

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
May 18, 2015
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative ED BRICKER
<i>(Michael Van Gelder)</i> | 1 min. |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. June 3, 2015, Regular Meeting <i>(Julie Hustoft)</i> | |
| | B. June 17, 2015, Work Session <i>(Quinn Johnson)</i> | |
| IV. | APPROVAL OF MINUTES - April 20, 2015 | 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. CAC SELF-ASSESSMENT <i>(Ann Freeman-Manzanares)</i> | 10 min. |
| | B. NOMINATION OF OFFICERS <i>(Nancy Trail)</i> | 10 min. |
| | C. ROUTE 42 SERVICE REQUEST <i>(Dennis Bloom)</i> | 20 min. |
| | D. STRATEGIC PLAN - GOALS AND END POLICIES
<i>(Ann Freeman-Manzanares)</i> | 30 min. |
| | E. 2016-2021 STRATEGIC PLAN POLICY POSITIONS
<i>(Ann Freeman-Manzanares)</i> | 30 min. |
| VII. | CONSUMER ISSUES - All | 20 min. |
| VIII. | REPORTS | |
| | A. May 6, 2015, Regular Meeting <i>(Jan Burt)</i> | |
| | B. General Manager's Report <i>(Ann Freeman-Manzanares)</i> | |
| IX. | NEXT MEETING -June 15, 2015. | |
| X. | ADJOURNMENT | |

Attendance report is attached.

Intercity Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in FTA Circular 4702.

For questions regarding Intercity Transit's Title VI Program, you may contact the agency's Title VI Officer at (360) 705-5885 or bholman@intercitytransit.com.

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Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
April 20, 2015

CALL TO ORDER

Chair Van Gelder called the April 20, 2015, 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, Victor VanderDoes; Joan O'Connell; Kahlil Sibree; Dale Vincent; Valerie Elliott; Jan Burt; Billie Clark; Grace Arnis; Julie Hustoft; Denise Clark; Lin Zenki, Faith Hagenhofer, Mitchell Chong; and Ursula Euler.

Absent: Sue Pierce; Charles Richardson; Quinn Johnson and Leah Bradley.

Staff Present: Ben Foreman; Ann Bridges; Marilyn Hemmann; and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by ELLIOTT and HUSTOFT to approve the agenda.

INTRODUCTIONS

Van Gelder introduced Authority member, Nathaniel Jones.

MEETING ATTENDANCE

- A. May 6, 2015, Regular Meeting - Leah Bradley
- B. May 20, 2015, Work Session - Denise Clark

APPROVAL OF MINUTES

It was M/S/A by EULER and SEE to approve the minutes of the March 16, 2015 meeting.

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

- *VanderDoes* - Kudos to Intercity Transit
- *See* - Comments on 62 and 12 routes.

NEW BUSINESS

O'Connell arrived.

- A. **VILLAGE VANS UPDATE** - (*Ann Bridges*) Bridges introduced herself as the coordinator of the program. Speaking with the Authority a few days ago she realized that she needed to incorporate in some history. She shared that she is resigning effective June 30, 2015 after being with Intercity Transit for 12 years. When she was hired her supervisor Roger Dean, told her that project may only last 6 months because the grant required a local match. She

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took the job anyway, because it was a good fit for her experience. Intercity Transit was able to meet the local match by valuing the drivers and the administrative help.

Sibree arrived.

Shortly after she started the ratio for output to outcome the program was at operating capacity. The outcomes were tremendous. People's lives were changing because of Village Vans. The amount of time spent researching, designing, planning, training scheduling advocating, evaluating, and marketing was a great deal of output.

Bridges shared a story about Jane who moved here from out of state with her son who was pre-grade school age. Jane was referred by someone at DSHS. She ended up getting hired by another Transit agency and she continues to drive for them today. She has since saved enough for a down payment on a home.

Hagenhofer arrived.

Bridges shared another story about Jon who lives outside our service and DAL area. He is developmentally disabled and his parents both work. He was offered a position at St. Peter's hospital, but the only way he could do it is if he found transportation. Village Vans has been providing that transportation for 8 years. The program has hundreds of those stories.

Bridges indicated at the end of 2014, 112 participants in the customized job skills program had obtained jobs. Part of that number includes 24 that were with us in 2013; of those 4 are still current; 5 left; 1 decided to go to school; 5 were asked to leave because of attendance; and 8 found good employment. Volunteers worked 6,024 hours last year. They are so valuable to the program and their time is valued at \$133,493.

Bridges stated the funding the program received for many years ended in the last biennium and we are using the last of it through June of this year. We have applied for a new grant for innovative type programs. We are already doing what this program is funding. We submitted on December 30, 2014, and are expecting to hear any day.

