribal organizations to improve public transportation in the region for services along state roads and federal interstate.
- The agency will continue to integrate improvements in information technology and transportation services. This includes web-based information, fare payment systems, mobile phone applications, on-street displays, and other information materials that encourage and promote transportation alternatives.
- Identify under-served areas and explore coordination between other contemporary ride-sharing services to leverage access to public transportation.

## **5. ENVIRONMENT**

*To enhance Washington's quality of life through transportation investments that promote energy conservation, enhance healthy communities, and protect the environment.*

### **2018 Activities**

- Provided several million trips that may have otherwise been taken in a single-occupant vehicle.
- Intercity Transit and Thurston Regional Planning Council cooperatively participate in local CTR efforts including promotional marketing efforts with employers around Thurston County. We continued to provide significant education and outreach program efforts to public schools. IT staff coordinates annual county-wide bicycle commuting challenge (May of each year).
- Intercity Transit continued to use biodiesel fuel of a 5-20% blend throughout the fleet. All buses run on ultra-low sulfur diesel. The agency meets all on-site water

quality standards, including recycling antifreeze, engine oil, office paper, cardboard, and printer inks.

- In-house Environmental and Sustainability Management Committee continued to review and analyze existing conditions, made recommendations for improving the agency's sustainability efforts, continued to provide in-house training of agency staff, and recertified the agency to the ISO 14001:2015 Standards.
- Agency staff continued to monitor and track Sustainability Commitment status for Environmental & Sustainability Policies and ISO 14001 certification of meeting those standards. Staff continued to coordinate in-house efforts for training, monitoring, and improving agency-wide sustainability efforts.
- On-going effort to coordinate and implement sustainability practices into a variety of transportation-related programs and projects around our service district and region including ongoing participation with Sustainable Thurston and Thurston Thrives activities

#### **2019-2024 Action Strategies**

- Continue to provide and promote ride-sharing services that help produce significant environmental benefits.
- Agency core staff will continue work on Environmental and Sustainability Management Systems as a certified agency. Continue the audit and reporting process that “analyzes controls and reduces the environmental impact of the agency's activities, products and services and to operate with greater efficiency and control.”
- On-going review and consideration of better fixed route coach replacement technologies that can provide cleaner diesel engine and lower costs replacement parts than the current fleet of hybrid buses.
- Intercity Transit will continue to use biodiesel and ultra-low sulfur diesel as well as test synthetic oil for diesel engines, which anticipates a cost savings in total oil consumption and improved vehicle mileage.
- Continue growth of the “Walk & Roll” youth education program involving students, parents, teachers and community members to help students confidently and safely bicycle, walk, and ride transit.
- Support healthy choices year-round for biking, walking and transit use, including hosting the annual Thurston County Bicycle Commuter Contest and increasing our outreach efforts at employment sites effected by state and local Commute Trip Reduction requirements.
- Engage in land use and development decisions that promote higher density and facilitate safe and convenient access to public transportation.

## **6. STEWARDSHIP**

*To continuously improve the quality, effectiveness, and efficiency of the transportation system.*

### **2018 Activities**

- Staff participated in local jurisdictional land use reviews, development of community design components (land and roads) and commented on transportation/transit integration and ADA accessibility.
- Intercity Transit worked with local jurisdictions and employers to promote the use of alternative transportation modes as well as Transportation Demand Management and Commute Trip Reduction efforts.
- Active in local and regional partnerships that regularly review, plan, coordinate, and implement improvements to the local transportation network of roads, technology, and services.
- Transit staff regularly attended community business association meetings to update and provide leadership in efforts to support and improve local and regional transportation network.
- Actively participated in a coordination network of human service organizations to improve mobility for those challenged by income, age, and/or disabilities.
- Actively participated in ongoing implementation efforts of the regional Sustainable Thurston plan, which include increasing housing and transportation choices.

### **2019-2024 Action Strategies**

- Intercity Transit will update a performance measurement reports that provide summaries to the public of the attributes, costs, and use of the existing system services.
- Staff will continue to work with and participate in community-based efforts to improve transportation efficiency in both the technical and service fields.
- Staff will actively participate in continuing partnerships that address transportation issues locally and regionally, including updates of local comprehensive plans, Joint Base Lewis McChord/I-5 impacts, Inter-change Justification Reports (I-5), and Regional Transportation Plan updates.
- Staff will continue to work proactively on a range of transportation planning activities on the local and state level, in particular the projected population growth for Thurston County over the next 20 years.

