

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
February 10, 2014  
5:30 PM**

**CALL TO ORDER**

- |              |  |                |
|--------------|--|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>  | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>   | <b>1 min.</b>  |
|              | <b>A. Jeff Gadman, Lacey Councilmember - Intercity Transit Authority<br/>Representative (Michael Van Gelder)</b>                               | <b>1 min.</b>  |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>  | <b>3 min.</b>  |
|              | <b>A. February 19, 2014, Special Meeting (Kahlil Sibree)</b>   |                |
|              | <b>B. March 5, 2014, Regular Session (Mitchell Chong)</b>  |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - January 13, 2014</b>  | <b>1 min.</b>  |
| <b>V.</b>    | <b>CONSUMER ISSUES CHECK-IN</b><br><i>(This is to identify what issues you wish to discuss later on the agenda in order to allocate time).</i> | <b>3 min.</b>  |
| <b>VI.</b>   | <b>NEW BUSINESS</b>  |                |
|              | <b>A. DIAL-A-LIFT UPDATE (Emily Bergkamp)</b>  | <b>25 min.</b> |
|              | <b>B. 2014 PROCUREMENT PLAN (Marilyn Hemmann)</b>  | <b>25 min.</b> |
| <b>VII.</b>  | <b>CONSUMER ISSUES - All</b>   | <b>20 min.</b> |
| <b>VIII.</b> | <b>REPORTS</b>   |                |
|              | <b>A. January 15, 2014, Special Meeting (Michael Van Gelder)</b>   |                |
|              | <b>B. February 5, 2014, Regular Meeting (Sue Pierce)</b>   |                |
| <b>IX.</b>   | <b>NEXT MEETING - March 17, 2014.</b>  |                |
| <b>X.</b>    | <b>ADJOURNMENT</b>   |                |

**Attendance report is attached.**

**Minutes**  
**INTERCITY TRANSIT**  
**CITIZEN ADVISORY COMMITTEE**  
**January 13, 2014**

**CALL TO ORDER**

Chair Van Gelder called the January 13, 2014, meeting of the Citizen Advisory Committee (CAC) to order at 5:34 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; Alyssa Neely; Joan O'Connell; Sue Pierce; Kahlil Sibree; Faith Hagenhofer; Charles Richardson; Roberta Gray; Don Melnick; Victor VanderDoes and Dale Vincent.

**Absent:** Julie Hustoft; Meta Hogan; and Quinn Johnson.

**Staff Present:** Ann Freeman-Manzanares and Nancy Trail.

**Others Present:** Authority member, Martin Thies, Chair Intercity Transit Authority.

**APPROVAL OF AGENDA**

**It was M/S/A by MELNICK and PIERCE to approve the agenda as published.**

**INTRODUCTIONS**

**Van Gelder introduced Authority member, Martin Thies.**

*Gray, Sibree and Gangula arrived.*

**RECOGNITION**

Van Gelder read a proclamation honoring *Geyen* for her three plus years of service.

*Freeman-Manzanares* thanked *Vincent* and *Melnick* for their attendance at the Lacey Chamber Government Affairs meeting at Panorama City.

**MEETING ATTENDANCE**

**A. January 15, 2014, Special Meeting – Michael Van Gelder.**

**B. February 5, 2014, Regular Meeting – Sue Pierce.**

## APPROVAL OF MINUTES

It was M/S/A by RICHARDSON and SEE to approve the minutes of the November 18, 2013 meeting.

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

- *Richardson* - Bus stop locations.
- *VanderDoes* - Ad hoc analysis of transportation systems from recent travels.
- *O'Connell* - Bus stop suggestions.
- *Sibree* - Late buses to outlying communities like Yelm.

## NEW BUSINESS

**A. ITA Question: "What do you think is the regional role of Intercity Transit, keeping in mind our responsibility to provide service to the local PTBA?"**

*Van Gelder* - Discussed the evolving role of the CAC with the Intercity Transit Authority (ITA). This year the committee will have many issues before them. He emphasized the workload this year may be more than in years past. The committee should provide substantive feedback.