Bridges added the CAC has always been extremely supportive of the program and she hopes it will continue. The people we are helping are raising the sales tax in our community. They are not using human service organizations as much and becoming productive citizens and neighbors. All of the human resources, medical, and mental health are being used less because of the success of the people in this program.

Bridges answered questions.

Clark - asked if the funding amount is going to be the same, or are you expanding the program.

Bridges - indicated the amount we are asking for is the same. There is no physical room to expand the program. We operate 3 vans every day. One of the issues we have is that I spend a lot of time recruiting from our community partners. When volunteers come in we never know when they are going to leave and be successful. We might have a full roster of people that can drive, which is 8 and maybe 3 or 4 of

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them leave and it creates a gap. This means we have to deny service. She indicated she has not been able to find a solution to that problem.

Van Gelder – stated the work you do exemplifies why Intercity Transit is so valuable to the community.

Bridges received a standing ovation from the committee.

- B. OLYMPIA TRANSIT CENTER UPDATE - (Marilyn Hemmann)** Hemmann began reviewing the renderings of the current design at the Olympia Transit Center. She provided some background regarding the use of Architectural and Engineering services to come up with a draft plan that could be used on the very small site. She identified the additional bus bays; location of Greyhound; orientation of the building; meeting room and training space; the passageway between the buildings from the transit island; customer service area; and package storage for greyhound. There will be security cameras around the building; along with covered waiting areas.

Hemmann indicated after the consultants came up with the design there were several requirements including a groundwater monitoring report, and a Section 106 archeological survey. This section of Olympia is fingers of land and a lot of fill. Staff had a presubmittal with Olympia and as a result they required that we consolidate all the lots and redesign the building to accommodate for sea-level rise. That is why this design has the ramp going up to the lobby. The building is now two feet above sidewalk grade. They also required that we move the trash collection site. The generator will end up adjacent to the trash collection location.

Hemmann relayed that as part of the master plan process at Pattison it was determined that we needed additional office space. Additional office space wasn't addressed in the Pattison Street project until Phase II and beyond so the ITA decided to incorporate office space into the OTC project to address this need. We have completed Value Engineering. Value engineering is another set of eyes to review the design and attempt to locate any deficiencies. In this process they found issues with easements and utilities on the north side of the grassy triangle. These underground utilities had been in place since the original construction and had a large easement. If you are at the transit center you will notice there are a number of green boxes on the site. The other interesting thing is that there are 3 power circuits intersecting our site. We've been working with PSE for some time and have come up with a plan to deal with the utility issues that the City agrees will work. We will use pad mount transformers because they create a voltage drop and will be located underground in a vault under the sidewalks. Currently we are working on submitting this to the City of Olympia. We still are on budget.

Hemmann answered questions.

Hustoft – inquired about the location of bike lockers.

Hemmann – responded we are looking at placing covered storage along State Street.

See – asked if there has been any discussion about what it would look like along State Ave with the new building.

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Hemmann – we've discussed the space from a functional perspective and are working with experienced architects that specialize in urban design. The design will work with the existing building and the new construction

Hagenhofer – asked if it will be white.

Hemmann – stated there will be more input on the colors as the project moves forward. It will have a fairly natural look.

O'Connell – asked if she heard that Hemmann was retiring?

Hemmann – indicated she was retiring at the end of June and the agency was looking to a contract manager to complete the project.

Chong – asked if the building foundation was going to be raised.

Hemmann – yes - the building will be raised two feet above sidewalk grade to accommodate sea-level rise, as directed by the City of Olympia. The foundation will be on pilings.

VanderDoes – asked if the transformer vault would be under the sidewalk would it be subject to flooding from sea-level rise.

Hemmann – stated the transformers will be located in what they call TUT's (totally underground transformers).

O'Connell – asked if PSE pay for the relocation.

Hemmann – indicated Intercity Transit pays for that.

Elliott – inquired about the project timeline if we are currently at 30% design how long will it take to get to full design and will the agency be required to do SEPA and NEPA.

Hemmann – the project is required to comply with SEPA and NEPA requirements. We have received what is called a DCE or Declared Categorical Exclusion. She indicated the current expectation is that the utility work will be done by the end of this year and we can get the project out for bid next year.

- C. STATE OF INTERCITY TRANSIT - (Ben Foreman)** Foreman indicated he would provide the State of Intercity Transit on Ann's behalf. This will set us up for the next Strategic Plan process. The ridership for 2014 was the third highest year. Vanpool ended the year with 214 active vanpool groups. This is 6 fewer groups than the previous year but with higher ridership. Dial-A-Lift demand rose, but not as quick as it has in the past years. In 2013 a trip cost a little over \$46.

