

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
October 21, 2013
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 3 min. |
| | A. Karen Stites, Intercity Transit Authority Representative
<i>(Michael Van Gelder)</i> | |
| | B. Dale Vincent, New Citizen Advisory Committee Member
<i>(Michael Van Gelder)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. November 6, 2013, Regular Meeting <i>(Quinn Johnson)</i> | |
| | B. November 20, 2013, Work Session <i>(Roberta Gray)</i> | |
| IV. | APPROVAL OF MINUTES - August 19, 2013 (Joint Meeting) &
September 18, 2013 | 1 min. |
| V. | CONSUMER ISSUES CHECK-IN
<i>(This is to identify what issues you wish to discuss later on the
agenda in order to allocate time).</i> | 3 min. |
| VI. | NEW BUSINESS | |
| | A. City of Lacey Woodland District Strategic Plan <i>(Ryan Andrews)</i> | 20 min. |
| | B. 2014 Draft Budget <i>(Ben Foreman)</i> | 20 min. |
| | C. Strategic Plan Policy Questions <i>(Ann Freeman-Manzanares)</i> | 20 min. |
| VII. | CONSUMER ISSUES - All | 20 min. |
| VIII. | REPORTS | |
| | A. October 2, 2013, Regular Meeting <i>(Michael Van Gelder) Highlights Attached</i> | |
| | B. October 16, 2013, Regular Meeting <i>(Ann Freeman-Manzanares on behalf of Don
Melnick)</i> | |
| | C. October 30, 2013, 1-5 JBLM Corridor Plan Feasibility Study <i>(Ann Freeman
Manzanares)</i> | |
| IX. | NEXT MEETING - November 18, 2013 | |
| X. | ADJOURNMENT | |
| | Attendance Report is Attached | |

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
August 19, 2013

CALL TO ORDER

Chair Van Gelder called the August 19, 2013, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Michael Van Gelder; Vice Chair Carl See; Leah Bradley; Mitch Chong; Valerie Elliott; Sreenath Gangula; Jill Geyen; Roberta Gray; Meta Hogan; Julie Hustoft; Don Melnick; Quinn Johnson; Alyssa Neely; Joan O'Connell; Sue Pierce; Kahlil Sibree; Victor VanderDoes; Faith Hagenhofer and Charles Richardson.

Absent: Midge Welter.

Staff Present: Ann Freeman-Manzanares; Meg Kester; Jessica Brandt; Dennis Bloom; Emily Bergkamp; Pat Messmer; and Nancy Trail.

Others Present: Authority member, Ed Hildreth.

INTRODUCTIONS

Van Gelder introduced Authority member, Ed Hildreth.

Announcement: Van Gelder relayed that Midge Welter has resigned effective immediately for personal reasons. The matter has been referred to the Authority who has a list of qualified candidates.

APPROVAL OF AGENDA

It was M/S/A by Hogan and Melnick to approve the agenda as published.

MEETING ATTENDANCE

- A. August 21, 2013, Work Session - Charles Richardson.**
- B. September 4, 2013, Regular Meeting - Joan O'Connell.**
- C. September 18, 2013, Joint Meeting.**

APPROVAL OF MINUTES

Intercity Transit Citizen Advisory Committee

August 19, 2013

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Van Gelder noted a correction to page 1 of the minutes which should reflect that Hogan opened the meeting.

Bradley arrived.

It was M/S/A by Elliott and Hogan to approve the minutes of July 15, 2013, as amended.

CONSUMER ISSUES CHECK-IN - Issues for discussion later in the meeting include:

- *Hustoft* - Bus stop issue.
- *Pierce* - Difference between customer service and dispatch.

Van Gelder indicated there was additional discussion to be done on possible changes to the Mission statement and the members discussed the issue.

Sibree arrived.

Van Gelder relayed a question that the Authority would like the CAC to consider and discuss, "What do you think is the regional role of Intercity Transit, keeping in mind our responsibility to provide service to the local PTBA." The Authority would like the CAC to discuss this at length. He suggested the CAC think about a process to get it done. The Authority would like the CAC to provide them with our findings. He also suggested the CAC think of a process and determine whether to do this as a large group or in small groups.

The members debated the process for addressing the issue.

NEW BUSINESS

A. Environmental & Sustainability Communications - Kester provided an update on the communications efforts underway to raise awareness of Intercity Transit's environmental and sustainability policy. There are two significant focus areas for sustainability. The first is our ESMS program (Environmental and Sustainability Management System), and the second is general sustainability initiatives with our sustainability committee. We are growing the level of awareness with the tools we've created.

Kester said Intercity Transit has been a sustainably minded agency for several years. We are working hard to integrate how we talk about sustainability so that we're not confusing our employees, the public or even our leadership in terms of our initiatives that support our sustainability commitment.

Over a year ago the employees most involved with our sustainability initiatives got together and did some strategic planning. We defined what sustainability means to the employees who are responsible for creating sustainability and making it successful.

The Intercity Transit Sustainability Fact Sheet and pocket card are part of your packet. We have branded our sustainability program and we call it "Moving Green," and you will see this leaf logo moving forward.

Intercity Transit has expanded the sustainability information on our website, and shared our sustainability story in on our newsletter, our Getting There news column, and Performance Report. We want it to be part of our culture here at Intercity Transit, our daily operation, and part of our long-term vision for the agency. With that in mind we have created a video that includes several employees.

