

**AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**October 2, 2013**  
**5:30 P.M.**

**CALL TO ORDER**

- |           |                             |                |
|-----------|-----------------------------|----------------|
| <b>1)</b> | <b>APPROVAL OF AGENDA</b>   | <b>1 min.</b>  |
| <b>2)</b> | <b>INTRODUCTIONS - None</b> | <b>0 min.</b>  |
| <b>3)</b> | <b>PUBLIC COMMENT</b>       | <b>10 min.</b> |

*Public Comment Note: This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is requested to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. When your name is called, step up to the podium and give your name and address for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. Citizens testifying are asked to limit testimony to three minutes.*

*The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.*

- |           |   |               |
|-----------|---|---------------|
| <b>4)</b> | <b>APPROVAL OF CONSENT AGENDA ITEMS</b> | <b>1 min.</b> |
|-----------|---|---------------|
- A. Approval of Minutes:** September 4, 2013, Regular Meeting; September 18, 2013, ITA/CAC Joint Meeting.
- B. Payroll:** August 2013 Payroll in the amount of \$2,621,060.08. September 2013 Payroll in the amount of \$1,896,768.72.
- C. Accounts Payable:** Warrants dated September 6, 2013, numbers 14896-14967, in the amount of \$226,103.39; warrants dated September 20, 2013, numbers 14971-15070 in the amount of \$317,425.77 for a monthly total of \$543,529.16.
- D. Surplus Property:** Declare the property listed on Exhibit "A" as surplus.  
*(Marilyn Hemmann)*
- E. Purchase of Software Licenses:** Authorize the General Manager to issue a purchase order for \$46,376, including taxes, to the Washington State Department of Enterprise Services for the software upgrades and licenses shown in the attachment. *(Marilyn Hemmann)*
- F. Transit Pass Printing and Delivery Contract Extension:** Authorize the General Manager to execute a one-year contract extension with Tumwater Printing in the

not-to-exceed amount of \$22,717, including taxes, for the provision of transit pass printing and delivery. *(Erin Hamilton)*

**G. Schedule Public Hearings 2014-2019 Draft Strategic Plan and**

**2014 Draft Budget:** Schedule a public hearing for Wednesday, November 6, 2013, 5:30 p.m., to receive and consider comments on the 2014-2019 Strategic Plan and the 2014 Budget. *(Ben Foreman)*

- |     |  |                |
|-----|--|----------------|
| 5)  | <b>PUBLIC HEARINGS - None</b>  | <b>0 min.</b>  |
| 6)  | <b>COMMITTEE REPORTS</b>   |                |
|     | <b>A. Thurston Regional Planning Council</b> <i>(Karen Valenzuela)</i>               | <b>3 min.</b>  |
|     | <b>B. Transportation Policy Board</b> <i>(Ed Hildreth)</i>                           | <b>3 min.</b>  |
|     | <b>C. Thurston Sustainable Task Force</b> <i>(Karen Messmer)</i>                     | <b>3 min.</b>  |
|     | <b>D. Citizen Advisory Committee</b> <i>(Michael Van Gelder)</i>                     | <b>3 min.</b>  |
| 7)  | <b>NEW BUSINESS</b>  |                |
|     | <b>A. Lighting Upgrade</b> <i>(Erin Hamilton)</i>                                    | <b>5 min.</b>  |
|     | <b>B. Collective Bargaining Agreement - ATU Local 1765</b> <i>(Heather Stafford)</i> | <b>10 min.</b> |
|     | <b>C. Surplus Van Grant Program Award</b> <i>(Carolyn Newsome)</i>                   | <b>10 min.</b> |
|     | <b>D. 2014 - 2019 Strategic Plan</b> <i>(Ann Freeman-Manzanares)</i>                 | <b>45 min.</b> |
|     | <b>E. Sustainable Thurston Draft Plan</b> <i>(Ann Freeman-Manzanares)</i>            | <b>30 min.</b> |
| 9)  | <b>GENERAL MANAGER'S REPORT</b>  | <b>10 min.</b> |
| 10) | <b>AUTHORITY ISSUES</b>  | <b>10 min.</b> |

**ADJOURNMENT**

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**September 4, 2013**

**CALL TO ORDER**

Chair Thies called the September 4, 2013, regular meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and Citizen Representative Martin Thies; Vice Chair and City of Tumwater Councilmember Ed Hildreth; City of Lacey Mayor Virgil Clarkson; Thurston County Commissioner Karen Valenzuela; City of Olympia Councilmember Nathaniel Jones; City of Yelm Councilmember Joe Baker; Citizen Representative Karen Messmer; Citizen Representative Ryan Warner; and Rusty Caldwell, Labor Representative (alternate).

**Members Excused:** Labor Representative Karen Stites.

**Staff Present:** Ann Freeman-Manzanares; Dennis Bloom; Brent Campbell; Marilyn Hemmann; Bob Holman; Meg Kester; Jim Merrill; Pat Messmer; Carolyn Newsome; and Karl Shenkel.

**Others Present:** Legal Counsel Dale Kamerrer.

**APPROVAL OF AGENDA**

**It was M/S/A by Citizen Representative Warner and Councilmember Hildreth to approve the agenda as published.**

**INTRODUCTIONS**

- A. Jim Merrill introduced newly hired Operators Mike McMullan; Michael McClanahan; Tarin Angel; Jayson Click; Justin Vaughn; Rich McKinney; Breezy Medina; Van Jones; and Annett Brock.**

**APPROVAL OF CONSENT AGENDA ITEMS**

**It was M/S/A by Councilmember Baker and Commissioner Valenzuela to approve the consent agenda as presented.**

- A. Approval of Minutes:** August 7, 2013, Regular Meeting; August 21, 2013, Special Meeting.

## **Intercity Transit Authority Regular Meeting**

**September 4, 2013**

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**B. Accounts Payable:** Warrants dated August 9, 2013, numbers 14694-14787, in the amount of \$473,539.71; warrants dated August 23, 2013, numbers 14788; 14791-14883 in the amount of \$488,494.87 for a monthly total of \$962,034.58.

**C. Surplus Property:** Declared the property listed on Exhibit "A" as surplus.

### **COMMITTEE REPORTS**

**A. Thurston Regional Planning Council (TRPC).** Commissioner Valenzuela reported the TRPC did not meet in August. The next meeting is scheduled for September 6.

**B. Transportation Policy Board (TPB).** Hildreth reported the TBP did not meet in August. The next meeting is September 11.

**C. TRPC Sustainable Thurston Task Force.** Messmer reported Sustainable Thurston Task Force meets again on September 9. Warner will attend the next meeting as alternate.

**D. Citizen Advisory Committee (CAC).** Hildreth represented the ITA at the last CAC meeting and provided a brief update. He indicated Chair Van Gelder briefed the committee on the task assigned by the Authority. After some discussion and clarification the members seemed energized and ready to take on the task.

### **NEW BUSINESS**

**A. Update on Federal Activity:** Ann Freeman-Manzanares introduced our federal advocate, Dale Learn, from Gordon Thomas Honeywell Governmental Affairs. Learn provided an update on activities affecting public transportation in Washington D. C. He provided an overview on what's happening in congress and its impact. He noted one of the critical issues is the solvency of the Highway Trust Fund (HTF) in which transit receives 2.86 cents of the 18.4 cents per gallon that goes into the HTF. Rural states and districts want to diminish or eliminate the amount set aside for transit. On a positive note, the U. S. Senate passed some bipartisan legislation on issues such as public safety, foreign bills and student loan issues. Transportation remains one of the most talked about topic on both sides of the hill with many proposals focused on fixing transportation issues.

Learn said overall, Intercity Transit is in the best possible position it can be with the support of Senator Murray, who is the Chair of the Transportation Appropriations Committee; Senator Cantwell who sits on the Energy Committee; and Congressman Denny Heck. Gordon Thomas Honeywell's effort remains focused on obtaining federal money for new buses and the Pattison expansion, as well as supporting policies that help transit as a whole.

## **Intercity Transit Authority Regular Meeting**

**September 4, 2013**

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Learn answered questions.

Messmer said the Authority may want to consider joint applications between the transit agency and the jurisdictions if there is an infrastructure situation where more people could access transit where we want to see encouragement of housing along corridors. To coordinate joint applications to bring about the urban corridor character that would provide more support for people to ride the bus system.

**B. Adoption of the Annual Report & Transit Development Plan:** Bloom reviewed the public process and noted a public hearing was held on August 7, 2013.

**It was M/S/A by Citizen Representative Warner and Mayor Clarkson to adopt this year's annual report, "2012 Annual Report" and approve the "2013-2018 Transit Development Plan."**

**C. Evergreen State College Late Night Service:** Bloom briefed the Authority on the request to authorize a reimbursement contract with The Evergreen State College (TESC) for continuation of "Late Night" service. This service began in 2008, and operates on Fridays, Saturdays, and Sundays during the school year. Bloom provided a brief summary indicating although this year ridership was low buses were packed on weekend nights. He noted there is no change in the 405 vehicle service hours currently provided under the contract, however, the hourly cost for the coming year increased 3.02%.

**It was M/S/A by Citizen Representative Messmer and Commissioner Valenzuela to authorize the General Manager to renew the reimbursement agreement with TESC for providing Late Night Service during the 2013-2014 academic years (Fall, Winter, and Spring quarters) at a cost of \$43,753.**

**D. Maintenance Contract for ACS System:** Hemmann noted in 2008 Intercity Transit completed the installation of the ACS radio system and entered into a five-year maintenance agreement with ACS/Xerox. The contract expires September 26, 2013. Staff negotiated with ACS/Xerox to cover the next five years, in which the costs for these services have been established. The maintenance contract covers the hardware, all radio system equipment on the buses, software, and continues the license agreement to hold ACS equipment. She noted if we were to pay market price off the self for all of the equipment we replaced just this last year, it would amount to approximately \$326,000.

Jones asked how the price of this five-year contract compares to the previous five years. Hemmann replied the cost of equipment increased about 3% a year.

**It was M/S/A by Commissioner Valenzuela and Citizen Representative Messmer to authorize the General Manager to enter into a five-year maintenance contract with ACS/Xerox for the agency radio system and payment for the first year of services in the amount of \$173,622, including taxes.**

- E. Citizen Representative Recruitment:** Freeman-Manzanares reported Citizen Representative Karen Messmer's term ends December 31, 2013. However, she is eligible for reappointment and she expressed a strong desire to serve another three-year term.

The Authority can reappoint Messmer for an additional three-year term or open the position for the purpose of soliciting and receiving applications from interested citizens.

**It was M/S/A by Commissioner Valenzuela and Councilmember Jones to reappoint Citizen Representative Messmer to a second, 3-year term.**

- F. Repeal Resolution 03-2011:** Freeman-Manzanares explained in 2011 staff requested the Authority approve Resolution 03-2011 formally appointing a Public Records Officer. The request stated it was the Authority's responsibility to officially approve the resolution and formally make the appointment. However, RCW 42.56.580 does not state or imply the governing body must make the appointment. Freeman-Manzanares is asking the Authority to allow this to be a staff-directed position allowing the General Manager to appoint the position.