*Thies* - Stated the ITA will have elections next month and he will no longer be chair. He anticipates another question coming soon to the CAC, "given the differential in costs between conventional diesel and hybrid coaches, what is the commitment to the hybrid technology?" He stated it costs more to run hybrids despite the savings on straight fuel costs. How much is it worth to the community for the environmental stewardship versus the financial stewardship. This is not an urgent decision because there isn't a purchase in the near future. CAC will also have the sales tax election question.

*Thies* stated in September or October we posed the questions "...what is the regional role of Intercity Transit keeping in mind our responsibility to provide service to the local PTBA?" The ITA sets policy and the staff runs it. CAC advises the ITA.

*Chong arrived.*

*Thies* provided the question was a departure from how the ITA/CAC normally do business. Very valuable things have come to the ITA from the CAC. For instance the DAL drop offs and pick-ups at The Evergreen State College. This matter is a bit different. The reason the ITA is asking the question is certain people have asked what Intercity Transit is doing sending buses to Pierce County when we need service at Jubilee, NE Lacey, South County, etc. It's the sales tax within the PTBA that supports the service. These are the questions that are being asked of the elected

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officials at their meetings. On the other hand the express buses are standing room only with one of the highest ridership.

*Thies* indicated ITA interviews everyone that applies to the CAC because they are interested in getting a broad spectrum; one that is representative of the entire community.

*Thies* reviewed the bullet points from the last meeting where this issue was discussed. Keep in mind the response doesn't have to be unanimous or a consensus. Intercity Transit may be in a tug of war, considering the service outside the PTBA. Again, Express is one of the most heavily used services.

*Sibree* - Stated we need to have partnerships, and be regional players. It may be beneficial to form a committee to determine cost analysis.

*See* - Relayed the CAC talked beyond PTBA, county and then Pierce County for Express service. There are a lot of issues surrounding Express service along the I-5 corridor and it is part of the quality of life for the community. Intercity Transit needs to be part of the solution.

*Gray* - Asked are you asking why? The conversation is speaking to structure. What does the ITA mean by why?

*Thies* - Stated actions serve policy. The bullet points from the minutes are actions, and all the actions are in service to a policy. Intercity Transit must be responsive to the community. Imagine if a different policy came from the ITA in response to Pierce Transit dropping their Express Service, and if the ITA had said no to picking up the trips. The ITA didn't do that, and there are those that don't agree with that decision. Where should this agency go regarding the regional transportation network?

*Van Gelder* - Remarked the CAC can embark on a journey to help develop policy, or policy perspective that will place such actions into a context that reflects the criteria by which the ITA can make policy.

*Thies* - Stated what the CAC has to say carries weight. The ITA is asking very directly what this body thinks.

*Gray* - Spoke about starting with the Mission and Vision statements and determining what 'community' means. *Gray* asked if mobility includes the county, the region.

*Geyen* - Relayed Intercity Transit should serve the people within the PTBA, and if we need to help them get to their job in Pierce County then we need to do that.

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Providing people the opportunity to get educated, get people to the military base, etc., Intercity Transit should be supporting those people. Their money and the activity come back to Thurston County. People who live in Pierce County should be supported because they support our economy as well. It's understandable people struggle with why there is service to Pierce County and not to Jubilee.

*O'Connell*- Stated it is important to maintain integrity in how 'community' is defined. It makes sense to maintain partnerships with other active transit systems to keep the link. It's possible that Intercity Transit could take on more than they should.

*Elliott* - Indicated the importance of linking the communities and maintaining responsibility for the PTBA, but doesn't believe that Intercity Transit should be responsible for people in Pierce County coming to Thurston to work here. This could mean taking on more regional service than Intercity Transit can handle. It is important to take care of the people within the PTBA. It would be better to focus on areas like Jubilee and getting service to aging folks. Jubilee will continue to grow. Placing limits on regional service and educating people about why Intercity Transit has taken over some routes is important.