Video plays, "Making a Difference."

Brandt explained almost 100% of the employees participated in training on sustainability and watched the video. The video will be showcased nationally at the Virginia-Tech training that staff went to a few years ago. The director at Virginia-Tech really liked our material and they are going to show the video at their trainings.

Kester/Brandt answered questions.

Elliott noted that Pierce Transit recently got an award for having an all gas fleet. How does it match up with in our sustainability program versus the biodiesel?

Freeman-Manzanares replied, we are doing some research and have some inside information via Randy Winders who is with King County. The facility that they are using the methane from is in King County. He actually referred them to Pierce because he wasn't interested in it. They run compressed natural fuel. That is something that we've looked at in the distant past and something that we decided as an agency that we weren't interest in pursuing because there is a lot of infrastructure that goes into doing compressed natural gas. If you recall they had an explosion not long ago at their facility. That was one of many reasons why we decided not to go that way because the potential exists. There is also a question that reusable fuel goes into a general pipeline so they can't be guaranteed that it is exactly what they are using, it is a portion of, whatever. We have a bit more research to do in that regard, but we think biodiesel is a good choice for us running the type of vehicles that we do.

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See asked about cost savings; stewards of our tax dollars. Do you have any numbers around that in terms of cost-avoidance or cost-savings?

Brandt replied, cost avoidance is hard to measure early on. I think over time we will definitely be able to quantify that a little bit better. At the end of the day it is just a general risk management that you can do to prevent the problems in the first place. When we get any numbers on cost-avoidance I will be happy to share them.

B. Review Draft of Annual Update of the TDP - Bloom provided a summary of the Transit Development Plan (TDP). A public hearing is set for August 21, 2013, with adoption by the Authority at the September 4, 2013 meeting. Bloom reviewed sections of the TDP document and answered questions from the CAC members.

C. Travel Training Pilot and Bus Buddies Update - Bergkamp provided an update on the Travel Training pilot. She indicated the program is in the second quarter of the pilot. Bergkamp explained the travel training program, outreach and referrals.

Bergkamp indicated Thurston Regional Planning Council's age-based forecasts show 20% of Thurston County's population will be 65 and older by 2030 and this influx of non-drivers will seek out transportation options. Many will be unfamiliar with public transportation options.

Bergkamp provided cost avoidance details from February 17, 2013 to June 30, 2013. Approximately 2148 DAL trips were diverted to Fixed Route in just under 4.5 months of pilot. She noted the return on investment of two FTE Travel Trainers has significant potential. She indicated it takes 4,240 converted trips per year to cover the cost of two FTE Travel Trainers. At the current rate there will be approximately 5,819 trips converted by the end of the year.

The two Travel Training interns, Curt Daniel and Erin Pratt were awarded Excellence in Transit and will be honored at the Washington State Transit Association Conference later this month.

Bergkamp noted that Intercity Transit has entered into a partnership with Catholic Community Services (CCS) on the Bus Buddies Program. CCS secured funding in the amount of \$90,000 for 2013-2015 to run the Thurston County Bus Buddies Program. The program builds on the skills clients received in travel training with the support of volunteers. The coordinator will recruit expert bus riders to assist less experienced, special needs riders who need to build confidence riding fixed route service.

Bergkamp answered questions.

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Chong said more marketing/advertising needs to be done at other locations that handicapped people use. There are a lot of people that just don't know that they can take DAL and/or fixed route. You need to let the drivers know to help people put the fares in the farebox. That's why so many people still use DAL. Many drivers get an attitude about helping with fares.

CONSUMER ISSUES

- A. *Hustoft* said there was no bus schedule at the stop across the street from the Tumwater Middle School for the inbound 12.
- B. *Pierce* said that the riders of the 605 need assistance determining if they should contact customer service or dispatch with road construction/stop updates in Tacoma.

Bloom replied they should contact customer service so the information can be distributed to the appropriate department/person.

REPORTS

Freeman-Manzanares reported on behalf of Midge Welter who attended the August 7th Authority meeting: the Authority adopted the September 30th changes to the extension of Sound Transit 592 from Dupont to Olympia and the trips from Tumwater to Lakewood. They also approved the purchase of 10 hybrid buses and those are scheduled for delivery about September of 2014. There was also a reminder that the Surplus Van Grant program is out and applications are due September 13. If you know of an agency that's interested please send them to vanpool.

NEXT MEETING: Joint ITA/CAC meeting **Wednesday, September 18, 2013, 5:30 pm.**

ADJOURNMENT

It was M/S/A by Hagenhofer and Hogan to adjourn the meeting at 7:30 p.m.

Prepared by Nancy Trail, Recording Secretary/
Executive Assistant, Intercity Transit

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. She would also like the community to 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 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 has significantly altered our financial outlook. MAP-21 eliminated 80/20 discretionary grants for bus and bus facilities. 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. Under the current transportation legislation, 100% of the purchase price of buses will be with local funds.

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, we

Intercity Transit Authority/CAC Joint Meeting

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need to considered we may lose a number of vanpools as these baby boomers retire within the next four to five years?