**It was M/S/A by Citizen Representative Messmer and Councilmember Hildreth to repeal Resolution 03-2011.**

## **GENERAL MANAGER'S REPORT**

Intercity Transit participated in the State Public Transportation Symposium held in Spokane August 25 through August 28. We honored Wall of Fame winners Operations' Supervisor Rudy Vento; Operator Joe Byrd; and Travel Trainers Curt Daniel and Erin Pratt. In addition, Intercity Transit's Maintenance Team received third place award in the Maintenance Rodeo.

In addition, multiple staff members made presentations at the conference. Curt Daniel, Erin Pratt and Emily Bergkamp gave a presentation on Implementing a Travel Training Internship Program. Marilyn Hemmann presented on Innovative Partnerships and Projects focusing on the Hawks Prairie Park-and-Ride. Donna Feliciano, Kris Fransen and Emily Bergkamp presented on Innovative Web Technology to Enhance Customer Service.

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Vanpool is at a new all-time high with 215 active vanpools. Two vans from Employment Security are starting Monday. They are moving to Olympia from Seattle. We also have one group organized from the Western Institutional Review Board, which is moving from Olympia to Puyallup in December. There is additional interest from employees at both employment sites.

Staff completed Department of Energy and Safe Routes to School grant programs. We're gearing up for a new grant program with the City of Olympia (Safe Routes to School) and Thurston Regional Planning Council Transportation Alternatives Program.

### **AUTHORITY ISSUES**

Clarkson said he heard Pierce Transit conducted a test trial on capturing natural gas from their capped dump sites and used it on their buses. He asked if Intercity Transit looked into this possibility. Freeman-Manzanares said Pierce does use compressed natural gas and they are utilizing a source from a King County landfill. Intercity Transit did a fuel alternatives study several years ago, and as an agency decided not go with compressed natural gas because of the cost of infrastructure and also the lack of alternative fueling sources in emergency situations

Warner added at the WSTA Symposium staff members Curt Daniel and Dave Finnell, as well as the Secretary of the Department of Transportation participated in an impromptu "transit" band from all of the different transit agencies.

Jones said he read a news article about a potential November special session focused on transportation.

Valenzuela said there was a farewell celebration for Don Krupp, County Manager, as his last day is September 6. She said Department Director, Cliff Moore, will step in as interim county manager, and they will begin advertising for a new county manager this week.

Thies said he will not be available for the November 20 Authority work session.

Thies noted one of the primary reasons people give for not riding the bus is concern for safety. He referred to the August 2013 Intercity Transit Performance Report, indicating a 2013 onboard survey conducted by Intercity Transit showing 91% of our riders felt very satisfied or satisfied with their safety while using our service. More people today feel it's safer to ride Intercity Transit.

Thies asked staff to research actions taken by the Authority in regard to the Bicycle Commuter Contest. Pat Messmer will research dates and report to Thies.

**ADJOURNMENT**

**With no further business to come before the Authority, it was M/S/A by Councilmember Baker and Chair Thies to adjourn the meeting at 6:47 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Martin J. Thies, Chair**

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**Pat Messmer  
Clerk to the Authority**

**Date Approved: October 2, 2013**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit



**Exhibit "A"**  
**Surplus Property - September 2013**

Quantity	Item Description	Value	Total
7	Dell flat screen 20" LCD	\$20.00	\$140.00
7	Dell Optiplex GX620 CPU	\$30.00	\$210.00
11	Dell Optiplex 755 CPU	\$40.00	\$440.00
2	Dell Latitude D420/D630 laptops	\$50.00	\$100.00
1	HP/Compaq 4400 laptop	\$50.00	\$50.00
1	Smart-UPS 2200	\$25.00	\$25.00
4	Magtek check writers	\$20.00	\$80.00
4	Receipt printers	\$10.00	\$40.00
1	Box misc. keyboards, mice, cables	\$10.00	\$10.00
1	Box misc. server lighting, patch panels, cables	\$100.00	\$100.00
1	Box misc. Dell server rails	\$30.00	\$30.00
15	Boxes Cat5e cable, various lengths on rolls per box	varies	\$300.00
	Total		\$1,525.00

**Minutes**  
**INTERCITY TRANSIT AUTHORITY - CITIZEN ADVISORY COMMITTEE**  
**Joint Meeting**  
**September 18, 2013**

**CALL TO ORDER**

Chair Thies called the September 18, 2013, joint meeting of the Intercity Transit Authority and Citizen Advisory Committee (CAC) to order at 5:30p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and Citizen Representative Marty Thies; Vice Chair and City of Tumwater Councilmember Ed Hildreth; Mayor Virgil Clarkson; Thurston County Commissioner Karen Valenzuela; City of Olympia Councilmember Nathaniel Jones; Citizen Representative Karen Messmer; and Labor Representative Rusty Caldwell (alternate).

**Members Excused:** City of Yelm Councilmember Joe Baker; Citizen Representative Ryan Warner; Labor Representative Karen Stites.

**CAC Members Present:** Leah Bradley; Valerie Elliott; Roberta Gray; Faith Hagenhofer; Meta Hogan; Julie Hustoft; Carl See; Victor VanderDoes; Michael Van Gelder; Sue Pierce.

**CAC Members Excused:** Mitch Chong; Sreenath Gangula; Jill Geyen; Don Melnick; Alyssa Neely; Joan O'Connell; Quinn Johnson; Charles Richardson; Kahlil Sibree; and Dale Vincent.

**Staff Present:** Ann Freeman-Manzanares; Emily Bergkamp; Curt Daniel; Dave Finnell; Ben Foreman; Meg Kester; Pat Messmer; and Erin Pratt.

**APPROVAL OF AGENDA**

**It was M/S/A by Mayor Clarkson and Councilmember Hildreth to approve the agenda as presented.**

**INTRODUCTIONS**

Everyone present provided self-introductions.

### **TRAVEL TRAINING PROGRAM OUTREACH**

Bergkamp introduced Janina Robbins, Bus Buddy Coordinator for Capital Community Services (CCS). Robbins gave a summary about the Bus Buddy Program. The program is a partnership between CCS, Intercity Transit and the Department of Transportation. The program allows seniors, individuals with a disability or basically any person who is not comfortable with riding an Intercity Transit bus the opportunity to see first-hand what it's like to ride the bus, learn how to read a bus schedule and learn their route. Robbins' focuses on marketing the program, finding individuals who would benefit from these programs, recruit volunteers to be a Bus Buddy and once the individual is travel trained, pair them together.

Robbins told the audience to contact her if they know of any seniors, disabled individuals or any person who would like to volunteer.

*Jones arrived.*

Bergkamp introduced Travel Training Intern, Erin Pratt. Pratt showed a video she made about reaching out to clients and their family members. The video showed Pratt interviewing a client who shared her experience and the benefits of the travel training she received which allows her to take fixed-route. Pratt also interviewed the client's mother who shared how much travel training has given her daughter more independence and confidence.

Bergkamp introduced Travel Training Intern, Curt Daniel. Daniel explained he's been a bus driver for 25 years and has been a Travel Training Intern for about a year, and shared how the travel training program changed his life. Recently, he came up with the idea of producing a movie about what a disabled person and a bus driver goes through in a given day. With the help of Training Coordinator, Dave Finnell, they produced a video entitled, "Choices" narrated by Finnell, starring Daniel and other Intercity Transit employees. Daniel played the video.

### **CITIZEN ADVISORY COMMITTEE BYLAW AMENDMENT**

Michael Van Gelder addressed the topic of the amended CAC bylaw language. He indicated the CAC conducted a lengthy discussion at their August meeting and the result focused on a particular statement within the section entitled, "Purpose and Authority." The members wanted to clarify their role in the context of the transit authority and agency staff. The members determined the statement is important because it emphasizes the CAC has a direct formal relationship with the Authority. This is important to the committee because it enables the members to see their comments, suggestions and reviews of agency actions and plans are in direct line to the Authority. It also emphasized the CAC's connection to Intercity Transit staff.

The CAC amended the second paragraph under "Purpose and Authority" to now read, "This includes issues related to Public Transportation Benefit Areas (PTBAs), the Transit Development Plan (TDP), other plans or service planning efforts of Intercity Transit, the agency's budget and programs of capital projects and operating services, and general operating practices of Intercity Transit." The third paragraph within the same section now reads, "The CAC is advisory to the *Transit Authority, and provides customer feedback to the agency.*"

### **2014 DRAFT BUDGET/2014-2019 STRATEGIC PLAN CALENDAR AND BUDGET PROGRESS TO DATE**

Foreman provided an update on the proposed 2014 Draft Budget and 2014-2019 Strategic Plan Calendar. Staff will come before the Authority at the October 2, 2013, meeting for approval to schedule a public hearing. The 2014 budget is tentatively scheduled for Authority adoption on December 4.

He explained the two components of the budget are capital and operating. The capital budget comes from the strategic plan which is modified each year. The operating budget is set by the level of service, and Foreman cited some examples of both components. Foreman explained there are two Budget Committees - one for the capital budget consisting of about 8 staff members; and 20 staff members sit on the operating committee, which also includes one rep from each union.

Foreman and Freeman-Manzanares answered questions.

Thies asked if any projects from 2013 may be brought forward to 2014. Foreman said staff is still looking at the numbers and there is the possibility that projects may be brought forward.

### **COMMENT ON SUSTAINABLE THURSTON DRAFT PLAN**

Freeman-Manzanares indicated the Sustainable Thurston Draft plan is now available for public comment through 5 p.m. on October 2, 2013. She noted the Thurston Regional Planning Council (TRPC) presented this draft to both the Authority and the CAC. She encourages both the Authority and CAC members to comment directly via the TRPC website. She noted staff is also providing comments.

Staff is looking at areas that are important to the community to recognize Intercity Transit as a partner. Freeman-Manzanares would like Intercity Transit to be invited "to the table" in terms of land-use planning. She would also like the community to

## **Intercity Transit Authority/CAC Joint Meeting**

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recognize Intercity Transit as emergency responders who transport the public in the event of flooding or earthquakes.

Messmer noted she has been the Authority representative on the Sustainable Task Force, and believes it's helpful for staff to look at the detailed action tables and put that terminology in and comment on the detail of the plan. She feels the Authority should make a policy level response and discuss at the next Authority meeting. Messmer referred to a handout which lists four of the key goals. She said Intercity Transit and the services it provides help move the community towards sustainability. She said the agency needs to rely on and implore the jurisdictions that have land-use and transportation jurisdiction to set the table format and create the density and corridors so that we can offer a high quality sustainable service. If land-use planning doesn't change, it will make it more difficult for Intercity Transit to provide that sustainable service. She believes the Authority should make this statement.

Van Gelder would like to see a focus on issues of prioritization and what's critical and how can it be done in a coordinated manner.

Clarkson said he would like to see Intercity Transit involved in future developments within the Lacey area, to be able to take any steps possible to fill transportation needs.

Hagenhofer said she would like to see the outer ends of the county (Rochester, Tenino and Bucoda) included in developing a transit system to these areas.

Valenzuela hopes the Authority will be more forceful with their statements and less general given the high density activity centers around Thurston County identified in the plan. She thinks as a transit agency we need to think about strongly supporting these high density activity centers as a reasonable plan for sustainability and as a way to build these compact transit dependent communities. She said transit routes tend to be more productive along high density corridors than out in rural areas.

Discussion ensued regarding Intercity Transit's involvement in discussions with the jurisdictions pertaining to future land-use development.