Foreman shared Environmental and Sustainability Management (ESMS) information concerning the ISO 14001 certification. The agency just completed the first scheduled surveillance audit. We will have two audits and then must go through certification again. He indicated our technology enhancements includes a potential new server room and it was determined it would cost approximately \$500k. We were able to utilize an opportunity to

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co-locate at WSDOT and in conjunction with that we get additional fiber connectivity making our connection redundant.

Van Gelder – indicated he was surprised the agency didn't relocate to DES.

Foreman – provided it was less money to relocate to WSDOT and two other agencies are also co-located there.

Van Gelder – stated they are designated as the Emergency Management for the state.

Foreman continued with the report indicating retaining quality staff is key to providing excellent service. Sixty percent (60%) of the senior management has left since 2010. The agency has gone from seven down to four. We continue to work through issues related to aging workforce. The majority of our workforce is over 50.

Clark – remarked that since you realize that there is going to be an influx of retirement has there been any succession planning

Foreman – responded we do succession readiness.

Hagenhofer – asked if Intercity Transit attends conferences where people interested in transportation might learn of employment opportunities.

Foreman – human resources and managers attend functions and belong to professional associations where employment opportunities are shared. Staff members attend a variety of job fairs and seek to advertisement in a variety of locations to gain the greatest coverage for those potentially interested.

O'Connell – remarked that she is always impressed with cross training that occurs at the agency.

Foreman – relayed a story about information systems staff person that started as a driver; moved to facilities and eventually moved into information services.

Foreman continued with the report indicated the underground storage tank (UST) project is off and running and there are two possible grants we believe we may get that would enhance the project to \$7M and allow us to go down to the depth we need to for future development.

Foreman indicated that sales tax revenue is 70% of our funding. To get a clearer picture of how this works from 1984 to 2008 our sales tax growth has averaged 5.7% and the remaining ten years has been at 1.9%. The Authority has talked about going out for some additional sales tax, but we are in a holding pattern to see if Representative Reykdal is able to get increase the cap on the amount we can ask for. The agency uses a million gallons of fuel annually and we are down over the year, but in a heartbeat we can see fuel jump quickly. Because fuel pricing is so volatile, we have not revised fuel pricing in the long term financial strategic plan to reflect the current pricing because we think it wise to remain conservative in our planning.

Foreman answered questions.

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Euler – asked if fuel goes up to \$5.00/gallon does ridership go up accordingly.

Foreman – indicated when fuel prices jump up, demand for services rises as well. Interestingly, when fuel prices have gone down, ridership has stayed the same. This is particularly true for vanpooling. Once people try it, they find they like it and stay with the program.

O'Connell – asked about the total amount the tax increase would allow Intercity Transit to ask for.

Jones – relayed that current state law allows for 1/10th of 1 percent. The new legislation would include the potential of an additional 3/10th of 1 percent.

Hustoft – asked if the new UST's will be single walled.

Foreman – responded the current tanks are single walled and they no longer meet industry standards. The new tanks will be to code.

Jones – stated it's his understanding they will be double walled with sensors.

Hagenhofer – asked why we would not look at the gas tax as another funding source.

Van Gelder – indicated the constitution says we can't.

Hagenhofer – asked if vanpool pick up/drop off locations are always the same.

Foreman – responded they are determined by the group.

Clark – asked about legislation she heard for a tax increase in Seattle/King County and was wondering if it passed.

Van Gelder – indicated there is a proposal in both the House and the Senate transportation packages concerning authorization for Sound Transit. The legislation hasn't passed yet. There is a proposal for additional local taxing options for Community Transit, Kitsap Transit, and Intercity Transit.

Clark – inquired if it was feasible to join forces with other transit agencies.

Van Gelder – responded that each district must be aware of their local delegations that have opposition to transit funding and this left it to the individual agencies.

Hagenhofer – asked if it was only for this biennium.

Van Gelder – stated if approved, it would allow additional local options for an unspecified period of time. The authorized amount allowed by law would change in statute.