Freeman-Manzanares stated that staff needs general direction: With the fiscal crisis of MAP-21 looming, do we want to still focus on smart growth or pull back and focus on saving money to replace buses? Without replacement buses we will have to reduce service. Our draft 2014-2019 financials show we drop below our budget requirements in 2019.

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, Hildreth 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

Martin J. Thies, Chair

**Pat Messmer
Clerk to the Authority**

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Date Approved: October 2, 2013

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

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-A
MEETING DATE: October 21, 2013**

FOR: Citizen Advisory Committee

FROM: Ryan Andrews, Associate Planner, City of Lacey (360) 412-3190

SUBJECT: City of Lacey Woodland District Strategic Plan

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- 1) **The Issue:** Presentation from City of Lacey staff on the Woodland District Strategic Plan (approximately 1/3 mile on either side of the Lacey Transit Center)

 - 2) **Recommended Action:** Presentation and discussion only. This is a City of Lacey project that is looking at a mid to long range strategic land use plan for redeveloping a strategic core area of Lacey.

 - 3) **Policy Analysis:** Consideration of land use changes that may integrate the Lacey Transit Center and require an interagency partnership requiring the Authority's approval.

 - 4) **Background:** Through grant funding from the Federal Department of Housing and Urban Development (HUD) via the Thurston Regional Planning Council (TRPC), the City of Lacey has developed a strategic plan for the Woodland District.

The District is Lacey's core area where major shopping and office complexes are located, including the South Sound Center, Lacey Market Square (Fred Meyer), and the Woodland Square Loop. Utilizing the grant funds, the City hired a consultant team, lead by Inova LLC, and formed a stakeholder group made up of business interests, property owners, and citizens to develop the Woodland District Strategic Plan. This Plan sets the stage for redevelopment of the core area over the next 10+ years as a place to gather, interact, live, shop, work, and play.

Over the past year the project has had a significant level of input including three well-attended public meetings, booths at the Lacey Community Market and Children's Day, six steering committee meetings, walkability audit, business surveys, a public hearing and the project's own Facebook page. The Plan was adopted by the Lacey City Council on July 25th.

At the center of the Woodland District is Intercity Transit's Lacey Transit Center. The transit center serves area businesses, state offices, and residents and is the hub for all of Intercity Transit's Lacey routes. The transit center also has connecting service to the Olympia Transit Center and regional service connections in Pierce County. A future campus of South Puget Sound Community College has recently been announced and anticipated to be located directly across the street on 6th Ave. from the LTC with occupancy in 2015.

The Woodland District Strategic Plan also identifies the eventual redevelopment and reconfiguration of the Lacey Transit Center to increase its prominence while also encouraging mixed use development on the site to intensify use and also provide significant opportunities for 'placemaking' and possible 'transit oriented development' opportunities.

5) **Alternatives:** NA

6) **Budget Notes:** NA

7) **Goal Reference:** This discussion provides background for increasing interagency coordination and in particular, it reflects Goal#4, Provide responsive transportation options.

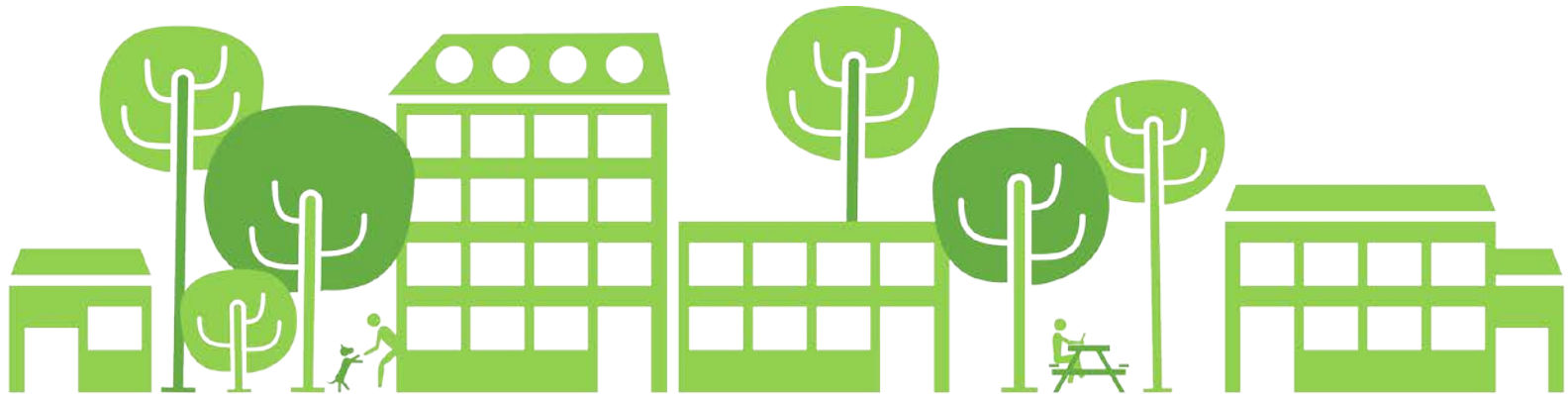
8) **References:**

For details and background materials on the Woodland District Strategic Plan:
www.trpc.org/regionalplanning/landuse/Pages/WoodlandDistrictPlanningProject.aspx

October 21, 2013

Intercity Transit Community Advisory Council Meeting

WOODLAND DISTRICT STRATEGIC PLAN



The Woodland District



2011 “Refresh” Goals

2000 Downtown Plan Goals Re-validated in 2011

Goal A: Encourage **density and a diverse mix of uses** in the center.