Jones said the PTBA is a regional authority and has direct relationship with many of the goals and objectives called out in the Sustainable Thurston plan. Intercity Transit is in a unique position to provide leadership for the kind of coordination and prioritization for implementation for Thurston County. He thinks Intercity Transit has opportunity to be aggressive and push forward on the various sustainable objectives in a way that most of the jurisdictions are not in a position to perform. He suggested Sustainable Thurston provides an opportunity for us to influence the environment that we're working within

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in a way that has not been available to us at this point. It will benefit us if we invest in providing leadership through implementation. He recommends the Authority and the CAC join together and find our place in leadership in sustainable Thurston.

Hildreth said Intercity Transit's place should be to ask each city to give businesses a reason to move near a transit center, and give them an incentive to move to better transit corridors.

Gray said some jurisdictions require developers to dedicate a certain amount of parking spaces, and she asked why not change the requirement making it mandatory for developers to be within a certain distance from some kind of transportation service.

Valenzuela said one of the action steps within the Sustainable Thurston plan is to review the parking requirements. Valenzuela doesn't agree it is Intercity Transit's responsibility to go before the jurisdictions and suggest they provide incentives to businesses; or to figure out routes to areas sprawled outside the PTBA. However, we should support the framework within the Sustainable Thurston plan.

Thies encouraged everyone to provide their comments, and indicated they can access the Sustainable Thurston Draft Plan link found within the agenda document.

### **CAC SELF-ASSESSMENT**

Van Gelder explained the self-assessment is an annual activity taken seriously by the CAC members whereby they bring comments to Authority. There was 100% participation and he touched upon three questions the members felt were of significant relevance, and whereby the majority of the CAC responded positively:

Question #3: "Intercity Transit and the community benefitted from our input."

Question #4: "We add value to the Transit Authority's decisions."

Question #8: "I feel comfortable contributing at meetings."

Thies said having 20 members of the CAC is incredibly valuable and he sees the CAC as representatives of the community at large. He's pleased the CAC functions well and the members feel valued. He said the Authority will do everything they can to utilize the CAC's perspectives in any way possible. Thies said he is eager to hear the CAC's response to the question posed to them. He restated the question, "What do you think is the regional role of Intercity Transit, keeping in mind our responsibility to provide service to the local PTBA?"

**2014 - 2019 STRATEGIC PLAN**

Freeman-Manzanares reviewed the following 2014-2019 strategic plan/financial forecast base model assumptions:

- Funding
- Service
- Capital
- Employees
- Wage
- Fuel

She indicated in previous strategic plans, staff contemplated requesting an additional sales tax revenue to deal with the depressed economy and talking in terms of increased service, and up we've been focused on that increased service. However, the passage of MAP-21 altered that. Currently, 10 vehicles are on order to be delivered in 2014, and those are matched at 80/20. Between 2018 and 2020, 25 buses need to be replaced. In 2022 and 2023, 22 more buses need to be replaced; and an additional 13 buses need to be replaced between 2025 and 2027.

Freeman-Manzanares referred to the 2014 - 2019 Strategic Plan Working Paper #1 and asked for Authority comment and direction to several design principles and policy position questions.

Messmer said it would be helpful to have a background about each of the policy position questions (i.e. current costs, projected costs, and potential savings).

*Caldwell left the meeting.*

Jones responded to the policy position question about vanpool. He feels the Authority has wrestled with the question of regional versus local services, and need to throw into the mix the PSRC funding that comes with service into Pierce County. He asks what is our obligation to our local constituents versus those involved in regional travel. We've been saying there's a substantial need on I-5 and Intercity Transit is part of the solution. He feels it's appropriate to ask the question, "What is the level of regional service provision that this small local agency is responsible for?" The question of vanpool is not about mode of service provision. It's about regional service.

Elliott said she's observed the civilian vanpools in and out of JBLM, and there are a lot of baby boomers using the vanpools. She said while keeping pace with demand, has staff considered we may lose a number of vanpools as these baby boomers retire within the next four to five years? Freeman-Manzanares said staff is looking at the fiscal issue

**Intercity Transit Authority/CAC Joint Meeting**

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in terms of positioning ourselves to be able keep the service we currently have. Up to this point, staff implemented and invested in many innovative things. A question from staff's perspective is, "What should we keep doing, and what do we need to stop in order to prepare for this fiscal crisis to replace the buses?" Staff is asking for direction facing that fiscal crisis about the buses and keeping service on the street.

Jones suggested continuing to work with our federal advocate to deal with MAP-21 issues.

Elliott asked the Authority if they would welcome comments from the CAC on these policy position questions; and if so, she asked staff to provide the CAC with a copy of the questions, place it as an agenda item at the next CAC meeting for discussion so the members can provide feedback to the Authority.

**AUTHORITY / CAC ISSUES**

Thies reminded the Authority of the upcoming Planning Session scheduled for Friday, October 11, 2013. He and Freeman-Manzanares met with the Facilitator, Faith Trimble to begin planning the agenda and determine what needs to be accomplished. One thing he feels the Authority needs to discuss is whether to go forward with the sales tax initiative. Another item is further discussion of the budget and policy position questions. Regarding the length of the meeting, Messmer favors starting the session earlier and having a partial day.

Clarkson announced he will not be at the October 2 meeting and Jeff Gadman will attend as alternate. Hildreth is attending the APTA annual conference and also will not be at the October 2 meeting. Thies will not be attending the November 20 meeting.

**ADJOURNMENT**

**It was M/S/A by Mayor Clarkson and Elliott to adjourn the meeting at 8:10 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Martin J. Thies, Chair**

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**Pat Messmer  
Clerk to the Authority**

**Date Approved: October 2, 2013**



**Intercity Transit Authority/CAC Joint Meeting  
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Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-D**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority  
**FROM:** Marilyn Hemmann, 705-5833  
**SUBJECT:** Surplus Property

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- 1) **The Issue:** Whether or not to declare property surplus.
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- 2) **Recommended Action:** Declare the property listed on Exhibit "A" as surplus. Staff determined there is no longer a need to retain these items.
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- 3) **Policy Analysis:** Resolution No. 23-81 states the Authority must declare property surplus to our needs prior to sale.
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- 4) **Background:** Staff requests the Authority declare the attached list of coach vehicle parts surplus. These items are surplus to our needs and will be offered for direct purchase by other public agencies. Items not sold in this manner will be sold competitively through public auction to achieve the highest rate of return. The value is estimated at \$483.75.
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- 5) **Alternatives:**
- A. Declare the property listed on Exhibit "A" as surplus. Staff determined there is no longer a need to retain these items.
  - B. Declare a portion of the items surplus.
  - C. Defer action. Storage availability on-site and the cost of off-site storage is an issue.
  - D. Retain all items. Storage availability on-site and the cost of off-site storage is an issue.
- 
- 6) **Budget Notes:** All funds generated by the sale of surplus property are deposited in the Intercity Transit cash account.
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- 7) **Goal Reference:** Not specifically identified in the goals.
- 
- 8) **References:** Surplus Property – Exhibit "A" - October 2013.

**Exhibit "A"**  
**October 2013 -- Surplus Coach Parts**

<b>PART #</b>	<b>DESCRIPTION</b>	<b>QTY</b>	<b>EACH</b>	<b>EXTENDED</b>
40202Y	LAMP, AMBER 12V TURN SIGNAL	2	\$0.37	\$0.74
5586	TOGGLE SWITCH	3	\$0.36	\$1.08
5592	TOGGLE SWITCH	5	\$0.53	\$2.65
51-34848-3	LIGHT BAR, INDICATOR	1	\$38.56	\$38.56
207-02-017	BALLAST, 24V REAR INT. LAMP	2	\$5.17	\$10.34
23522795	BRACE, GENERATOR T DRIVE	1	\$8.44	\$8.44
107515	VALVE, UNLOADER SEAL KIT	2	\$0.91	\$1.82
53-25252	FAN, DRIVERS BOOSTER	2	\$2.89	\$5.78
274-0198	PUMP, HYDRAULIC & MOTOR ASM	1	\$27.94	\$27.94
557-S	BEARING, FRONT OUTER HUB	1	\$3.87	\$3.87
370066A	SEAL, FRONT HUB	2	\$2.71	\$5.42
82-4844	S-CAM, RH FRONT	1	\$6.47	\$6.47
82-8243	S-CAM, LH FRONT	1	\$6.47	\$6.47
4-105-211	PIN, BRAKE SHOE RETURN SPRING	15	\$0.06	\$0.90
55-9943	BRACKET, ISOLATOR BUSH SADDLE	4	\$3.75	\$15.00
82-15181	SHACKLE, SWAY BAR	2	\$8.39	\$16.78
23517875	GASKET, INTAKE MANIFOLD	2	\$0.33	\$0.66
23525734	BOLT, ROCK ARM SHAFT	4	\$0.09	\$0.36
R23518610	PUMP, FUEL, SERIES 50	2	\$16.74	\$33.48
23509514	SEAL, THERMOSTAT	2	\$1.09	\$2.18
8929710	BEARING, ROD	4	\$1.63	\$6.52
23508392	O-RING, OIL COOLER	4	\$0.25	\$1.00
23509203	BEARING, ACCESSORY DRIVE	1	\$1.65	\$1.65
23532850	O-RING, OIL COOLER	3	\$0.18	\$0.54
23511448	TUBE ASSY, OIL SUPPLY	1	\$2.75	\$2.75
23515860	DIPSTICK, ENGINE OIL	1	\$1.84	\$1.84
R23515593	ROD ASSY, CONNECTING	4	\$7.47	\$29.88
218-0047	MOTOR, 24V W/C LIFT	2	\$20.19	\$40.38
373-0091	SENSITIVE MAT, CURBSIDE	1	\$25.48	\$25.48
108454001	BALLAST, 24V FRONT LUMINATOR	3	\$5.91	\$17.73
500947001	BALLAST, 24V REAR DEST SIGN	1	\$5.89	\$5.89
55-11803	MIRROR, FRONT DOOR STEP	1	\$3.35	\$3.35
45-16509	CAP, RUBRAIL	4	\$0.56	\$2.24
50-15602-023	BRUSH, FRONT DOOR SEAL	2	\$13.19	\$26.38

82-14570	RETAINER, DOOR PIVOT BEARING	1	\$0.55	\$0.55
59-25066-6	DECAL, BATTERY DISCONNECT SW	1	\$1.12	\$1.12
1269	WASHER, NORD LOCK	25	\$0.24	\$6.00
59320139-03	VALVE, DOOR AIR	1	\$8.74	\$8.74
23506247	GASKET, OIL COOLER	2	\$0.21	\$0.42
19X35	GLASS, DRIVER WINDOW	1	\$5.85	\$5.85
990400002510	SEATBELT ASSY, DRIVERS SHOULDR	4	\$18.19	\$72.76
9901-660091	SEAT SLIDE, 9.45" DRIVERS	1	\$6.60	\$6.60
PCM	TRAK, PUMP CONTROL MODULE	1	\$20.51	\$20.51
B01700-0001	BILL STUFFERS	1	\$6.63	\$6.63
	TOTAL			\$483.75

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-E**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority  
**FROM:** Marilyn Hemmann, 705-5833  
**SUBJECT:** Purchase of Software Licenses

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1) **The Issue:** Consideration of upgrading software and purchasing software licenses to ensure the software in use by the agency is licensed correctly for version, purpose and number of users.