CONSUMER ISSUES

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- *VanderDoes* – relayed kudos from a recent meeting with the ARC of Washington regarding an endowment trust fund for developmentally disabled. VanderDoes always brings up transportation as an issue to success. The person they were speaking to told him about her mother and that she is totally blind and has been using transit for 25 years. She was very emotionally moved. The drivers and the bus system itself received nothing but praise.
- *See* – relayed that he participated in the Earth Day Market Ride this last weekend and it was easily the best turn out he’s seen. Great job Duncan!
- *See* also remarked he has a co-worker who has a broken heel and is using a scooter. He rides from Shelton to OTC and then on to DOL. He has had 2 experiences on DASH and route 12 where the driver was giving him a difficult time about getting on bus with the scooter. Specifically on route 12 at 5:10 pm to the OTC. The driver wouldn’t lower the bus on capital way and was rude. Staff asked *See* to collect additional information and relay it to customer service to investigate.

O’Connell – provided that she has a lot of experience bringing concerns forward and if you call the 800 number there is immediate action. There is video and audio available to confirm the situation. The more detailed you are with information the better it will be. The agency looks at it as a training opportunity.

- *Elliott* – relayed that her persistence regarding a tow truck repeatedly parking in a bus zone several months ago was ultimately resolved.
- *See* – requested assistance regarding a “For Lease” sign blocking the pathway to the bus stop at the Sunset building on Capitol Boulevard. It is a Rants Group sign and he’s wondering if it can be relocated. Staff will investigate and respond.

REPORTS

- *Arnis* – provided the report from the March 18, 2015, Work Session – and the Authority received the same presentation on the Walk n Roll program and a larger presentation on JBLM corridor study.
- *Zenki* – provided the report from the April 1, 2015, Authority Meeting and that it was the first time she attended one of those meetings and it was excellent. There were four new hires in various departments and it was great to see their boss come and introduce them at the board meeting and they shook hands with each board member. Everyone was treated with respect and it was excellent. There was a hearing scheduled for May 6 on the TIP and a list of projects presented.
- *Chong* – provided the report from the April 15, 2015, Work Session – discussed the Bylaws and Erin talked about Youth.

NEXT MEETING: May 18, 2015.

ADJOURNMENT

It was M/S/A by ELLIOTT and SIBREE to adjourn the meeting at 6:52 pm

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Prepared by Nancy Trail, Recording Secretary/
Executive Assistant & Public Records Officer, Intercity Transit
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**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-A
MEETING DATE: May 18, 2015**

FOR: Citizen Advisory Committee

FROM: Ann Freeman-Manzanares (705-5838)

SUBJECT: 2015 CAC Committee Self-Assessment

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- 1) **The Issue:** Completion of the CAC self-assessment inclusive of June 2014-May 2015. Staff will share results of the assessment at the June 2015 CAC meeting, and with the Authority at a joint meeting, date to be determined.

 - 2) **Recommended Action:** Complete the self-assessment by June 5, 2015, for compilation of results by staff. The assessment will be completed online via SurveyMonkey.com, and staff will email a link to access the survey.

 - 3) **Policy Analysis:** The Intercity Transit Authority requires the CAC to complete an annual self-assessment. Results are shared with the Authority at a joint meeting, the date to be determined.

 - 4) **Background:** The CAC conducts a self-assessment each spring and discusses the results.

The link will distributed to all members in May. The CAC seeks 100% participation. Assessments are due by June 5, 2015.

Staff compiles the results which are shared with the CAC at their June meeting. The CAC and ITA meet jointly, at which time results are shared with the Authority by the CAC Chair and Vice Chair. The joint meeting date has not yet been set.

 - 5) **Alternatives:** To set the assessment any later would mean missing current members leaving the CAC in June.

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

 - 7) **Goal Reference:** The CAC works with the Authority to meet all goals of Intercity Transit

 - 8) **Reference:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-B
MEETING DATE: May 18, 2015**

FOR: Citizen Advisory Committee

FROM: Nancy Trail (705-5857)

SUBJECT: Nominations for Officers

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- 1) **The Issue:** To nominate members to serve in one-year terms as the officers of the group (Chair and Vice Chair) for the July 2015 - June 2016 year.

 - 2) **Recommended Action:** Nominate interested and willing CAC members for Chair and Vice Chair per the attached excerpts of the CAC ByLaws.

 - 3) **Policy Analysis:** Per the CAC Operating Principles, officers will be nominated in May and elected in June for one-year terms.

 - 4) **Background:** Citizen Advisory Committee Chair Van Gelder and Vice Chair See have each completed two consecutive one-year terms in these positions.

OFFICERS/TERM OF OFFICE

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

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

Per the ByLaws, members may nominate members who are willing to accept the nomination and members may self-nominate. If you wish to nominate someone, it is best to contact the member ahead of the meeting to ensure they will accept the nomination. By conducting nominations at the May meeting, nominations will not be accepted at the June meeting.