Goal B: Create a **core area that is strongly pedestrian-oriented and transit friendly.**

Goal C: Create **strong identity** for the core area.

Goal D: Create places that **provide for the needs of a diverse population of different ages.**

Six Physical Elements

1.
Transportation



2.
Buildings



3.
Trees



4.
Signage



5.
Districts & Nodes



6.
Public Gathering Places



Nine Qualities of Community

1. Visibility & Identity: distinctive and cohesive buildings and signs are easily seen from the street by all modes of travel, easy to find and navigate by and support an active streetscape.

2. Connectivity & Mobility: internal and external streets and trails provide a complete system of linkages between centers of activity that is easy to understand and integrates all modes of travel.

3. Vibrancy: opportunities for the arts, culture and creative expression, opportunities for the lifelong acquisition of knowledge and skills and activity throughout the day.

4. Diversity: a range of different people and groups within a community – with varying skills, experience and cultural heritage – and the array of housing, social and cultural opportunities provided to support their assorted needs.

5. Healthy, Complete Community: a built environment and range of available services which enable all members of the community to achieve a state of physical and mental well-being.

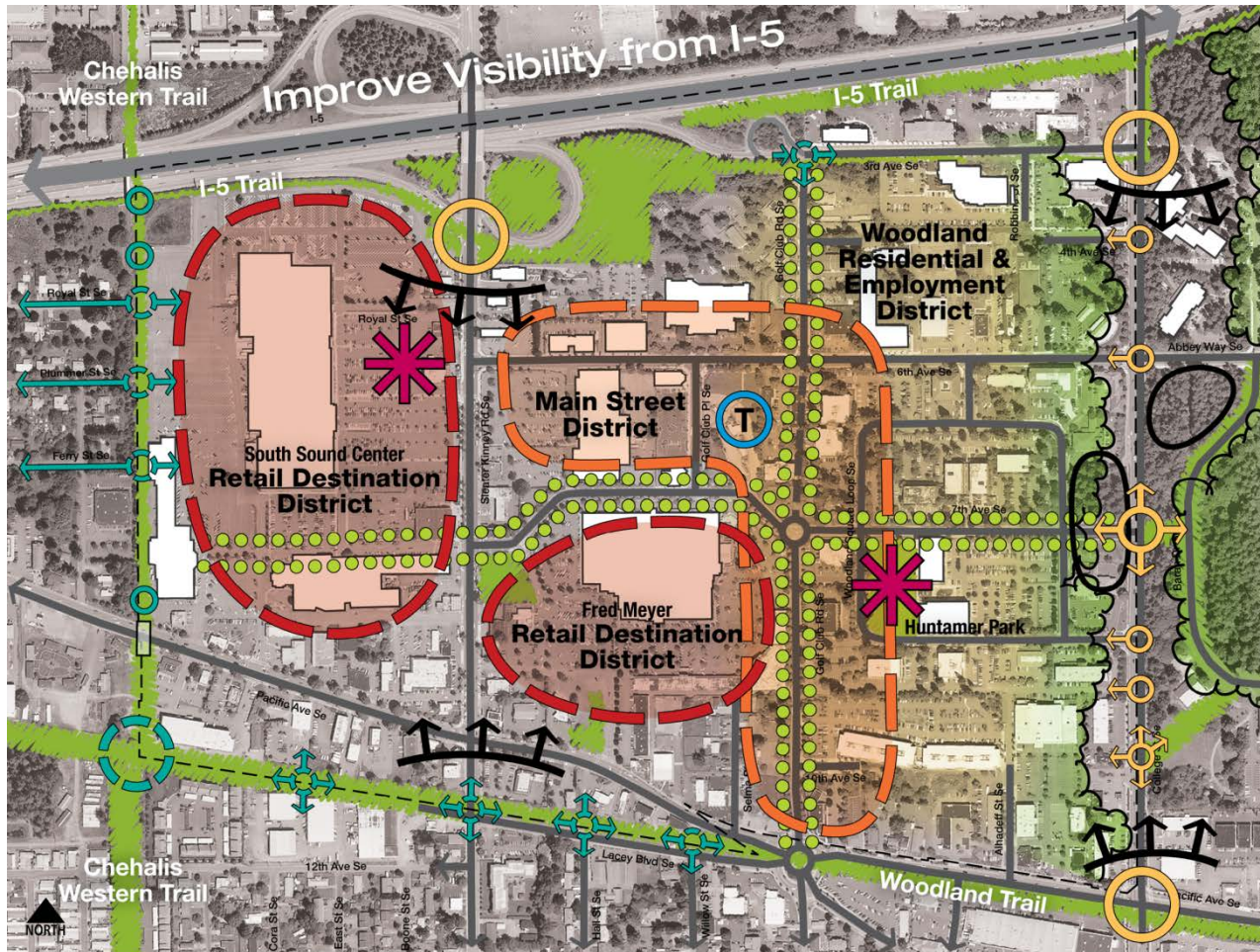
6. Unique, Memorable Experience: the community character and visual aesthetic leave visitors with a positive impression of the district that draws them to return and/or linger.