## Section 7: Summary of Proposed Changes, 2019-2024

2019	Preserve/Maintain	Expansion
Services & Ridership	No anticipated reductions	Increased span and frequency on weekdays and weekends; demonstration of peak-hour limited stop service; increased Dial-a-Lift demand of 12%
Facilities	Bus stop accessibility Facility maintenance	Pattison base Olympia Transit Center
Equipment		
<i>Coaches</i>	8	0
<i>DAL Vans</i>	7	0
<i>Vanpool Vans</i>	31	0
2020	Preserve/Maintain	Expansion
Services & Ridership	No anticipated reductions	New service in NE Lacey; increased frequency to Yelm; increased Dial-a-Lift demand of 10%
Facilities	Bus stop accessibility Facility maintenance	Pattison base
Equipment		
<i>Coaches</i>	17	15
<i>DAL Vans</i>	0	5
<i>Vanpool Vans</i>	55	11
2021	Preserve/Maintain	Expansion
Services & Ridership	No anticipated reductions	PM span on weekday and weekend; Night Owl service; Innovative service zone; increased Dial-a-Lift demand of 10%
Facilities	Bus stop accessibility Facility maintenance	Pattison base
Equipment		
<i>Coaches</i>	23	0
<i>DAL Vans</i>	18	7
<i>Vanpool Vans</i>	51	11



<b>2022</b>	<b>Preserve/Maintain</b>	<b>Expansion</b>
Services	No anticipated reductions	Increased Dial-a-Lift demand of 5%
Facilities	Bus stop accessibility Facility maintenance	Pattison base
Equipment		
<i>Coaches</i>	6	0
<i>DAL Vans</i>	10	0
<i>Vanpool Vans</i>	49	11
<b>2023</b>	<b>Preserve/Maintain</b>	<b>Expansion</b>
Services & Ridership	No anticipated reductions	Peak hour express to/from Yelm; Innovative service zone; increased Dial-a-Lift demand of 4%
Facilities	Bus stop accessibility Facility maintenance	
Equipment		
<i>Coaches</i>	0	0
<i>DAL Vans</i>	12	0
<i>Vanpool Vans</i>	33	11
<b>2024</b>	<b>Preserve/Maintain</b>	<b>Expansion</b>
Services & Ridership	No anticipated reductions	increased Dial-a-Lift demand of 4%
Facilities	Bus stop accessibility Facility maintenance	
Equipment		
<i>Coaches</i>	7	0
<i>DAL Vans</i>	3	0
<i>Vanpool Vans</i>	20	11

## Section 8: Capital Improvement Program, 2019-2024

Coaches	2019	2020	2021	2022	2023	2024
Beg. Yr. # of Vehicles in Fleet	71	71	86	86	86	86
Replacement 40' Hybrid/Electric	0	0	0	0	0	0
Replacement 40' Clean Diesel	0	10	13	6	0	7
Replacement 35' Clean Diesel	8	7	10	0	0	0
Replacement 29' Clean Diesel	0	0	0	0	0	0
Total # of Replacement Coaches	8	17	23	6	0	7
Expansion 40' Hybrid/Electric	0	0	0	0	0	0
Expansion 40' Clean Diesel	0	15	0	0	0	0
Expansion 35' Clean Diesel	0	0	0	0	0	0
Expansion 29' Clean Diesel	0	0	0	0	0	0
Total # of Expansion Coach Purchases	0	15	0	0	0	0
End of Yr. Fleet Size	71	86	86	86	86	86
<b>Dial-a-Lift Vans</b>						
Beg. Yr. # of Vehicles in Fleet	47	47	52	52	52	52
Replacement Diesel	7	0	18	10	0	3
Replacement Gasoline	0	0	0	0	0	0
Replacement Propane	0	0	0	0	12	0
Total # of Replacement Cutaways	7	0	18	10	12	3
Expansion Diesel	0	0	0	0	0	0
Expansion Gasoline	0	0	0	0	0	0
Expansion Propane	0	5	0	0	0	0
Purchases	0	5	0	0	0	0
End of Yr. Fleet Size	47	52	52	52	52	52
<b>Vanpools</b>						
Beg. Yr. # of Vehicles in Fleet	256	256	256	256	264	264
Replacement Vehicles	20	55	49	49	33	20
Expansion Vehicles	0	0	0	8	0	0
End of Yr. Fleet Size	256	256	256	264	264	264
Total Actual Vanpool Purchases	20	55	49	57	33	20
<b>Village Vans</b>						
Beg. Yr. # of Vehicles in Fleet	3	3	3	3	3	3
Replacement Vehicles	1	0	2	0	0	0
Expansion Vehicles	0	0	0	0	0	0
End of Yr. Fleet Size	3	3	3	3	3	3
Total Actual V/V Van Purchases	1	0	2	0	0	0
<b>Total Vehicles at year-end</b>	<b>377</b>	<b>397</b>	<b>397</b>	<b>405</b>	<b>405</b>	<b>405</b>
Total Vehicles Purchased by Year	36	92	92	73	45	30
Revenue Vehicle Expenses	\$6,114,527	\$23,303,938	\$20,241,942	\$7,997,634	\$4,369,122	\$5,965,667
Other Capital Expenses	\$18,634,916	\$25,885,200	\$36,159,600	\$30,003,200	\$4,168,000	\$1,587,228
<b>Total Capital Expenses</b>	<b>\$24,749,443</b>	<b>\$49,189,138</b>	<b>\$56,401,542</b>	<b>\$38,000,834</b>	<b>\$8,537,122</b>	<b>\$7,552,895</b>