If more than one person is nominated for either position, staff will distribute ballots, and the election will be held at the June meeting. Staff will collect the ballots and two people will count and verify the ballots. The CAC chair will

announce those elected before the meeting is adjourned. If a person is running unopposed, a unanimous ballot may be cast. Those elected take office at the July meeting.

5) Alternatives:

- A) Receive nominations for Chair and Vice Chair and conduct elections at the June meeting.
- B) Receive nomination for Chair and Vice Chair and defer elections. The Vice Chair would serve as chair until such time as elections are concluded.
- C) If positions have only one person nominated for each position, staff recommends casting a unanimous ballot at the June meeting.

6) Budget Notes: N/A

7) Goal Reference: N/A

8) Reference: CAC By-Laws.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-C
MEETING DATE: May 18, 2015**

FOR: Citizen Advisory Committee
FROM: Dennis Bloom, 705-5832
SUBJECT: Route 42 Service Request

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- 1) **The Issue:** Discuss requested changes to Route 42 (SPSCC/Family Court) to support the opening of Thurston County's Accountability and Restitution Center (ARC) this summer.
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- 2) **Recommended Action:** Information and discussion.
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- 3) **Policy Analysis:** The Authority must approve service proposals that change a route/service by over 10%.
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- 4) **Background:** Thurston County's new Accountability and Restitution Center (ARC) is planning to open in August. The County has contacted Intercity Transit on a number of occasions over the past few years with regard to extending the existing Route 42 to the ARC. The route currently operates weekdays only, between the South Puget Sound Community College and the County's Family Court facility on 32nd Avenue SW.

Intercity Transit also participated in the County's site review planning efforts for the ARC with the City of Tumwater. At that time we requested the addition of a bus stop near the facility, anticipating the extension of Route 42 at the appropriate time. With the subsequent approval by the City of Tumwater for an on-street bus stop, it was a permitted requirement for the construction of this new facility and completed in 2010.

At the time of the County's previous requests for Route 42 this simply meant extending the route itself, adding 0.8 of a mile to the route. There was already adequate time available in the schedule to cover the added distance and adjusting the schedule's time points was all that was needed.

Over the past couple of years the County's projected use of the ARC also changed. With the more recent addition of a "work release" program to the ARC

facility there is now an interest for additional Route 42 service to cover the times of day needed by new facility hours. As it stands now it is projected that an increase from 6.0 hours to 12.3 hour per day will be needed. This would allow an increase from 15 trips to 25 trips per weekday. It also adds another 3,328 annual miles. In terms of an increase in vehicle hours and miles this is well over a 10% change and requires a public review and a subsequent decision by the Authority.

Staff anticipates being able to provide more details to the CAC at the meeting. A public hearing will be held on June 3. Requested action by the Authority is tentatively scheduled for June 24. Staff also anticipates that in order to implement any service changes to Route 42, these will need to occur either during late July or early August, out of sequence with the regular regional service changes scheduled for September 27, 2015.

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

6) **Budget Notes:** Additional vehicle service hours are currently not identified in the 2015 Budget or Strategic Plan. Any additional service hours, if needed, would require a budget adjustment.