7. Cultural Heart: a lively center which provides public gathering space for a wide variety of uses, including art, civic, educational and cultural organizations, events and institutions.

8. Contemporary / Modern City: the district portrays a modern visual character and is technologically-oriented.

9. Prosperous: the community enjoys the conditions of a strong economy, success and good fortune.

Urban Design Concept



-  Existing Trail Access
-  Future Trail Access and Street Connection
-  Future Trail Roundabout
-  Public Gathering Place (Heart of the District)
-  Transit Center
-  Street Gateway
-  Pedestrian Access and Connection
-  Ped/Bike Boulevard Corridors
-  Potential Street Connection: Golf Club Rd SE
-  Opportunity Site
-  Increase Visibility

Street Types: Future



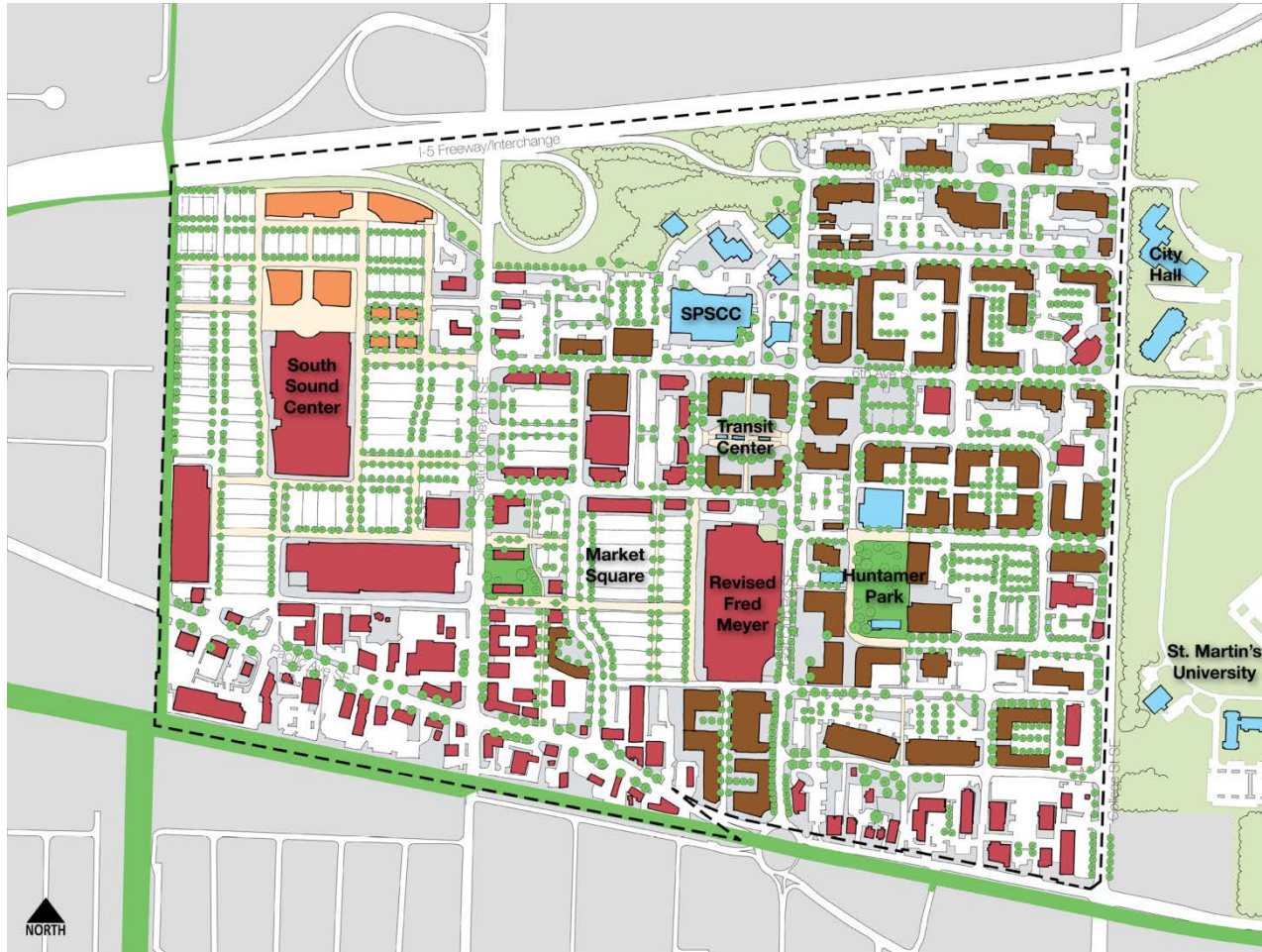
- Woodland District Boundary
- PUBLIC STREETS**
 - Sleater-Kinney Rd SE
 - Pacific Avenue SE
 - College Street SE
 - Main St
 - Collector
 - Neighborhood St
 - Transit St
- PRIVATE STREETS**
 - Private Entry, Sidewalk on Two Sides
 - Private Retail Access, Sidewalk on One Side
 - Private, On-Street Parking
 - Private Access
 - Loading/Freight
- OTHER**
 - Bicycle Streets
 - Pedestrian Corridor (Olympia to Main St)
 - Walkway/ Alleyway
 - Future Public Gathering Space
 - Transit Center
 - Greenbelt/Park
 - Trail
 - Future Trail