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2) **Recommended Action:** Authorize the General Manager to issue a purchase order for \$46,376 including taxes, to the Washington State Department of Enterprise Services for the software upgrades and licenses shown in the attachment to this item.

---

3) **Policy Analysis:** The procurement policy states the Authority must approve any contract over \$25,000.

---

4) **Background:** The Information Services (IS) staff periodically reviews the agency's current and pending use of Microsoft software products to ensure the agency is compliant with licensing agreements.

This software purchase includes the appropriate number of new Windows and SQL client user licenses to ensure all agency work stations and agency software agreements are correctly licensed.

This year IS staff replaced a number of older servers including servers for the Siemen's telephone system and Verint vehicle camera system as well as added new servers for the ACS server upgrade. All of these servers require new licenses which are included in this purchase.

In addition, more agency applications such as the automated fueling system, the IS Help Desk function, the agency Customer Comments tracking feature and Route Match scheduling software have added SQL based features. Additional SQL licenses are required to support the system needs of our business software.

This agenda item provides for all new licenses to be purchased under Microsoft Software Assurance coverage and includes payment for the second year of licenses purchased under Software Assurance last year. This option provides automatic software upgrades and maintenance at no additional cost. IS staff have determined this coverage will decrease the agency's software expenditures.

The purchase of software licenses is included in the 2013 IS budget. IS staff evaluated options for obtaining the licenses and found the best value for the agency is to purchase them under the competitively bid Washington State Department of Enterprise Services master contract with Microsoft. The attachment to this item shows the details of the recommended purchases.

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5) **Alternatives:**

- A) Authorize the General Manager to issue a purchase order for \$46,376, including taxes, to the Washington State Department of Enterprise Services for the software upgrades and licenses shown in the attachment.
  - B) Defer action. Deferring action places the agency in a state of non-compliance with licensing agreements and prevents the agency from obtaining the latest software upgrades to support agency business.
- 

- 6) **Budget Notes:** Three 2013 IS budgets include funds to cover different categories of software licensing and related costs. The total remaining in these three budgets is \$102,755. This recommended purchase of \$46,376 is well within budget. While IS will make additional software related purchases from these three budget categories, they expect all 2013 expenditures to remain within the total available budget.
- 

- 7) **Goal Reference:** Goal 5: *“Align best practices and support agency sustainable technologies and activities.”*
- 

- 8) **References:** Attached summary of costs.
-

<b>Microsoft Products from Washington State DES Master Contract</b>	<b>Cost Each</b>	<b>Number</b>	<b>Total Cost</b>
<b>New licenses being purchased with 2-year Software Assurance option</b>			
Windows client license per device	28.96	5	144.80
Windows client license per user	32.18	112	3,604.16
SQL client access license	197.91	62	12,270.42
SQL server standard (for ACS)	851.18	2	1,702.36
SQL server standard (for SharePoint)	3,396.80	2	6,793.60
Windows standard licenses	836.68	17	14,223.56
<b>Extensions on current licenses for 1 year of Software Assurance</b>			
Microsoft Project	103.78	2	207.56
VisoPro	88.50	8	708.00
SharePoint server	1,073.20	2	2,146.40
SQL client access license	32.98	25	824.50
			42,625.36
Tax			3,751.03
<b>TOTAL</b>			<b>\$46,376.39</b>

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-F**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority

**FROM:** Erin Hamilton, 705-5837

**SUBJECT:** Transit Pass Printing and Delivery Contract Extension

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1) **The Issue:** Approval of a one-year contract extension with Tumwater Printing for the provision of transit passes.

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2) **Recommended Action:** Authorize the General Manager to execute a one-year contract extension with Tumwater Printing in the not-to-exceed amount of \$22,717, including taxes, for the provision of Transit pass printing and delivery.

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3) **Policy Analysis:** Procurement policy states the Authority must approve any expenditure over \$25,000. While this one year renewal is below the approval limit, the total expenditure for all three years exceeds \$25,000.

---

4) **Background:** In 2012, the Intercity Transit Authority awarded a one-year contract to Tumwater Printing with the option to extend the contract for two additional years, in one-year increments. This recommendation represents the first one-year extension option available under this agreement. Procurement and Finance reviewed the quantity of passes required for the 2014 calendar year to develop the award amount.

Marketing and Finance have been pleased with the services provided by Tumwater Printing. They have been satisfied with the quality of the passes provided as well as Tumwater Printing's timeliness in deliveries and customer service. Considering their successful performance, staff recommends a one-year extension of the contract with Tumwater Printing.

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5) **Alternatives:**

- A. Authorize the General Manager to execute a one-year contract extension with Tumwater Printing in the not-to-exceed amount of \$22,717, including taxes, for the provision of Transit pass printing and delivery.
- B. Defer action. Deferring action would delay the production and distribution of passes needed by transit customers.

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6) **Budget Notes:** Funds for the printing and delivery of transit passes are included in the 2013 budget in the amount of \$25,000. In reevaluating the quantity of passes needed for the 2014 calendar year, it was determined the printing of some passes could be reduced to more accurately meet needs while still providing an adequate buffer for sales fluctuation. The not-to-exceed amount of \$22,717 is \$2,283 under budget.

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7) **Goal References:** Goal No. 2: *"Provide Outstanding Customer Service."*

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8) **References:** N/A

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**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 4-G**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority

**FROM:** Ben Foreman - 705-5813  
Ann Freeman Manzanares - 705-5838

**SUBJECT:** Request to Schedule Public Hearings  
2014-2019 Draft Strategic Plan and 2014 Draft Budget

- 
- 1) **The Issue:** To schedule public hearings to receive comments on the 2014-2019 Draft Strategic Plan and the 2014 Draft Budget.
- 
- 2) **Recommended Action:** Schedule public hearings on Wednesday, November 6, 2013, at 5:30 p.m., to receive comments on the 2014 - 2019 Strategic Plan and the 2014 budget.
- 
- 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and accept comments from the public prior to adopting the strategic plan and the annual budget. The draft budget documents rest heavily on the proposed Strategic Plan. The Strategic Plan states the Agency's direction for 2014 and the following five year period. It identifies the Authority's wishes regarding service levels, which is the prime driver of our proposed expenses for 2014.
- 
- 4) **Background:** By setting these public hearings, staff will be able to present the draft strategic plan and the draft budget for public comment on November 6, 2013. The Authority will review information for the strategic plan and receive budget updates through October. Staff will incorporate information provided by the Authority through the October 16, 2013, work session. The 2014 - 2019 draft Strategic Plan and the 2014 draft budget will be made available to the public beginning Wednesday, October 23, 2013.
- 
- 5) **Alternatives:** N/A.
- 
- 6) **Budget Notes:** The Strategic Plan directs our budget expenditures.
- 
- 7) **Goal Reference:** The annual budget impacts all goals.
- 
- 8) **References:** N/A.
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**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-A**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority

**FROM:** Erin Hamilton, 705-5837

**SUBJECT:** Lighting Upgrade

- 
- 1) **The Issue:** Consideration of an award to upgrade the current lighting in the Pattison Street facilities and grounds with energy-efficient fixtures, lamps and controls.
- 
- 2) **Recommended Action:** Authorize the General Manager to enter into a contract to upgrade the current lighting in the Pattison Street facilities and grounds with a firm, in a not-to-exceed amount to be announced at the October 2, 2013, meeting.
- 
- 3) **Policy Analysis:** Procurement policy states the Authority must approve any expenditure over \$25,000.
- 
- 4) **Background:** Much of the existing interior and exterior lighting at the Pattison Street facility dates from its construction. Almost the entire lighting system in the Maintenance facility is comprised of T12 fluorescent lamps, which have been mandated for phase out by Federal energy legislation such as EPACT (The Energy Policy Act). Transit staff were made aware that advances in newer, more energy efficient lighting systems, coupled with local financial stimulus and incentive programs, could provide Intercity Transit the opportunity to replace outdated lighting systems and reduce energy costs.

In late 2012, Intercity Transit contracted with a consultant to evaluate the current efficiency of interior and exterior lighting at the Pattison Street facilities. The consultant determined Intercity Transit could reduce energy consumption by 45% and save approximately \$30,000 per year by installing, replacing or retrofitting existing lighting fixtures, lamps, and controls with energy-efficient equipment. At the same time, staff consulted with Puget Sound Energy (PSE) and identified a PSE grant program which will partially reimburse the agency for an energy efficient lighting upgrade.

Incorporating the consultant's recommendations and PSE grant requirements, staff released a Request for Bids (RFB) for the provision of specified energy-

efficient lighting equipment and installation services on August 1, 2013, and held a pre-bid meeting on August 8. A total of two bids were received by the submission deadline of September 19. Procurement is evaluating the bids to determine the lowest-cost responsive, responsible bidder.

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**5) Alternatives:**

- A. Authorize the General Manager to enter into a contract to upgrade the current lighting in the Pattison Street facilities and grounds with a firm, in a not-to-exceed amount to be announced at the October 2, 2013, meeting.
  - B. Defer action. Deferring action would result in continued increased energy use and expense. Deferring action may also result in Intercity Transit losing the opportunity to receive partial reimbursement for this project, as PSE grant programs change and discontinue.
- 

- 6) Budget Notes:** Funds for upgrading current lighting at the Pattison Street facility and grounds are included in the 2013 budget in the amount of \$200,000. PSE initially estimated Intercity Transit will receive a grant reimbursement equaling 50% of the total project cost. PSE will determine and commit to a final rebate amount once a contractor has been selected, but prior to work commencing.
- 

- 7) Goal References:** Goal No. 5: *“Align best practices and support agency sustainable technologies and activities.”*
- 

- 8) References:** N/A
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**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-B**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority

**FROM:** Heather Stafford, Human Resources Director, 705-5861

**SUBJECT:** Collective Bargaining Agreement - Amalgamated Transit Union, Local 1765 and Intercity Transit

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1) **The Issue:** Whether to approve a collective bargaining agreement between Intercity Transit and the Amalgamated Transit Union, Local 1765 (ATU).

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2) **Recommended Action:** Approve the agreement.

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3) **Policy Analysis:** The Authority must approve any collective bargaining agreements between Intercity Transit and organizations representing employees.

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4) **Background:** The ATU represents Intercity Transit's Operators, Customer Service Representatives, and Dial-A-Lift Dispatch Specialists. The collective bargaining agreement expired on December 31, 2011. Parties were unsuccessful negotiating a successor labor agreement, despite months of negotiations and mediation in the Spring. An arbitration hearing was conducted on June 17, 2013, and June 18, 2013, where Arbitrator Howell Lankford heard the parties' issues. Arbitrator Lankford returned his award/decision on August 31, 2013.

The new agreement will cover the period from January 1, 2012, to December 31, 2014. General wage increases include: 0% in 2012, 2.54% in 2013, and 1.2% in 2014. Van Operators received a 0.75% market adjustment in 2013 as well.

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5) **Alternatives:** Per RCW 41.56, Arbitration decisions are considered final and binding on the parties.

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6) **Budget Notes:** The collective bargaining agreement will dictate wage and other benefit costs for ATU-represented employees over the next three years.

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7) **Goal Reference:** This item meets Goal 2: *"Provide outstanding customer service."*

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8) **References:** A summary of the successor agreement, with changes, will be provided at the Authority meeting.