## Section 9: Operating Revenues & Expenditures, 2019-2024

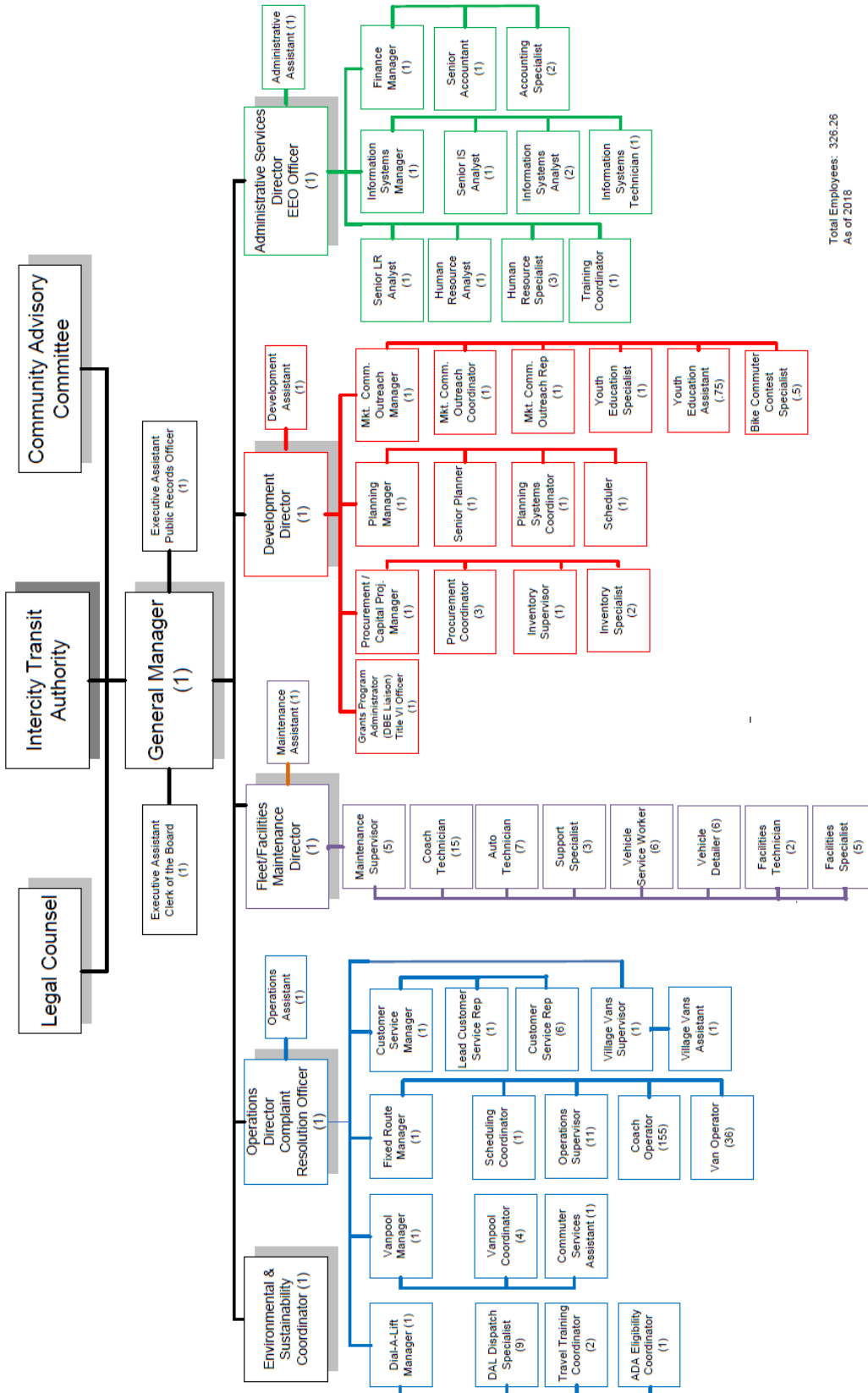
	2019	2020	2021	2022	2023	2024
<b>Operating Revenue</b>	\$67,152,034	\$74,131,893	\$75,372,434	\$76,130,800	\$77,301,100	\$78,848,263
<b>Total Operating Expenses</b>	\$49,242,857	\$54,687,339	\$59,789,899	\$62,126,956	\$65,321,738	\$67,837,295

## Appendices

**Appendix A:** IT Organizational Chart, 2018

**Appendix B:** IT System & Service Area Map, 2018

# Appendix A: IT Organizational Chart, 2018



Total Employees: 326.26  
As of 2018

# Appendix B: IT System & Service Area Map, 2018