Place Types: Future



Illustrative Site Plan



- Woodland District Boundary
- Retail
- Entertainment
- Civic/Cultural
- Mixed Use
- Distinctive Paving
- Greenbelts/Park
- Tree Cover
- Tree

Transit Mixed Use District



Pedestrian Landscaping



Transit Center



Transit Center

- » Transition between Destination Retail and Urban Neighborhood Districts
- » Opportunities for mixed use and place-making with the east-west reorientation of the Transit Center
- » Proximate to SPSCC, 6th Ave SE/Golf Club Rd (“Main Street”)
- » Legible pedestrian and bicycle networks to/from Transit Center
- » Vibrant, high-activity uses around Transit Center
- » Clear delineation of public/private space

Urban Neighborhood District



Pedestrian Oriented Building



Mixed Use Building



Building Mounted Sign

- » Mixed Use/Employment district supported by retail and services
- » Walking neighborhood with small retail and Transit Center
- » Cultural Center of Lacey centered at Huntamer Park with year-round pavilion building, YMCA, water feature and cultural uses
- » Medical and Human Services cluster north of 6th Ave SE

Urban Neighborhood District



YMCA



Outdoor Public Gathering Space



Pedestrian Oriented Landscaping

- » “Main Street” with small retail
- » Fine grain of building and street details
- » Continues south from 6th Ave SE with connection of Golf Club Rd and reorientation of Transit Center
- » Bicycle streets (Golf Club Rd/“Main Street” and 7th Ave SE) provide north-south connections between urban trails on the perimeter
- » Slow streets with on-street parking are used for some through traffic

SPSCC



6th Ave SE (Existing)



Main Building from 6th Ave SE (Existing)

- » Branch Community College to be located in large former business park across from the Transit Center on 6th Ave SE adjacent to I-5 Trail
- » To be occupied by SPSCC for 10 years
- » Integrate SPSCC into the District with direct east-west connections through the site to streets, private properties and I-5 Trail
- » Shape trees on 6th Ave SE for visibility to SPSCC from the street
- » Provide signage to identify the College and to direct visitors

Action Plan

» Four Categories, Twenty-five Actions

- Frameworks and incentives to catalyze development
- Each result in multiple benefits
- 10 year implementation period

1. Set the Stage

2. Improve Investment Climate

3. Strategic Partnerships

4. Recruitment, Advocacy and Stewardship

For More Information:

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City of Lacey Community Development

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randrews@ci.lacey.wa.us

www.ci.lacey.wa.us/get-involved

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-B
MEETING DATE: October 21, 2013**

FOR: Intercity Transit Authority

FROM: Ben Foreman, 360-705-5813, bforeman@intercitytransit.com

SUBJECT: 2014 Draft Budget

-
- 1) **The Issue:** To present all the Draft 2014 Budget including new projects/positions.
-
- 2) **Recommended Action:** Give staff verbal direction as to what to bring forward in the draft budget for the November 6, 2013, Public Hearing. The Authority will be asked to adopt the 2014 Budget at the December 4, 2013, meeting and will have the opportunity to add or delete projects up until December 4. The 2014 Budget revisions after December 4, 2013, will require a separate resolution.
-
- 3) **Policy Analysis:** The draft budget documents rest heavily on the proposed Strategic Plan that the Authority will have the opportunity to adopt at the December 4 meeting. The Strategic Plan states the Authority's wishes regarding service levels – the service levels are the prime driver of our proposed expenses for 2014.
-
- 4) **Background:** The Budget Committee, which consists of the General Manager, and seventeen directors/managers and one representative from each of the union groups (total of twenty staff members) reviewed the proposed 2014 operating costs as contrasted against the 2013 adopted budget and reviewed each of the proposed 2014 new projects/positions. Based on that review staff is recommending the draft 2014 budget as contained in the 2014 Draft Budget document be taken forward to the public hearing.
-
- 5) **Alternatives:**
- A) Present the Draft Budget, as proposed, to the public at the November 6, 2013, Public Hearing.
 - B) Direct staff to revise the proposed projects for inclusion in the draft budget for presentation at the November 6, 2013, Public Hearing.
-
- 6) **Budget Notes:** N/A.
-
- 7) **Goal Reference:** The annual budget impacts all agency goals.
-
- 8) **References:** Draft Budget Book which will be sent electronically just prior to this meeting.

Reconciliation of Proposed 2014 Budget

Strategic Plan 2014 Operating Budget	35,316,784
Strategic Plan 2014 Capital Budget	14,189,003
Total Strategic Plan Budget for 2014	<u>49,505,787</u>
Capital and Major Projects Carryover from 2013	10,498,320
Total 2014 Budget Per Strategic Plan with Carryover Projects	<u><u>60,004,107</u></u>

PROPOSED 2014 BUDGET:

New Positions/Projects		701,316
Capital Expenditures		13,491,903
Ongoing Projects, including Carryover Projects	10,448,320	
2014 Capital Projects Moved to Ongoing		
Olympia Transit Center Expansion	537,100	
ADA Bus Stop Enhancements	150,000	
Fiber Optic Project	60,000	
Total Ongoing Projects	<u>11,195,420</u>	
Operating Expenses		9,959,123
Salaries/Wages and Benefits		24,468,727
TOTAL PROPOSED 2014 BUDGET		<u><u>59,816,489</u></u>