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-C**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority  
**FROM:** Carolyn Newsome, 705-5829  
**SUBJECT:** Surplus Van Grant Program Award

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- 1) **The Issue:** Whether to authorize the General Manager to grant up-to-four surplus vanpool vehicles to non-profit or public agencies within the Thurston County Public Transportation Benefit Area (PTBA).
- 
- 2) **Recommended Action:** Authorize the General Manager to grant four surplus vanpool vehicles to Thurston County Food Bank, Panza for Quixote Village, Stonewall Youth, and Garden Raised Urban Bounty (GRuB).
- 
- 3) **Policy Analysis:** The Surplus Van Grant Program supports the Transit Development Plan's goal of strengthening partnerships with local agencies and groups by assisting them in meeting their needs for group transportation.
- 
- 4) **Background:** On September 3, 2003, the Intercity Transit Authority adopted resolution 07-03 creating the Surplus Van Grant Program. This program makes up-to-four surplus vanpool vehicles available each year to non-profit groups in the Thurston County PTBA to meet the transportation needs of their clients not met by Intercity Transit's regular services. Community groups have been granted 27 vans since the program began.

Staff sent notices to community groups, prepared a press release, and utilized the Thurston Regional Planning Council's list of community service groups to announce the program. The Vanpool Manager presented the program to the Citizen's Advisory Committee. Marketing staff utilized our website and social media to advertise the program. Staff also held two pre-application open houses for interested parties.

A review team, consisting of Ann Freeman-Manzanares, Meg Kester, Meta Hogan, and Carolyn Newsome reviewed 10 applications received by the September 13 deadline. Utilizing selection criteria that includes community benefit, passenger trips provided, coordination of services and ability to maintain vehicle and program, the team is recommending award of vehicles to **The Thurston County Food Bank, Panza for Quixote Village, Stonewall Youth, and Garden Raised Urban Bounty (GRuB)**. Thurston County Food Bank volunteers, many of them low-income, will use their granted van to harvest fresh produce from 6 growers in south Thurston County, effectively

expanding their gleaning program. The program relies on volunteer support to yield 70,000 pounds of local produce each year that otherwise would have gone to waste.

Quixote Village is now under construction and is due for completion in December. It consists of 30 small cabins and a central community building. Initially, the Village will provide homes for the current residents of Camp Quixote, a self-governing tent camp for homeless adults. Their granted van will be used to transport residents to medical and mental health appointments, eligibility reviews for social services, veterans' services and the food bank.

Stonewall Youth is an organization of youth, activists, and allies that empowers lesbian, gay, bisexual, transgendered and questioning youth. Stonewall Youth serves young adults 21 and under with support and transportation to programs in school, afterschool, and special events. Many of their clients are not old enough to drive and are unable to depend on family for transportation, in some cases because they access services in secret for confidentiality and safety reasons.

GRuB will utilize a van for their school program which engages at-risk teens, reducing the negative impacts of hunger and poverty in their lives and community. They learn about and contribute to the local food system, improving the lives of others by growing food for their community and helping to build gardens for low-income families. Students in the program attend their home high school in the morning, then transition to the afternoon program at GRuB.

The Vanpool Manager will assist the groups that were not successful this year in utilizing our Community Van program.

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**5) Alternatives:**

- A) Grant a total of four surplus vanpool vehicles to Thurston County Food Bank, Panza for Quixote Village, Stonewall Youth, and Garden Raised Urban Bounty (GRuB).
- B) Don't make surplus vans available for the program in 2013.
- C) Delay action until a future date.

- 
- 6) Budget Notes:** The Surplus Van Grant Program will result in lost revenue to Intercity Transit from the sale of surplus vans. This is estimated at \$3,500 per vehicle or a total of \$14,000 for the four vehicles.

- 
- 7) Goal Reference:** Goal 4: *"Provide responsive transportation options."*

- 
- 8) References:** 2013 Van Grant Evaluation Worksheet.

## Worksheet for Evaluation – 2013 Intercity Transit Surplus Van Grant Program

Applicants:	Behavioral Health Resources (BHR)	Boys & Girls Club of Thurston County	GRuB	Panza for Quixote Village	Prairie Rugby Football Club	Senior Services for South Sound (SSSS)	Stonewall Youth	Thurston County Food Bank	True Light Ministries	Wee Love Learning ELC
<b>Selection Criteria</b>	Healthcare Non-profit	Non-profit before and after school program	School/Daycare Community Service Organization	Permanent Supportive Housing	Non-profit youth sports organization	Senior Center	Community Service Organization	Community Service Organization	Community Service Organization	Church School/Daycare
<b>1. Community Benefit</b>	BHR will utilize a granted van to transport adult, child and youths clients to group socialization and recreational activities many of whom cannot use public transportation due to their symptoms.	Boys & Girls Club provides transportation to before and after school programs for students and to take students on field trips and outings.	GRuB engages teens in programs to reduce negative impacts of hunger and poverty in their lives. Supports youth, focusing on population that is not finishing high school.	Quixote village under construction and will consist of 30 small cabins and will provide permanent supportive housing for adults who have been chronically homeless.	Rugby team that serves Yelm Rugby Club with both boy's and girl's teams. Club has grown and many parents can't or won't transport youth to away games. As team grows, transportation in POVs more difficult.	Program transports adults ages 50 and older to and from medical appointments, adult day care, senior nutrition programs and to and from essential errands. Demand is growing.	Stonewall Youth is an organization of youth, activists and allies that empowers lesbian, gay bisexual, trans, queer, questioning, intersex and asexual (LGBTQQIA) youth to speak for and educate themselves and their communities.	Thurston County Food Bank has a strong gleaning program that harvests produce from 6 growers in south Thurston County. Program relies on volunteers, many do not have private transportation. Gleaned produce will be made available to roughly 20% of the population.	Facility has <b>Lord's Pantry</b> , a satellite of the Thurston County Food Bank. True Light Ministries provides food once a month. Serve the recovery community which includes two-hour weekly Open Share group and a Step Study program for recovery. Provide free and confidential counseling which specializes in family systems.	Wind Works Fellowship, a nonprofit faith-based organization created an early learning center to provide a safe place for children to develop and learn in a loving, nurturing, caring environment.
<b>2. Total Estimated Number of annual trips provided.</b>	150	10,800	2,027	1,288	396	477	700	1,938	2,120	7,774
<b>3. Passenger Profile</b>	Persons with disabilities, individuals diagnosed with mental illness and/or substance abuse or children and youth with serious mental or behavioral issues.	School aged youth who qualify for free or reduced school lunch programs.	Low-income youth specifically focused on those considered disengaged; and having real barriers to graduation. In Thurston County 26% of low-income youth don't finish high school.	Chronically homeless adults with unmet needs for mental and medical health care, substance abuse treatment, etc. Most have mental and physical disabilities.	Some youth at –risk, some come from families that can't provide transportation.	Adults 50 and older with physical and cognitive disabilities including Parkinson's Disease, Alzheimer's, severe arthritis, vision and hearing loss. Low-income seniors.	Youth up to age of 21, most youth are low income. Many youth can't depend on their families for transportation, in some cases because they access services in secret for their safety.	Gleaning volunteers typically younger, low-income. The big gleans often targets at risk youth. Will focus on 30 volunteers from urban core of Thurston County.	Serves all that need transportation, serve the hungry, the hurting, the young and families.	Program serves low-income families, children with disabilities, single parents, senior citizens and volunteers.
<b>4. Service Area</b>	Thurston County	Thurston County	Thurston County	Thurston County	Thurston County	Thurston County	Thurston, North Lewis County and Ft Lewis	Thurston County	Thurston County	Thurston County (primarily west side of Olympia)
<b>5. Coordination of Service</b>	Borrows small bus from South Sound Seniors.	Partners with school districts and also has received a Rural Transportation Grant from TRPC.	Intercity Transit's Reduced Fare bus pass program, Clients ride bikes for transportation and also depend on volunteers for trips.	Intercity Transit's Reduced Fare bus pass program.	Club sport so does not coordinate with school sports program.	Transports seniors to YMCA for water aerobics, transports seniors to agencies and businesses for Community Awareness class. Provides two vans for Rotary for Mushroom Festival and loan vans to local non-profits when there is a need.	Youth carpool to events with CYS, PIPE, Pizza Klatch, Empowerment and other agencies.	Staffs works closely with other organizations to coordinate transportation for clients	Hope to partner with Thurston County Correctional Facility if they can get approval to use van on days not in use. Hope to work with Providence Chemical Dependency Center and the Chaplain at Thurston County Correctional Facility.	Vehicle with be made available to Olympia Christian School for coordinated trips.



## Worksheet for Evaluation – 2013 Intercity Transit Surplus Van Grant Program

Applicants:	Behavioral Health Resources (BHR)	Boys & Girls Club of Thurston County	GRuB	Panza for Quixote Village	Prairie Rugby Football Club	Senior Services for South Sound (SSSS)	Stonewall Youth	Thurston County Food Bank	True Light Ministries	Wee Love Learning ELC
<b>6. Current Transportation</b>	Bus, Dial-a-Lift, three vans and staff member's POVs	Van from grant program and very old bus.	Bus, staff POVs and Intercity Transit's Community Van Program.	Bus, bikes and volunteer's POVs.	Parents, walking, biking, bus for practice. Parent volunteers for matches.	SSSS manages the largest volunteer transportation program in Thurston County. Coordinates with Area Agency on Aging, Catholic Community Services and the Yelm Senior Multipurpose Center. Also work with Intercity Transit and South Thurston Rural Transportation.	Community members and volunteers loan program personal vehicles. Many volunteers are transit and bike dependent so are unable to provide access to vehicles.	Gleaning program received an 8 passenger van from Surplus Van grant program in 2008. Program has grown and need a 12-passenger van to increase capacity.	Meet fix-route service at Lacey Transit Center and Walmart.	Use bus on in town field trips and Community Van program.
<b>7. Bus and Dial-A-Lift usage</b>	Yes and Reduced Fare bus pass program.	Difficult for students to use bus due to age.	Yes but difficult for students traveling between classes due to distance and timing.	Intercity Transit worked well when camp was in town at churches but current location has limited bus service.	Players take buses to and from practice.	Seniors use fixed-route and Dial-A-Lift. Many seniors live outside the service area.	A significant number of this population is under-served at this time. Youth that access programs in downtown Olympia, can use the bus but youth as far away as Tenino participate in weekly support groups.	Roughly 20% of clients use some form of public transportation. Many clients have mobility challenges and use Dial-A-Lift. Services now offered one day each month to simplify use of DAL services and reduce the wait in line.	Currently arrange carpools or private transportation. Limit by size. Three miles from Intercity Transit's regular bus stop and two miles from DAL farthest stop.	Currently has 12-passenger van from Surplus Van grant program. Use bus on in town field trips and Community Van program.
<b>8. Expand or Replace Service or Both</b>	Replace Existing	Replace Existing	Expand Service	Expand Service	Expand Service	Replace Existing	Both	Both	Expand Service	Replace Existing
<b>9. Application in coordination with other agencies?</b>	No	No	No	No	No	No	No	No	No	Yes Wind Works Fellowship
<b>9. How will applicant fund the fuel, insurance and maintenance if granted a van?</b>	Fleet of vehicles managed by Facility and Maintenance Manager. Program managed by BHR.	Current operating budget and partnerships with local mechanics. Current van is cleaned out daily and deep cleaned once a week.	Program has necessary infrastructure to maintain an additional vehicle and had the staff and resources to manage program.	Secured funding for first year of operation of the Village. Van maintenance, gas and insurance will be part of annual budget. Program managed by Board.	Executive board supports applying for van and would oversee budget, program and maintenance for van.	Funded by SSSS budget and program managed by Transportation Director and Coordinator.	Small transportation budget, mechanic offering free on low cost repairs and service.	Gleaning program began in 2006 and transportation is largest barrier for volunteers. Vehicle maintenance and fuel costs leverage 70,000 pounds of local produce each year.	Insurance under Turning Point Ministries. Maintenance donated and funding comes from donations and Celebrate Recovery Budget.	