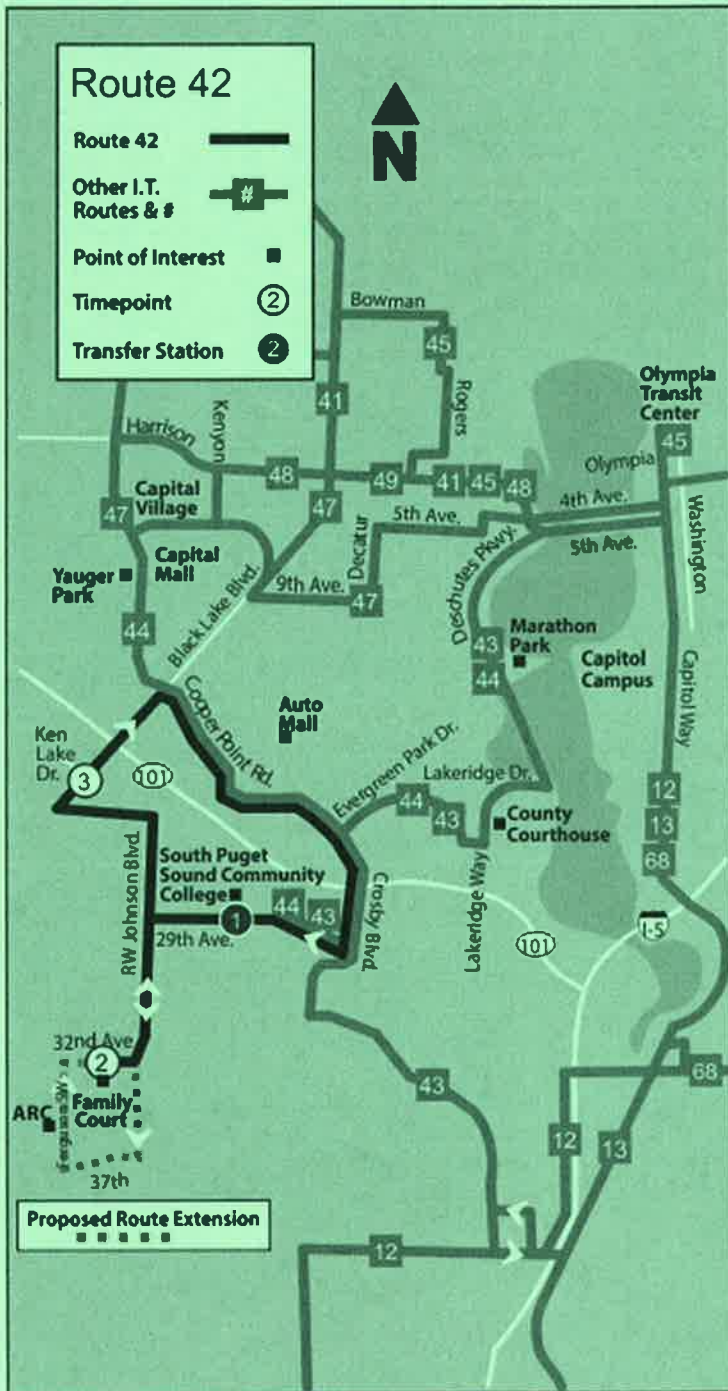
7) **Goal Reference: Goal#4:** *"Provide responsive transportation options."*

8) **References:** Any public comments received by the June 3, 2015, public hearing will be distributed to the Authority at the start of the hearing.

Attached: Current Route 42 map (with proposed extension) and schedule.

Current Schedule: May 2015

Weekdays Route 42



1	2	3	4	
LEAVES SPSCC	Family Court Building	Black Lake & Ken Lake	ARRIVES SPSCC	Continues as Route #
6:55	7:01	7:04	7:15	42
7:20	7:26	7:29	7:40	42
7:45	7:51	7:54	8:05	42
8:10	8:16	8:19	8:30	42
8:35	8:41	8:44	8:55	—
11:40	11:46	11:49	12:00	42
12:05	12:11	12:14	12:25	42
12:30	12:36	12:39	12:50	42
12:55	1:01	1:04	1:15	—
1:20	1:26	1:29	1:40	42
4:10	4:16	4:19	4:30	42
4:35	4:41	4:44	4:55	42
5:00	5:06	5:09	5:20	42
5:25	5:31	5:34	5:45	42
5:50	5:56	5:59	6:10	—

No Service on Saturdays or Sundays

For trip planning & service information:
360-786-1881
intercitytransit.com

Blue timepoint number indicates a Transfer Station

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-D
MEETING DATE: May 18, 2015**

FOR: Citizen Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: Strategic Plan - Goals and End Policies

1) **The Issue:** Continued review of our “Goals and End Policies” for the 2016-2021 Strategic Plan.

2) **Recommended Action:** This item is for information and discussion.

3) **Policy Analysis:** The strategic plan is Intercity Transit’s primary policy document. The Authority’s direction provides the level of resources and priorities devoted to specific services and projects.

4) **Background:** The Authority began review of the “Goals and End Policies” at the April 1, 2015, ITA meeting. The Authority requested staff provide draft language to capture the nature of the conversation for a follow-up discussion to fine-tune the statements. Below are some excerpts of the conversation followed by draft Goals and End Policy language for the 2016-2021 Strategic Plan.

- Increasing ridership shouldn’t be totally how we measure our success.
- Just an increase all by itself is “to what end?”
- Focus on serving the highest need.
- Focus on the “proper” balance of service. Local, circulator and express service - productivity versus coverage.
- Define the connection between outstanding customer service and increased ridership. One doesn’t necessarily impact the other. We could serve highest demand but not necessarily provide outstanding customer service.
- Goals 1 and 2 are very much based on public perception. We may be meeting some needs very well and unable to meet others. This very well might be based on budget restraints and the service we can afford as a community rather than our ability to deliver great customer service.
- Funding will dictate many areas. The Authority may have to reevaluate service/programs that may be in conflict with other goals. That might be true, but it wouldn’t be reflective of how we do business, but the financial reality.
- We need to stress the agency is assessing the transportation needs PTBA-wide.
- Goals need to be achievable both financially and physically.
- Educate the public about funding issues and that we have little control over funding sources.