Project #	Name	2014 Amount	2013 Amount	Total
Capital Expenses				
IS-005	Replace Aging Equipment	150,000		150,000
IS-014	Phone System Replacement	50,000		50,000
IS-015	IS Computer Room	400,000	50,000	450,000
IS-016	Lenel Security Camera Enhancement	130,000		130,000
FAC-060	UST Replacement/Lube Room	4,000,000		4,000,000
VM-010	Purchase Staff Electric Car	42,800		42,800
VM-013	Purchase Staff Station Wagon	25,400		25,400
VM-014	Purchase Village Vans	55,285		55,285
VM-018	Purchase Coaches	7,232,400		7,232,400
VP-004	Vanpool Vehicles	1,356,018		1,356,018
Subtotal Capital Expenses				13,491,903
<u>ONGOING PROJECTS</u>				
IS-007	ACS Orbital System		260,554	260,554
IS-013	Fiber Optic Project	60,000		60,000
EX-024	ISO 14001 Certification		12,000	12,000
MC-014	Web Site Enhancement		40,000	40,000
PL-009	Short/Long Range Service Plan		80,000	80,000
PL-010	Transit Signal Priority		931,584	931,584
PL-011	Analytical Service Software		70,000	70,000
PRO-004	Olympia Transit Center Expansion	537,100	7,655,182	8,192,282
PRO-005	Hawks Prairie Park and Ride		120,000	120,000
FAC-012	Building Security		110,000	110,000
FAC-015	Upgrades to Maintenance Boiler		150,000	150,000
FAC-027	Replace Air Compressor/Dryer		185,000	185,000
FAC-031	Pattison Parking Route/Seal		75,000	75,000
FAC-032	Catwalks at Heat Recovery Units		100,000	100,000
FAC-035	Pattison Admin HVAC Engineering		20,000	20,000
FAC-036	Repaint Interior Amtrak		10,000	10,000
FAC-040	ADA Bus Stop Enhancements	150,000		150,000
FAC-041	Pattison Generator Engineering		20,000	20,000
FAC-046	Reverse Osmosis Replacement		25,000	25,000
FAC-048	Pattison Lighting Upgrade		200,000	200,000
FAC-051	Amtrak HVAC Replacement		30,000	30,000
FAC-053	Martin Way P&R Pavement Repairs		35,000	35,000
FAC-054	Pattison Admin Parking Seal Coat		15,000	15,000
OP-005	LTC - Security Cameras		280,000	280,000
OP-006	Martin Way P&R Cameras		24,000	24,000
Subtotal Ongoing Projects				11,195,420
		14,189,003	10,498,320	24,687,323

NEW POSITIONS/PROJECTS - Functions, activities and projects that the budget team determined might add to the service provided to our customers, or that would be considered "smart to do."

Project #	Name	Amount	Page #
FIN-009	General Wage Increase - Non reps	205,100	4
MC-015	Olympia SRTS Grant Project	63,600	5
MC-016	Transportation Grant Project	39,000	6
PL-013	Bus Stop Enhancements	184,623	7
FAC-057	Solar Lighting Units	35,000	8
FAC-058	Ops Dispatch Repairs/Upgrades	40,000	9
DAL-007	Travel Training Coordinator	61,200	10
VP-007	New Vanpool Coordinator	72,793	11
Total New Projects/Positions		<u>701,316</u>	

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-C
MEETING DATE: October 21, 2013**

FOR: Citizen Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838, afreeman@intercitytransit.com

SUBJECT: 2014-2019 Strategic Plan Policy Statement Review

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. 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:** A synopsis of the policy statements and recommendations are identified below in the bulleted section. The strategic plan will be released for public comment October 23 with a public hearing held November 6. CAC members are encouraged to share their comments during their October 21 meeting and at any time during the public comment process. The policy statements and recommendations are as follows:

1. Should Intercity Transit maintain status quo service levels in 2014: Maintain status quo service levels.
2. Role in providing regional mobility: support express service and continued growth of the vanpool program.
3. Role in serving downtown Lacey, Olympia, and Tumwater: Status Quo in terms of Dash and maintaining 15-minute service. Seek support for Dash and increased frequency.
4. Role for local express service: Currently do not operate local express service and do not anticipate having equipment to offer such a service. Continue implementation of the transit signal prioritization project.
5. Consideration of transit priority measures: Continue implementation of the transit signal prioritization project.
6. Coordinate with local school districts: Continue our work with schools through the youth education programs, encourage public transit use when practical and encourage school placement in areas supported by public transportation and other alternative transportation infrastructure.