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-D**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority

**FROM:** Ann Freeman-Manzanares, 705-5838

**SUBJECT:** 2014-2019 Strategic Plan

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- 1) **The Issue:** Review policy position issues.
- 
- 2) **Recommended Action:** To discuss and provide staff direction.
- 
- 3) **Policy Analysis:** The Strategic Plan is Intercity Transit's primary policy document and Authority direction determines the level of resources and priorities devoted to specific services and projects. The first year of the Strategic Plan provides specific direction to the next year's budget by setting an expenditure ceiling, a capital program and a desired service level.
- 
- 4) **Background:** Attached are revised policy statements for Authority review. Staff made proposals throughout the document for your consideration. Some of the proposals are as follows:
- Maintain status quo service levels in 2014.
  - Seek grant opportunities to complete design and pursue construction of the Pattison Street Facility.
  - Seek joint agreement opportunities to secure park and ride spaces but delay pursuing the study, design and construction of additional park and ride facilities in Tumwater and Yelm.
  - Continue to support Village Vans, Community Vans, the Surplus Van Grant and Discounted Bus Pass programs.
  - Continue to support the Youth Education Program, associated grants and two part time grant funded positions.
  - Delay the Customer Satisfaction Survey, Market Segmentation Study and Worksite Commuter Survey scheduled for 2014 to 2015.
  - Support continued growth of the vanpool program by adding one staff member.
  - Budget for one additional travel training position. Utilization of this budget item will depend upon the outcome of the travel training pilot project.
- 
- 5) **Alternatives:** N/A

- 
- 6) **Budget Notes:** The Strategic Plan provides the basis for the development of the annual budget. Costs associated with developing the plan are minimal.
- 
- 7) **Goal Reference:** The Strategic Plan specifies how resources will be allocated to address all of the Authority goals.
- 
- 8) **References:** Intercity Transit Draft Policy Positions 2014-2019 Strategic Plan, October, 2, 2013.

**Intercity Transit Draft Policy Positions  
2014 - 2019 Strategic Plan  
October 2, 2013**

The following includes a list of policy issues that will face Intercity Transit during the next six years. Staff has proposed a position and list of actions in response to each policy issue. The issues fall into five general categories:

- Fixed Route Service and Service Design
- Capital Investments
- Financial
- Other Intercity Transit Services
- General Policy Issues

Staff is looking to the Authority for direction on policy matters, and for any additional policy issues of concern.

**Fixed-Route Service and Service Design**

**1. Should Intercity Transit maintain status quo service levels in 2014 or consider new or expanded local transit services needed to serve the growing population?**

The passage of the sales tax measure in 2010 allowed a three percent service increase to occur in 2011. While new or expanded local transit services are needed to serve the growing population, our financial outlook necessitates a status quo approach. If more funding were to become available, staff recommends we prioritize future service increases as follows:

- A. Address running time and on-time performance issues.
- B. Address service gaps on current routes. This would include adding a later evening or earlier morning trip or adding Saturday and/or Sunday service to a route.
- C. Enhance service on existing routes by increasing frequency or with minor route extensions or changes.
- D. Add service where grant funds or partnerships provide a significant portion of the cost. An example is new regional service funded through the Regional Mobility grant program.
- E. Add new service to areas Intercity Transit does not currently serve.

**Actions - 2014**

- Complete the update of the short- and long-range service plan with expert, third-party assistance. This will provide a fresh look at the route and schedule structure as well as an avenue for employee, customer and community input.
- Rehabilitation of the maintenance and operating facility is necessary. Our service has already outgrown the facility and any potential for future service expansion

hinges on our ability to address this reality. Intercity Transit should continue seeking funding to rehabilitate and expand the maintenance and operating facility.

- Intercity Transit should consider increasing the sales tax to 0.9 percent in August 2014 or August 2015 to fund capital projects such as the purchase of vehicles and the rehabilitation and expansion of the operating and maintenance facility.

#### **Actions - 2015-2019**

- Intercity Transit should consider increasing the sales tax in 2015 if not increased in 2014.
- Intercity Transit should implement the recommendations of the updated service plan.

## **2. What is Intercity Transit's role in providing regional mobility?**

The demand for additional Intercity Transit service between Olympia and Tacoma/Pierce County increased when Pierce Transit eliminated their Olympia Express service, and it may continue to increase with the Sounder Commuter rail service extension to Lakewood. The award of two WSDOT Regional Mobility Grants support two additional Express routes, Tumwater to Lakewood and Olympia to DuPont, with continuing service to Seattle starting September 30, 2013. In addition, Intercity Transit opened the new 325-space park and ride facility at I-5 and Marvin Rd.

The continued growth of Joint Base Lewis McChord (JBLM) and the importance of I-5 to regional travel and the economy of the region make the need for effective public transportation service between Thurston County and the central Puget Sound more than just an Intercity Transit issue. The State of Washington should play a significant role in providing public transportation in this corridor and Pierce Transit should resume sharing service with a successful sales tax measure.

#### **Actions - 2014**

- Continue to engage with the TRPC and WSDOT to consider alternatives for serving Joint Base Lewis-McChord (JBLM) and the I-5 corridor.
- Approach the State of Washington to provide assistance in meeting the public transportation demand in the I-5 corridor. This should include funding assistance to maintain and improve current service as a first step of a long-range plan as well as support of the vanpool program.
- Support the continued growth of the vanpool program.
- Continue to implement and evaluate additional service provided through the Regional Mobility Grant program.

#### **Actions - 2015-2019**

- Intercity Transit should continue to promote vanpooling and ridesharing to meet regional mobility needs.

- Continue to pursue joint use agreements as necessary to secure park and ride space to support ridesharing, express bus and local transit services. Continue to work with the State of Washington and others to develop a long range plan for public transportation and/or commuter rail service in the corridor.

### **3. What role should Intercity Transit play in serving downtown Olympia, downtown Lacey, and the Tumwater Town Center areas?**

#### **Actions - 2014**

- Continue to work with the State to ensure adequate parking is available for the Dash service.
- Continue the provision of park and ride spaces during the Legislative session at the Farmers Market.

#### **Actions - 2015-2019**

- Intercity Transit should continue to operate the Dash service, and seek funding to expand the service to other concentrations of State employees or facilities.
- Intercity Transit should continue to increase service and ridership in major corridors and maintain the number of corridors with 15-minute service. If more funding were to become available, increase the service frequency.

### **4. Is there a role for local express service in the current service area?**

Intercity Transit currently operates no local express service. Local express service generally operates in major corridors with service speed being increased by reducing the number of stops and/or by introducing transit priority measures in the corridor.

Our market research shows travel time is one of the primary barriers to increased ridership for many of our customers or potential customers. Local express service is one way to increase service speed. The tradeoff is there is a greater distance between stops resulting in greater walking distances for passengers. If the service speed is increased by skipping certain stops, adequate information must be provided to customers to avoid confusion and anger when their stop is skipped.

The two new inter-county routes implemented September 30, 2013 - Tumwater to Lakewood and Olympia to DuPont with continuing service to Seattle - provide some ability to track use of local intra-county express service with stops scheduled at the Capitol Campus and Hawks Prairie Park and Ride.

#### **Actions - 2014**

- The Martin Way and Capitol Way corridors appear to be the most feasible corridors for this type of service. The CMAQ funded study to explore developing “smart” corridors is complete and nearing implementation. Intercity Transit should continue to participate in this effort and advocate stop and traffic signal system improvements in these corridors.

- Monitor intracounty ridership related to the Tumwater-to-Lakewood and Olympia-to-DuPont service.

#### **2015 - 2019**

- Additional equipment is not anticipated to be available to explore local express service. Monitor the results of the “smart” corridors project to help evaluate potential future success.
- The Tumwater-to-Lakewood and Olympia-to-DuPont Regional Mobility grant funds expire in 2015. The grant has been approved for an additional two years dependent upon 2015-2017 biennium funding. Intercity Transit will have the option to accept the grant and dedicate the local match at that time.

#### **5. Should transit priority measures - signal priority, queue bypasses, bus lanes - be considered?**

##### **Actions - 2014**

- Implementation of the pilot signal preemption program in the Martin Way and Capital corridors should take place.

##### **Actions - 2015-2019**

- Intercity Transit should work with the Thurston Regional Planning Council, the City of Olympia, the City of Lacey, the City of Tumwater, and Thurston County to explore improvements to the Martin Way corridor to improve pedestrian access to transit stops and increase transit vehicle speeds and reliability.
- Intercity Transit should work with the Thurston Regional Planning Council, the City of Olympia, the City of Lacey, and Thurston County to develop the Martin Way corridor as a “smart corridor.”
- Intercity Transit should work with the Thurston Regional Planning Council, the City of Olympia, the City of Lacey, and Thurston County to expand the number of intersections and buses equipped to enable signal preemption.

#### **6. Should Intercity Transit pursue efforts to coordinate service with local school districts?**

The issue of coordination between local school districts and the public transportation provider is one often raised. Both school districts and transit systems have large fleets of buses and the school district vehicles are generally used only during peak periods. In addition, the vehicles often operate on the same roadways and appear to offer duplicative service. In some communities, students primarily use the public transportation system for travel to and from school.

There are several barriers that make coordination between the services difficult. These include:

- The peak periods of both the public transportation system and the public school system generally coincide. There is little excess capacity in either system in the peak periods.
- School buses and public transportation vehicles are very different in design and requirements. Public transportation vehicles must be fully accessible, provide more space per passenger, provide more passenger amenities and be able to operate up to 16 hours per day. School buses are lighter duty vehicles designed to operate four to six hours per day and on residential streets. They are designed to maximize capacity rather than comfort.
- School bus routes tend to be circuitous routes focused on a particular school. School buses often operate on neighborhood streets. Public transit routes tend to be more direct and operate on major and minor arterials. Public transit service generally expects passengers to walk longer distances than school bus routes.
- School buses are able to stop traffic, so students may safely cross a street. Transit vehicles do not have this ability. Students trained to cross in front of a school bus may try this with a transit vehicle.
- There is a reluctance to place younger students on public transportation where there is limited ability to monitor their interaction with other customers. Efforts to coordinate service are generally limited to middle and high school students.

Intercity Transit staff and regional school districts' staff should work together to determine if there are coordination opportunities.

#### **Actions - 2014**

- Intercity Transit should continue its Youth Education program.
- Intercity Transit should continue to work with schools and youth to teach skills for safe biking, walking and transit use.

#### **Actions - 2015-2019**

- Intercity Transit staff should continue to market public transportation and the use of transportation alternatives to students.
- Intercity Transit should work with school districts to encourage the location of schools in areas served by public transportation and to develop safe paths for walking, biking, and access between transit routes and school facilities.