- The Goals and End Policies need to be flexible so we can work towards our goals whether there is an opportunity to expand service or the need to reduce service.

Draft Goals and End Policies:

- Goal 1 – Assess the transportation needs of our community ***PTBA-wide***.
End Policy-Intercity Transit Authority, staff and the public will have access to clear and comprehensive information related to the transportation needs of our community.
- Goal 2 – Provide outstanding customer service.
End Policy-Customers will report high satisfaction. ~~and ridership will increase.~~
- Goal 3 – Maintain a safe and secure operating system.
End Policy-All Intercity Transit facilities, customers and employees will be assured safety and security.
- Goal 4 – Provide responsive transportation options ***within financial limitations***.
- Goal 5 – Align best practices and support agency sustainable technologies and activities.
End Policy-Resources will be used efficiently with minimal impact on the environment.
- ***Goal 6 – Encourage use of services.***
End Policy-Educate and encourage community members to explore the benefits of public transportation.

5) **Alternatives:**

- A. Review items for consideration and discussion.
- B. Delay review and discussion associated with these items.

6) **Budget Notes:** The strategic plan provides the basis for the development of our annual budget. The costs associated with development of the strategic plan are in terms of Authority and staff time.

7) **Goal Reference:** The strategic plan specifies how resources will be allocated to address all of the Authority's goals.

8) **References:** Intercity Transit Strategic Plan 2015-2020.
<http://www.intercitytransit.com/SiteCollectionDocuments/Strategic%20Plan%20Final%202015-2020.pdf>

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-E
MEETING DATE: May 18, 2015**

FOR: Citizen Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: 2016 - 2021 Strategic Plan Policy Positions

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- 1) **The Issue:** First review of policy issues for the 2016-2021 Strategic Plan.

 - 2) **Recommended Action:** Information and discussion.

 - 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. This is an opportunity for the Citizens Advisory Committee to provide input into the 2016 - 2021 Strategic Plan.

 - 4) **Background:** Every year the Authority defines critical policy issues and establishes direction for staff and the future of Intercity Transit. This typically takes place over several meeting sessions. This is the first of those meeting sessions.

Below is a list of policy issues to consider. Included is a short note regarding Authority direction for 2015 as well as new information the Authority may wish to consider. Staff will walk through these issues in more detail at the meeting.

1. **Are there capital purchases or other projects that are needed to allow future growth?**
Authority direction for 2015 was to dedicate funds to replace the underground storage tanks at the Pattison Street Facility, dedicate funding to enhance bus stops and shelters and look for opportunities to complete final design and construction of the Pattison Street Facility.

Question: Should we dedicate funds to complete the final design for the Pattison Street Facility Rehabilitation and Expansion project placing us in a more competitive position should funding become available?

2. **How does Village Vans, Community Van, 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?**
Authority direction for 2015 was to continue all of these programs in future years.

Question: Village Vans has been funded in part by federal JARC funds. Those federal funds have been eliminated but quite recently a new potential grant source was announced. Award of those funds is uncertain. If grant funding is not available, does the Authority wish to continue to support the Village Van program with local dollars?

3. **What role should Intercity Transit play in local transportation projects-Commute Trip Reduction, Youth Education Programs and the Bicycle Commuter Contest?**
Authority direction for 2015 was to continue our work in all of these areas.
4. **Should Intercity Transit pursue additional park-and-ride facilities at this time?**
Authority direction for 2015 was to not pursue additional park-and-ride facilities at this time.
5. **Should transit priority measures - signal priority, queue bypasses, bus lanes - be considered?**
Authority direction for 2015 was to implement the pilot signal preemption program.
6. **What additional investments in technology should be made?**
Authority direction for 2015 was to develop a plan to address server room issues as well as implement low level improvements to our website, telephone and advanced communications system.
7. **Should the vanpool program continue to expand to keep pace with demand?**
Authority direction for 2014 was to add one Vanpool Coordinator to support the continued growth of the program and provide for the addition of 10 new groups a year. The program did not add 10 vehicles to the program in 2015.
8. **Are our services - Dial-A-Lift, Travel Training and Accessible Fixed Route Buses adequate to serve persons with disabilities?**
Authority direction for 2014 was to add a Travel Trainer position and focus on expanding the travel training program with Bus Buddies. We continue to build both programs. Award of bus buddies funding is uncertain.
9. **Is the current fare policy appropriate?**
Authority direction for 2015 was to retain our policy to review fares every three years. Our last fare structure became effective February 2013. Continuing this practice necessitates a review.