7. Level of Passenger Amenities (bus, shelter, benches, lighted stops, passenger information): Implement STP grant and seek other funding to make improvements. Prioritize ADA accessibility with a focus on level of passenger activity.
8. Investment in Technology: Implement improvements to ACS system, study telephone system upgrade, website improvements and server room capacity.
9. Continue to grow the vanpool program.
10. Continue to pursue the rehabilitation and expansion of the Pattison Street Facility.
11. Pursue joint-use agreements for park and ride facilities rather than constructing new facilities.
12. Continue to support the Village Vans, Community Vans, the Surplus Van Grant and Discounted Bus Pass Programs.
13. Adequate services to serve persons with disabilities: Depending on results of the one year Travel Training pilot project, expand the program by one full-time staff member.
14. Maintain our current fare policy review at every three years. Maintain our current fare structure.
15. Should Intercity Transit's planning be financially constrained: Pursue additional sales tax.
16. Continue to support Commute Trip Reduction, the Bicycle Commuter Contest and the Youth Education Program. Continue to partner and pursue grants and other program goals. Hire two part-time grant funded positions.
17. Continue to support an active marketing and education program including real time bus information and social media. Delay customer satisfaction market segmentation and worksite commuter survey until 2015 or 2016.
18. Reduce emissions and negative environmental impacts of operations: Seek ISO-14001 certification, focus on sustainability and management systems improvements.
19. Retain our current boundaries.

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:** 2014 - 2019 Draft Strategic Plan Policy Position Review - October 21, 2013

**Intercity Transit Draft Policy Positions
2014 – 2019 Strategic Plan
CAC Review Document
October 21, 2013**

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 award of two WSDOT Regional Mobility Grants supports the addition of two Express routes Tumwater to Lakewood and Olympia to DuPont with continuing service to Seattle September 30, 2013 – June 30, 2015. While new or expanded local transit services are needed to serve our current population, our financial outlook necessitates a conservative approach. If more funding were to become available, staff recommends the following priority be given to future service increases:

- 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.
- E. Add new service to areas not currently served by Intercity Transit.

Actions - 2014

- Complete the update of the short and long-range service plan with the assistance of a third-party expert in the field. This will provide a fresh look at our route and schedule structure, support service resource prioritization and be developed with the valuable input of employees, customers and community members.
- Intercity Transit should examine and monitor all Express service levels, particularly following the addition of Regional Mobility Grant funded routes.
- Intercity Transit should continue to seek funding to expand the maintenance and operating facility.
- Intercity Transit should consider increasing the sales tax to 0.9% 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 2014 if not increased in 2013.
- 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 has 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 the provision of 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 state and federal funding sources 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

- Work with the State to identify and promote adequate parking for Dash service.
- Continue the provision of park and ride spaces during the Legislative session at the Farmers Market.

- Work with area stakeholders to market and cross promote transit in core areas of downtown Olympia, Lacey and Tumwater.

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 - 2015-2018

- 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 ten additional buses to be delivered in 2014. The next fleet of buses due for replacement should be replaced in the 2018-2020 timeframe. Intercity Transit has also been successful in 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 the pursuit of funding to finance the Pattison Street project, new buses and other projects.

11. 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.

12. 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.

13. 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,

Intercity Transit Draft Policy Positions

2014 - 2019 Strategic Plan

Page 8 of 14

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.

14. 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:

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

15. 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.

16. What role should Intercity Transit play in local transportation projects-Commute Trip Reduction, Youth Education Programs and the Bicycle Commute 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.

17. 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.

18. 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.

19. 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.

Authority Meeting Highlights
a brief recap of the Authority Meeting of October 2, 2013

Action Items

Wednesday night, the Authority:

- Declared property listed on Exhibit "A" as surplus. *(Marilyn Hemmann)*
- Authorized the General Manager to issue a purchase order for \$46,376, including taxes, to the Washington State Department of Enterprise Services for software upgrades and licenses. *(Marilyn Hemmann)*
- Authorized 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)*
- Scheduled 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)*
- Approved the Collective Bargaining Agreement between Intercity Transit and the Amalgamated Transit Union, Local 1765 (ATU).
- Authorized 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).
- Finalized the Authority statement on the Sustainable Thurston Draft Plan to be submitted to the Thurston Regional Planning Council Sustainable Thurston.

Other Items of Interest

- Dial-A-Lift Manager, **Emily Bergkamp** graduated from Leadership APTA.
- Intercity Transit began **Express Service on September 30**. Sound Transit began operating Route 592 (Olympia/Lacey – DuPont/Lakewood/Seattle); and Intercity Transit began service on Route 609 between Tumwater and Lakewood.
- We have **220 active vanpools**.

Pat Messmer
Prepared: October 3, 2013



What do we do about I-5?

The recently completed framework plan lays the groundwork for subsequent technical and design work. It also provides the foundation for extending this framework analysis south into Thurston County, and north to Tacoma. Addressing I-5 mobility issues between Thurston and Pierce counties has been a TRPC and Shared Legislative Workgroup priority for several years. This is the first major step in that direction.

INTERcity
TRANSIT



Join us for a special briefing on
Wednesday, October 30th at 5:30 pm
to learn about results of the
I-5 at JBLM Corridor Plan Feasibility Study.

Members of
*Thurston Regional Planning Council,
Intercity Transit Authority,
TRPC's Transportation Policy Board, and
IT's Citizen Advisory Committee*

are invited to a special briefing to learn about recommendations for improving I-5 mobility at JBLM with a mix of managed lanes, transit priority measures, efficiency improvements, general purpose lanes, and interchange modifications.

The briefing will be held at TRPC, 2424 Heritage Ct. SW,
Olympia in the Main Conference Room

For more information please contact Thera Black at
blackvt@trpc.org or by phone at 741.2545.