*Hagenhofer* - Provided statistics from census data by zip code regarding unemployment percentages and use of transit. Intercity Transit should continue to work on moving people along I-5 there should also be something that happens along the major arteries. It gets more and more crowded even with commute trip reduction. Intercity Transit takes excellent care of people inside the PTBA.

*Vincent* - Stated since Pierce Transit dropped their routes to Thurston County he was proud of Intercity Transit for stepping up to cover the service. He believes Intercity Transit has responsibility for both services and it needs to be balanced within given resources. His community is defined more broadly and includes SeaTac, Benaroya Hall, Safeco Field, etc. He believes that Intercity Transit can do both well, within available resources. He also thinks that Intercity Transit had to step up where Pierce failed.

*Sibree* - Indicated if Intercity Transit joins other regions and they start to become one voice, when it comes to asking for federal dollars it might have more of an impact. Be inclusive.

*Gray* -Indicated the service can be divided into three communities: PTBA, Thurston County and outside the County. The real issue seems to be the out of County service.

*Pierce* - Cautioned to be careful if Intercity Transit is going to cut back on the service provided. Taking things away to reinvent service can be dangerous.

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*Melnick* – Indicated the reduction in funding isn't part of the policy you're looking for but will influence what happens. Better collaboration would benefit everyone.

*Chong* – Stated there aren't enough connections with neighboring transit agencies. It is difficult to get back from Tacoma and sometimes it takes 2 hours to get a bus.

*O'Connell* – Provided there is an audience out there Intercity Transit needs to respond to concerning the routes previously covered by Pierce Transit. It's possible there is an educational component causing the conflict. If underserved areas within the PTBA see that we have the express, but no service in their area, maybe education is the answer.

*See* – Indicated another perspective is the new communities developed within the UGA and rural areas is that Intercity Transit is not going to provide service there. For example Intercity Transit should look at existing issues first. The regional issue is an existing problem, and needs to be looked at before adding service.

*Melnick* – Provided he has learned a lot about how cities accommodate growth and the prospect that public transportation will be in place. He doesn't see close collaboration.

*Sibree* – Stated all of these things are going to cost money. The numbers are out there and Intercity Transit just needs to bring them together. The money comes with them when they come to the community. By expanding Intercity Transit would be in a better position to reach outlying communities. RG always said there is no service in Yelm. Now they have it. Intercity Transit needs to continue those efforts.

*Hagenhofer* – Indicated TRPC serves on the planning board for rural housing developments and it would benefit Intercity Transit to maintain a strong voice regarding those developments. Additionally, it would make sense to coordinate with other systems besides Pierce Transit.

*VanderDoes* – Stated Intercity Transit is very balanced and good at what they do, but could press for better coordination for service in the outlying communities. The long term solution is going to be the infrastructure along the I-5 corridor, possibly light rail. To pass levies Intercity Transit needs to be consistent and good all the time. It is also important to protect the voting base at the same time.

*Pierce* – Provided the Express buses go out for service and they have to come home, and if they come home empty they aren't serving anyone.

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*Gray* – Indicated people coming in to the community spend money and Intercity Transit funds come from sales tax, and that is where the funding is coming from right now.

*Van Gelder* – Stated everyone provided good information, ideas and feedback. The CAC can dig further and ask for some assistance from staff to do that.

*Thies* – Indicated he was glad he was present for the discussion, and it's a very important issue, but there is nothing urgent before the ITA at this time. There is a representation out there that might not understand and needs some education. It is important to have to balance, and be inclusive. Another challenging issue is the underserved areas outside the PTBA.

*Van Gelder* – Suggested there are a few things that the CAC might like to continue discussing because this is a substantive question to answer and takes the CAC into a new realm. He inquired if there are current guidelines for when and where service should be provided and what criteria are used? Van Gelder thought it might be helpful for the CAC to have a presentation by TRPC on the recent corridor study and that it might provide some interesting information.