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

 - 6) **Budget Notes:** The Strategic Plan provides the basis for the development of the annual budget.

 - 7) **Goal Reference:** The strategic plan provides the basis for all our goals.

 - 8) **References:** 2015-2020 Strategic Plan.
<http://www.intercitytransit.com/SiteCollectionDocuments/Strategic%20Plan%20Final%202015-2020.pdf>

Authority Meeting Highlights
a brief recap of the Authority Meeting of May 6, 2015

Action Items

Wednesday night, the Authority:

- Conducted a public hearing to receive public comment on the draft Intercity Transit 2016-19 TIP. (*Bob Holman*)
- Scheduled a public hearing for June 3, 2015, at 5:30 p.m. to receive and consider public comment for Route 42 service enhancements.
- Authorized the General Manager to issue a purchase order for \$43,125 to Xiologix for the SAN system, inclusive of shipping, sales tax, and five years of maintenance.
- Authorized the General Manager to execute a contract with Handi-Hut, Inc. for an initial three-year contract, with the option of two one-year extensions, for bus shelters. The estimated annual value of the contract is \$75,000.
- Authorized the General Manager to enter into a one-year contract, with three one-year options to extend with Pierce County Security in an amount not-to-exceed \$173,858 for the provision of security services at the Lacey and Olympia Transit Centers.
- Authorized the General Manager to execute a one-year contract with Siemens for the maintenance of the agency telephone system for \$32,608, including taxes.
- Authorized the General Manager to enter into an agreement with PSE for the relocation of their electric utilities for the OTC expansion project in the amount of \$265,300.
- Gave approval for staff to conduct a Citizen Advisory Committee new member recruitment in the fall instead of in the spring.

Other Items of Interest

- Welcomed James Wancha, Dial-A-Lift Dispatch Specialist.
- Welcomed David Kolar, Vanpool Coordinator.
- Sales tax is up 4.42% for April. Year-to-year, it's up 6.53%.
- There are 207 active vanpool groups. Since the start of the 2014-2015 Vanpool Incentive Program, we now have 157 new riders to date.
- The majority of our lighting upgrades were completed a year ago, and the total project cost was \$237,495.03. We received a rebate from PSE in the amount of

\$88,000, bringing the final cost to Intercity Transit at \$149,493.03. In the last 12 months 273,100 kwh were saved resulting in a savings of \$28,695.17. The project return on investment is expected to be approximately 5.2 years (with only 4.2 years remaining).

- There was a Walk to School event today. From Pioneer Elementary 155 students rode their bikes to school (compared to 41 on Tuesday). There was a great turnout with many special guests. At Washington Middle School, 76 students biked with over 150 arriving to school on foot. From Peter G. Schmidt Elementary in Tumwater, 70 students walked and biked, and they were joined by the Tumwater Police Department and the Thurston Regional Planning Council.
- Intercity Transit's Wellness Committee is hosting the Annual Wellness Fair, Wednesday, May 13 from 10 am. until 3 p.m. in the Maintenance building. A free healthy lunch is provided to all who attend.
- Intercity Transit provided a bus on May 1 (May Day) on the request of the City of Olympia, to be on hand in the event of any issues with protestors.
- Planning Manager, Dennis Bloom, attended an Open House Environmental Scoping Meeting hosted by WSDOT, to learn about proposed improvements to traffic flow on Interstate 5 through the Joint Base Lewis-McChord area.
- A Celebration of Life service will be held Saturday, May 9 for Operator Jacob Austin, who passed away from a kayaking accident several weeks ago. It's expected to be attended by many Intercity Transit staff.

Pat Messmer

Prepared: May 7, 2015

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CAC	Members	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Grace	Arnis										Absent			
Leah	Bradley													Absent
Jan	Burt													
Mitch	Chong		Absent		Absent	Absent		Absent					Absent	
Billie	Clark													
Denise	Clark													
Valerie	Elliott								Absent					
Ursula	Euler												Absent	
Faith	Hagenhofer		Absent			Absent		Absent				Absent	Absent	
Julie	Hustoft						Absent				Absent			
Quinn	Johnson				Absent	Absent	Absent		Absent					Absent
Joan	O'Connell					Absent	Absent							
Sue	Pierce													Absent
Charles	Richardson		Absent			Absent	Absent		Absent					Absent
Carl	See							Absent					Absent	
Kahlil	Sibree			Absent		Absent								
Victor	VanderDoes													
Michael	Van Gelder			Absent										
Dale	Vincent			Absent		Absent	Absent		Absent					
Lin	Zenki											Absent		

MEETING CANCELLED

= Joint meeting does not count against required meeting attendance