### **7. What level of passenger amenities (bus shelter, benches, lighted stops, passenger information) is appropriate?**

In 2005, the Intercity Transit Authority adopted a policy of providing a shelter at every bus stop. Currently, Intercity Transit has shelters at over 260 stops. Intercity Transit previously received a Surface Transportation Program (STP) grant of approximately \$350,000 to purchase additional shelters and make additional stop improvements. This began in 2009 and will be completed in 2011. The cost of a shelter and associated stop improvements can range from \$7,000 to \$30,000 per stop depending on the conditions at the stop.



A STP Enhancement grant of \$240,000 was obtained in 2011 to implement accessibility improvements at 46 selected stops. This project was completed in early 2013. Intercity Transit received an STP grant in 2013 in the amount of \$160,000 to improve 20 bus stops.

#### **Actions - 2014**

- Implement STP grant to enhance 20 bus stop locations.

#### **Actions - 2015-2019**

- Pursue available program funds to upgrade bus stops and shelters. It is unclear whether STP and/or enhancement funds may be available for this purpose.
- Purchase seating and other amenities for stops without shelters which have the most passenger activity.
- Continue a program of bus stop improvements with priority on making all stops ADA-accessible.
- Prioritize bus stop improvements by the level of passenger activity. An emphasis should be given to stops located near facilities serving elderly persons or others with special transportation needs as well as to stops located on major corridors.

### **8. What additional investments in technology should be made beyond the current Advanced Communications System project?**

The Advanced Communications System is functioning but aging and needs significant updates. An analysis was conducted and it was determined that the best value was to upgrade the current system rather than purchase and implement a new system. A long-term strategy to address server room capacity was also addressed and budgeted in 2013. This project will carry over into the 2014 budget.

#### **Actions - 2014**

- Continue implementation of relatively low-cost improvements including telephone system improvements and Web site improvements and enhancements.
- Research telephone system replacement.
- Develop a plan to address server room issues and to provide adequate space for computer and other communications equipment.

#### **Actions - 2014-2018**

- Implement additional improvements and enhancements to the Advanced Communications System.
- Continue improvements to the Web site.
- Update review of the Information Systems function.
- Replace the existing telephone system.

### **9. Should the vanpool program continue to expand to keep pace with demand?**

The Intercity Transit vanpool program increased to 213 active vanpools by the end of 2012. With the 10 percent fare increase in January 2013, nine vanpool groups folded. After losing

almost the equivalent of one year's growth, the vanpool program has grown to an all-time high of 218 groups. It is anticipated the program will continue to grow as the population and the demand for travel to and from Thurston County increases. Additional park and ride capacity will also encourage growth of this program.

In the past several years, many of the vehicles to expand the program were funded through a Washington State Department of Transportation (WSDOT) grant. These fund sources were not adequate to fund 2008 vanpool purchases or all future vanpool purchases. Local funds were used to purchase expansion vans in 2008. Expansion vans were not needed in 2010 though replacement of vans continued. In 2010, WSDOT announced grants to buy replacement vans. Intercity Transit received a grant for \$956,800 that was used to purchase 46 vans in 2012 and 2013. WSDOT awarded a grant for \$574,750 for 2013-2015 to assist with the purchase of vanpool vehicles to expand the agency's vanpool program. This program will cover 95 percent of the cost of expansion vehicles.

Beginning in 2012, Intercity Transit began receiving federal funding allocated to the central Puget Sound region and based on service provided to Pierce County and King County. In this last funding cycle these federal 5307 funds covered 67.67 percent of the replacement cost of all vehicles which travel into or out of the Seattle UZA.

We increased vanpool fares approximately 18 percent on January 1, 2009, to match Pierce Transit's vanpool fare. Vanpool staffing also increased in 2009 (vanpool assistant) to allow continued growth of the program. We increased vanpool fares 10 percent January 1, 2013. To further expand this program, an additional Vanpool Coordinator will be necessary.

#### **Actions - 2014-2019**

- Add one vanpool coordinator to support the continued growth of the program.
- Continue to pursue WSDOT Vanpool Improvement Program grants to fund new and replacement vehicle purchases
- Utilize federal 5307 funds through the central Puget Sound for travel into the Seattle UZA.
- Plan on adding an average of 10 new groups each year over the six years of this plan.
- Reserve vehicles slated for surplus if demand exceeds our yearly expansion of ten vehicles.

#### **10. Are there capital purchases or other projects that are needed to allow future growth? What is the appropriate timeline for these projects?**

Intercity Transit obtained federal funds for all needed replacement buses through 2018. Federal funds have been secured to purchase seven additional buses to be delivered in 2014. The next fleet of buses due for replacement should be replaced in the 2018-2020 timeframe. In addition, Intercity Transit secured funding for three additional buses to provide the Tumwater-to-Lakewood service.

Intercity Transit has also been successful obtaining funding for all other major capital projects with the exception of the expansion and renovation of the Pattison Street Operating and Maintenance facility. The changes in federal funding under MAP-21 require a new approach to funding this facility.

**Actions - 2014**

- Determine how the expansion and renovation of the Pattison Street facility will be funded. Look for opportunities to complete final design and construction.
- Develop a long-term capital funding plan.

**Actions - 2015-2019**

- Continue pursuing funding to finance the Pattison Street project, new buses and other projects.

**12. Should Intercity Transit pursue additional park-and-ride facilities?**

Although we feel that additional park-and-ride locations are needed in Tumwater and Yelm, staff urges caution in dedicating capital funds for additional park-and-ride facilities at this time.

WSDOT Regional Mobility Grant funds were obtained to expand the Martin Way Park and Ride by 170 parking spaces and build the 325-space Hawks Prairie Park and Ride facility in 2012. There is still room at these facilities to support express bus, vanpool, and ridesharing programs. In addition, the State of Washington is supporting the use of 30 parking spaces at a facility in Tumwater in support of the new Tumwater to Lakewood express service.

**Actions - 2014**

- Pursue joint use agreements to secure park and ride space to serve ridesharing, express bus and local transit services.

**Actions - 2015-2019**

- Continue to pursue joint use agreements as necessary to secure park and ride space to support ridesharing, express bus and local transit services.
- Continue to monitor and work with the City of Yelm, City of Tumwater, and the Washington State Department of Transportation regarding potential locations for a park and ride facility.

**13. How do Village Vans, Community Vans, the Surplus Van Grant and Discounted Bus Pass programs fit into Intercity Transit's future plans? Are there other programs of this type that should be considered?**

These four programs should be continued in future years. All of these programs are very successful and resulted in new community partnerships. These programs are relatively low-

cost programs for Intercity Transit with grant and program revenues covering much of the cost.

#### **Actions - 2014-2019**

- Continue the Village Van, Surplus Van Grant, Community Van and Discounted Bus Pass programs.
- While funding is available for the Village Van program for the 2013-2015 biennium, MAP-21 eliminated new money for this program. Intercity Transit advocates for and monitors funding for the Village Van program beyond the 2013-2015 timeframe.

#### **14. Are our services - Dial-A-Lift, Travel Training, and Accessible Fixed-Route Buses adequate to serve persons with disabilities?**

Intercity Transit continues to improve its service to persons with disabilities. The Advanced Communications System, in concert with the telephone system and scheduling software, continue to be improved and updated. This allowed improved customer service and increased efficiency in the Dial-A-Lift program. Market Research of Dial-A-Lift services to measure customer satisfaction and the need for service improvements was completed in 2011, showing a very high level of satisfaction with the Dial-A-Lift service.

Staff recommends Market Research of Dial-A-Lift services be conducted every 3 to 5 years. Eighteen vehicles in the Dial-A-Lift fleet were replaced in 2011. Ten vehicles were replaced in 2013. Replacement of the eight fixed-route vans and ten standard floor coaches in 2008 greatly increased the accessibility of the fixed-route vehicle fleet for all users. Advanced Communication System features such as automated stop announcements, transfer protection, and improved customer information also improved customer service for all fixed-route passengers.

Though Intercity Transit fixed-route buses are accessible, many individuals are still unaware of just how easy it is to use fixed-route. By expanding the Travel Training program and enhancing it with Bus Buddies, Intercity Transit increases its focus on educating persons with disabilities and senior citizens on the accessibility of the fixed route, increasing personal independence and reducing costly Dial-A-Lift trips.

#### **Actions - 2014**

- Continue to focus on expanding the Travel Training program with Bus Buddies.
- Dependent upon the results of the one-year Travel Trainer pilot project, expand the Travel Training program by one full-time staff.

#### **Actions - 2015-2018**

- Continue to pursue improvements in scheduling software and use of technology to improve productivity and service.
- Complete Market Research of Dial-A-Lift services no later than 2016.
- Replace most unreliable vehicles.

- Continue the effort to make all bus stops accessible and to provide shelters and other amenities at stops serving persons with disabilities.
- Apply the principles of Universal Design to all capital purchases and projects, and explicitly consider accessibility and usability for the widest range of individuals when evaluating equipment and technology.

**FARE AND FINANCIAL POLICY**

Intercity Transit’s fare policy calls for a review of its fares every three years with adjustments made based on inflation. The policy also calls for increasing the base fare in \$.25 increments. Intercity Transit’s previous fare increase was from \$.75 to \$1 in January 2009. Fares were increased again in February 2013 from \$1 to \$1.25. Reduced and DAL fares remained at 2009 pricing. Fares were reviewed in 2004 and in late 2006 with a fare increase deferred to a future date. With the increase in fuel prices, staff recommended to the Authority the base fare be raised to \$1 on January 1, 2009, with reduced and other fares to increase proportionally. Monthly passes received a deeper discount and increased by 20 percent. Staff recommended in the 2012-2017 Strategic Plan a fare increase be considered for January 2013. In October 2012, the Authority decided to increase the base adult fare by 25 percent or \$.25. The express fares and adult passes were also increased while reduced fares for elderly and disabled customers were maintained at the current level. This is expected to generate an additional \$400,000 per year in revenue.

Vanpool fares were increased by 4 percent in 2007. Fuel prices increased dramatically in 2008. The policies and fares of other regional vanpool providers were examined to ensure our fares are consistent. Intercity Transit vanpool fares increased approximately 18 percent effective January 1, 2009, to match Pierce Transit’s vanpool fares. Vanpools fares were examined and a January 2013 increase of 10 percent was approved. The Authority decided in 2007 exterior advertising will continue to be provided with additional limitations on the number of specialty products allowed (over-sized advertising such as full wraps, full sides, or full backs). This generates \$300,000 per year.

**15. Is the current fare policy appropriate?**

Staff recommends we retain our policy to review fares every three years. The fare structure, effective February 2013, is as follows:

<b>Category</b>	<b>Per Ride</b>	<b>Daily</b>	<b>Monthly</b>
<b>Adult</b>	\$1.25	\$2.50	<b>\$36</b>
<b>Youth (6-17)</b>	\$1.25	\$2.50	<b>\$15</b>
<b>Reduced</b>	\$.50	\$1.00	<b>\$15</b>
<b>Dial-A-Lift</b>	<b>\$1.25</b>	<b>\$2.50</b>	<b>\$36 or \$15</b>

## **16. Should Intercity Transit's planning for the next six years be financially constrained?**

The majority of Intercity Transit's funding is from the local sales and use tax. This was increased from 0.6 percent to 0.8 percent in August 2010. This allowed Intercity Transit to maintain current service levels and make modest service improvements. The Authority has an additional 0.1 percent sales tax authority that could be levied at a future date. The financial forecast included in this plan is based on the current 0.8 percent sales tax. Staff recommends the Authority consider an August 2014 or August 2015 sales tax election to levy the additional 0.1 percent with all revenues dedicated to capital projects. An August 2014 election date provides economic advantages but delaying to 2015 will allow a more extensive engagement of the greater community and member jurisdictions.