*Richardson left.*

### CONSUMER ISSUES

- *VanderDoes* – Provided an ad hoc overview of transit in Europe from his recent visit. There are great models all over running all different kinds of vehicles. The buses are either clean diesel or electric. You can't hear or smell them and they are beautiful. The rail system is incredible and can't say enough good things about their public transit systems.
- *O'Connell* – Indicated it would be helpful if there were some lights at the bus shelters for the early/late riders. There are issues because riders aren't being seen by drivers and being missed.  
*Freeman-Manzanares* – Stated operations is aware of the issue and they try to encourage riders to get a light. Intercity Transit sells them at the Olympia Transit Center.
- *Sibree* – Inquired as to how he should respond to people who ask about no late service to outlying areas.  
*Freeman-Manzanares* – You can respond by bringing the issue to a CAC meeting and letting us know. You can have the individual that is looking for additional service email us or call staff. He can also contact his local elected official since they have representation on our Authority. The issue of not having later service to Yelm has come up on a number of occasions. Intercity Transit has a limited budget and has had the conversation about what is the right service and funding balance between local, circulator and regional service. Intercity Transit has received a lot of

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information on areas that aren't currently being served as well as areas where we need to start service earlier and end later. It's the same question the Committee struggled with earlier. Intercity Transit doesn't have enough money to provide all the service the public is requesting.

*Hagenhofer* - Indicated Sibree should talk to his commissioners, city representatives, etc.

*Pierce* - Indicated she hears this all the time and always tells people to email or call customer service. It isn't an instant solution, but the more people who contact Intercity Transit on the issue they can take it to the board.

*Thies left.*

### REPORTS

- *Gray* - Provided a report on the November 20<sup>th</sup> ITA Work Session - meeting cancelled.
- *See & Hagenhofer* - Provided a report on the December 4<sup>th</sup> ITA Regular meeting indicating they relayed the CAC comments on the question posed by the ITA.
- *Geyen* - Reported on the December 18<sup>th</sup> ITA Work Session indicating Intercity Transit is trying to do a First Mile/Last Mile pilot program with DSHS and ACS to assist employees getting to work in NE Lacey. There was also a discussion about hybrid vs. diesel technology and the costs associated with each.  
*Neely* - Asked if they have come up with a plan?  
*Freeman-Manzanares* - Intercity Transit is working with DSHS, TANF, and Tutor Time daycare facility and hope to get things started by the end of the month.
- *Freeman-Manzanares* - Indicated staff would provide information on the groups included in the Discounted Bus Pass Program.

**NEXT MEETING: February 10, 2014. This meeting is one week early due to the Presidents' Day holiday.**

### ADJOURNMENT

**It was M/S/A by MELNICK and HAGENHOFER to adjourn the meeting at 7:35 p.m.**

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



**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-A  
MEETING DATE: February 10, 2014**

**FOR:** Citizen Advisory Committee

**FROM:** Emily Bergkamp, Dial-A-Lift Manager, 705-5893

**SUBJECT:** Dial-A-Lift Update

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- 1) **The Issue:** Provide the CAC an update on Dial-A-Lift (DAL) services.
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- 2) **Recommended Action:** Information only.
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- 3) **Policy Analysis:** The DAL Manager will provide updates to the CAC at least twice per year, and more often as requested.
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- 4) **Background:** DAL, Travel Training and Bus Buddies are vital programs of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services. DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive travel training ensures those who can utilize fixed route service receive proper training to successfully do so. A partnership with Catholic Community Services, Bus Buddies provides the support of volunteer expert bus riders to less experienced special needs riders who desire greater confidence traveling on fixed route. DAL Manager Emily Bergkamp will provide a general DAL, Travel Training and Bus Buddies update highlighting the status the Travel Training pilot to gauge the effectiveness of 2 FTE Travel Training coordinators.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** Based on the outcomes of a year-long Travel Training pilot, the ITA will approve or disapprove a second FTE Travel Training Coordinator position starting in April at \$61,200 for the budget year.
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- 7) **Goal Reference:** Goal #1, *"Assess the transportation needs of our community."* Goal #2, *"Provide outstanding customer service."* Goal #3, *"Maintain a safe and secure operating system."* Goal #4, *Provide responsive transportation options."*
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- 8) **References:** N/A.

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-B  
MEETING DATE: February 10, 2014**

**FOR:** Citizen Advisory Committee

**FROM:** Marilyn Hemmann, 705-5833

**SUBJECT:** 2014 Procurement Plan

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1) **The Issue:** Review ongoing and planned agency projects that Procurement will present to the ITA for contract approval in 2014.

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2) **Recommended Action:** Information only.

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3) **Policy Analysis:** The Procurement Policy states the Authority must approve any contract over \$25,000. In 2014 Procurement will present a number of recommendations to the ITA for approval to enter into contracts. This is a review of ongoing and planned projects that will generate these recommendations.

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4) **Background:** Procurement maintains a prioritized list of all renewing contracts, annual purchases, maintenance agreements, new projects, and tasks related to ongoing major capital projects. Priorities are based on the agency strategic plan, funding timelines, newly defined agency needs, discussions with the Senior Management Team and Department managers, funding opportunities, and input from stakeholders.

This list is regularly revised with a significant update each January when the new budget takes effect and there are new projects to include. Scheduling the procurement tasks for each item on the list requires planning how the Procurement division will allocate staff time. It also requires coordination with the originating Department to meet their needs both in the timeliness of the goods or services to be provided and in the impact of devoting their staff time to the procurement.

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5) **Alternatives:** N/A

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

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7) **Goal Reference:** The 2014 project list represents all agency goals.

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8) **References:** A 2014 project list will be provided for the February 10th CAC meeting.

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of January 15, 2014*

**Action Items**

Wednesday night, the Authority:

- Adopted Resolution 01-2014, which restates the Intercity Transit Employees' Retirement Plan and Trust documents for the 401(k) Deferred Compensation Plan for all changes since the last full adoption. (*Ben Foreman*)
- Authorized the General Manager to enter into a contract amendment with Hultz BHU in the amount of \$6,958, including taxes. (*Jeff Peterson*)
- Declared the property listed on Exhibit "A" as surplus. (*Marilyn Hemmann*)
- Approved the Collective Bargaining Agreement between Intercity Transit and the International Association of Machinists, Lodge 160.
- Performed the General Manager's six-month performance evaluation.

**Other Items of Interest**

- We are still finalizing 2013 Ridership figures, however, we will be very close to 4,434,071 boardings. That is 2.92% less than 2012, which was our highest ridership year.
- There are **218 vanpool groups**. Six groups folded in December/January and three groups just started.
- Our **Youth Education Program** assisted the Olympia and Tumwater school districts to obtain Safe Routes to School Bicycle and Pedestrian Safety Education Grants. The grants, valued at \$20,000, will fund up to ten PE teachers in middle and elementary schools to receive training to teach a week-long curriculum on bike and pedestrian safety and riding skills, and the district will be able to keep a fleet of 30 bikes and a trailer to store and move them in.
- **Roads and Bridges Magazine** ran a feature story on Intercity Transit and the Hawks Prairie Park-and-Ride.
- The official launch and ribbon cutting for the **Bus Buddy Program** of Thurston County is scheduled for Monday, February 10 from 11 a.m. to 12:30 p.m. in the Pattison Street facility board room.


**Pat Messmer**

**Prepared: January 21, 2014**

**Attendance Tracking**

		1	2	2	4	5	6	7	8	9	10	11	12	1
CAC	Members	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	14-Jan
Leah	Bradley													
Mitch	Chong													
Valerie	Elliott													
Sreenath	Gangula				Absent	Absent								
Jill	Geyen													
Roberta	Gray					Absent					Absent			
Faith	Hagenhofer				Absent			Absent						
Meta	Hogan	Absent												Absent
Julie	Hustoft		Absent											Absent
Quinn	Johnson											Absent		Absent
Don	Melnick											Absent	Absent	
Alyssa	Neely													
Joan	O'Connell			Absent										
Sue	Pierce													
Charles	Richardson		Absent					Absent						
Carl	See													
Kahlil	Sibree													
Victor	VanderDoes											Absent	Absent	
Michael	Van Gelder													
Dale	Vincent													

**MEETING CANCELLED**

 = Joint meeting does not count against required meeting attendance