## **MARKETING AND COMMUNICATIONS**

### **17. What role should Intercity Transit play in local transportation projects - Commute Trip Reduction, Youth Education Programs, and the Bicycle Commuter Contest?**

Intercity Transit was the lead agency for the Thurston County Commute Trip Reduction prior to 2001. The loss of MVET funds in 2000 made it difficult to maintain this role. In 2001, the local jurisdictions contracted with a private firm to coordinate the program. Intercity Transit remained an active partner and provided Employee Transportation Coordinator training and outreach to major worksites as part of its marketing programs. In 2005, the Thurston Regional Planning Council became coordinator of the CTR program, and Intercity Transit was contracted to provide marketing, training, and support service. In 2006, Intercity Transit received a Trip Reduction Performance Program (TRPP) grant to provide expanded CTR services in the Tumwater Town Center area. This program was completed in mid-2007. Intercity Transit received an additional TRPP grant for 2008 and 2009 to implement a marketing program aimed at commuters traveling from outside Thurston County to the Capitol Campus and the Olympia downtown area. This program, "Capitol Commutes" was completed in June 2009. The TRPC received grants to expand CTR activities in Thurston County and contracted with Intercity Transit to assist with these efforts.

The CTR program was reauthorized in the 2006 legislative session with a number of changes made in the program. The base program and level of funding for Thurston County should remain at or near current levels in 2013. A new element of the CTR program was the ability of a jurisdiction to form a Growth and Transportation Efficiency Center (GTEC) that will adopt aggressive targets for reducing trips. The local public transportation agency must agree to place priority on expanded service to GTECs and the jurisdiction must pledge to support efforts to reduce trips to the GTEC. Additional CTR funding is available to support GTECs. The City of Olympia received funding for a GTEC that includes the Capitol Campus and downtown Olympia. This funding was not renewed for the 2009 - 2011 or 2011-2013 biennium.

Intercity Transit established several successful community and youth outreach programs over the past several years. Two of these – the Bicycle Commuter Contest and Smart Moves youth education program – were assumed by Intercity Transit in 2005 when the program and funding were in danger. Since then, Intercity Transit developed these into strong, ongoing programs with significant community support. Key to this success is a full-time Youth Education coordinator and a Bicycle Commuter Contest coordinator who works six-months of each year. The 2014 budget will include two part-time, grant-funded positions to assist in implementing youth education activities in 2014 and 2015.

#### **Actions 2014**

- Hire two part-time, grant-funded positions to assist in implementing youth education activities in 2014.
- Continue to support the Bike PARTners program in 2014 and find additional sources for bike donations.
- Continue to pursue grant opportunities to supplement the Youth Education program and the Bicycle Commuter Contest.

#### **Actions - 2015-2019**

- Intercity Transit should work with the Thurston Regional Planning Council, the State of Washington and the affected local jurisdictions to improve the Commute Trip Reduction Program.
- Intercity Transit should continue to aggressively market alternative transportation to youth and in schools, as well as in the larger community.
- Intercity Transit should continue to coordinate the Bicycle Community Contest and seek grant funding to expand its efforts.
- Intercity Transit should aggressively market high frequency corridor service.

#### **18. Should Intercity Transit's current marketing approach and level of effort be continued?**

Intercity Transit's marketing and communications program include marketing, broad community outreach, ongoing corporate communications, branding, public involvement and media relations.

Intercity Transit completed a significant market research effort in 2009 that indicated we had significant success attracting new riders, retaining riders for longer periods of time, and raising awareness of transit services. The research confirmed our key markets continue to be commuters and young people.

#### **Actions - 2014**

- Intercity Transit should continue to aggressively market its services, and should at a minimum, maintain the current level of marketing and community outreach efforts.
- Intercity Transit should expand its Web site to better serve our various constituents and to continue to be a relevant business and communications tool for the agency.

- Intercity Transit should continue to pursue outreach communications through social media platforms.
- Intercity Transit was scheduled to begin the next round of market research work in 2014. The last work was completed in 2008-09 and included a Customer Satisfaction Survey, a Market Segmentation Study and a Worksite Commuter Survey. Staff proposes we delay this work until 2015 and potentially to 2016 pending the completion and outcomes of the short- and long-range service plan.

#### **Actions - 2015-2019**

- Intercity Transit should aggressively market the high level of service offered in major corridors.
- Intercity Transit should continue its marketing and communications efforts to educate the community about existing and new services and the value of public transportation to the community Intercity Transit serves.
- Intercity Transit should continue to make use of customer information technology to enhance the customer experience and support service value. A real-time bus arrival service, such as OneBusAway, should be an ongoing program available to Intercity Transit bus riders.

### **ENVIRONMENTAL PRACTICES POLICY**

#### **19. What steps should Intercity Transit take to reduce emissions and the negative environmental impacts of our operations?**

Intercity Transit took a number of steps to reduce emissions from its vehicle fleet. Intercity Transit was one of the first transit agencies in the country to use biodiesel in its entire fleet and continues to use B20 (20 percent biodiesel and 80 percent ultra-low-sulfur diesel) in its fleet. A test was run using B40 for a six-month period, and no adverse impacts were detected. The price differential between biodiesel and diesel continues to be significant. Intercity Transit pays a \$.30-to-\$.55 -per-gallon premium for B20 as compared to 100 percent diesel.

One of the most important steps Intercity Transit took was to remove older engines from service and to retrofit older engines with emission reduction equipment. This was largely accomplished in 2007, with the purchase of 18 new, replacement vehicles. Intercity Transit also received a grant from the Department of Ecology to install diesel oxidation catalysts and crankcase ventilation filters on the 12 oldest Intercity Transit coaches that would still be in the fleet after 2007. The purchase of six hybrid buses in 2010 and seven more in 2012 significantly reduces emissions through 25- to 30-percent better fuel economy and cleaner engines. Intercity Transit received federal and state funds for ten additional buses which will complete bus replacement through 2018.

Intercity Transit's policy is to use "environmentally friendly" chemicals and materials in its entire operations. Intercity Transit developed and adopted a formal Environmental and Sustainability policy in 2011. This policy focuses on actions we take to protect the current



environment, primarily through compliance with environmental regulations and practices, and use of materials that do not adversely impact the natural environment. The policy also includes a sustainability element designed to enable us to meet the needs of current residents and of future growth without compromising a future that includes a healthy environment, economy, and society.

A Sustainability Plan was presented to the Authority in October 2009. This plan includes an inventory of current emissions and recommendations to improve our practices and processes. It will be continually updated and will likely result in updated policy recommendations to the Authority in early 2013. Intercity Transit completed the training in the Federal Transit Administration's Environmental Management System program and will continue this effort in 2014. ISO 14001 certification of Intercity Transit's Environmental and Sustainability Management System (ESMS) program starts in 2013 and will continue through 2015.

Intercity Transit should continue to take an active role in local land use planning to encourage transit-oriented development and to ensure new development supports increased use of public transportation. Intercity Transit should continue to support the Thurston Regional Planning Council's efforts including the Sustainable Thurston County project, the Smart Corridors project, Thurston Here to There, and other projects. The Authority and staff should be involved in local jurisdiction comprehensive plan updates.

#### **Actions - 2014**

- Increase involvement in local and regional land use planning efforts and advocate for transit-oriented development and other development that encourages the use of transportation alternatives.
- Seek ISO 14001 certification for the Environmental and Sustainability Management System program.
- Seek funding partnership with Puget Sound Energy to reduce energy and water usage and waste production.
- Continue to utilize environmentally friendly chemicals and materials in all operations, and require their use to the maximum extent possible by vendors and contractors.
- Update the Sustainability Plan and continue implementation of recommendations.
- Continue partnerships with the Thurston Green Business group and Puget Sound Energy's Green Power program.

#### **Actions - 2015-2019**

- Continue implementation of the Sustainability Plan and update as needed.
- New buildings and facilities should meet LEED - Gold Certification building standards.

**20. Issue: What should be Intercity Transit's policy and actions related to expansion of the PTBA?**

**Actions - 2014-2019**

- Staff recommends the Authority maintain its current policy regarding expansion of the PTBA:

*The Intercity Transit Authority should consider annexation of new areas only if representatives of these areas request the Authority take steps to hold an annexation election and demonstrate that there is support for the action in the area to be annexed.*

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-E**  
**MEETING DATE: October 2, 2013**

**FOR:** Intercity Transit Authority

**FROM:** Ann Freeman-Manzanares, 705-5838

**SUBJECT:** Comment on Sustainable Thurston Draft Plan

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1) **The Issue:** Decide upon the Authority statement on the Sustainable Thurston Draft Plan.

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2) **Recommended Action:** To discuss and determine response to request for participation in this public process.

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3) **Policy Analysis:** N/A.

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4) **Background:** The Sustainable Thurston Draft Plan, Creating Places Preserving Spaces: A Sustainable Development Plan for the Thurston Region is available for public comment through October 2, 2013.

The Authority wished to submit a statement in response to the draft plan. Attached are comments/concepts received at the September 18, 2013 ITA/CAC Joint Meeting. Thurston Regional Planning Council staff extended the deadline for submittal to allow for conversation and finalizing the letter at our Authority meeting.

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5) **Alternatives:**  
A) Accept the draft as proposed.  
B) Alter the draft document.

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

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7) **Goal Reference:** This item supports our mission to provide and promote transportation choices that support an accessible, sustainable, livable, healthy, prosperous community. Goal #5 and its associated "Ends Policy" most closely represents this action item. Goal #5: *"Align best practices and support agency sustainable technologies and activities."* Goal #5 Ends Policy: *"Resources will be used efficiently with minimal impact on the environment."*

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8) **References:** Draft Authority Response – Sustainable Thurston Draft Plan.

Draft Authority Response  
Sustainable Thurston Draft Plan

Intercity Transit has many direct and indirect relationships with the goals and objectives called out in the Sustainable Thurston plan. Intercity Transit is prepared to partner and support the kind of coordination required to help our community move toward a Sustainable Thurston.

Intercity Transit services, including fixed route, vanpool, dial-a-lift, cycling and walking support, are imperative to the future sustainability of our community. However, these services exist within the context of the land uses and infrastructure that are regulated by the local jurisdictions.

While we have control over certain sustainability features of the system and services we provide, we are dependent upon local jurisdictions to create the land use and transportation foundation for our operations. We implore the jurisdictions that have land-use and transportation infrastructure responsibilities to help create the density and corridors we need to provide high quality sustainable service.

Land use decisions by the jurisdictions determine the places where we work, live, learn, play and shop. A more compact community can be served by frequent and convenient transit. A more dispersed set of uses will be more costly and create a less sustainable transit and transportation system.

Intercity Transit looks forward to the opportunity to help frame the future of our great community, educate and encourage choices focused on promoting and creating sustainable transportation.