

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
April 21, 2014
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Joe Baker, Intercity Transit Authority Representative
<i>(Michael Van Gelder)</i> | 1 min. |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. May 7, 2014, Regular Meeting <i>(Victor VanderDoes)</i> | |
| | B. May 21, 2014 Work Session <i>(Dale Vincent)</i> | |
| IV. | APPROVAL OF MINUTES - March 17, 2014 | 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. REGIONAL TRANSPORTATION PLAN PRIORITIES SURVEY
<i>(Jailyn Brown - TRPC)</i> | 15 min. |
| | B. BUS STOP UPDATE <i>(Dennis Bloom)</i> | 30 min. |
| | C. CAC SELF-ASSESSMENT <i>(Ann Freeman-Manzanares)</i> | 20 min. |
| | D. STATE OF INTERCITY TRANSIT <i>(Ann Freeman-Manzanares)</i> | 30 min. |
| VII. | CONSUMER ISSUES - All | 20 min. |
| VIII. | REPORTS | |
| | A. March 19, 2014, Work Session <i>(Michael Van Gelder)</i> | |
| | B. April 2, 2014, Regular Meeting <i>(Leah Bradley)</i> | |
| | C. April 16, 2014, Work Session <i>(Don Melnick)</i> | |
| IX. | NEXT MEETING - May 19, 2014. | |
| X. | ADJOURNMENT | |

Attendance report is attached.

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
March 17, 2014

CALL TO ORDER

Chair Van Gelder called the March 17, 2014, 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; Mitchell Chong; Valerie Elliott; Sreenath Gangula; Joan O'Connell; Kahlil Sibree; Faith Hagenhofer; Charles Richardson; Victor VanderDoes; Quinn Johnson; Alyssa Neely; Meta Hogan; and Julie Hustoft.

Absent: Don Melnick; Dale Vincent; Roberta Gray; and Sue Pierce.

Staff Present: Ann Freeman-Manzanares; Ann Bridges; and Nancy Trail.

Others Present: Authority member, Ryan Warner, Intercity Transit Authority; and Mary Williams, Rebels by Bus.

APPROVAL OF AGENDA

It was M/S/A by HUSTOFT and HOGAN to approve the agenda as published.

INTRODUCTIONS

Van Gelder introduced Authority member, Ryan Warner.

MEETING ATTENDANCE

A. March 19, 2014, Work Session - Michael Van Gelder.

B. April 2, 2014, Regular Meeting - Leah Bradley.

APPROVAL OF MINUTES

It was M/S/A by HUSTOFT and ELLIOTT to approve the minutes of the February 10, 2014 meeting.

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

- *O'Connell* - 62A & 62B routes.
- *Elliott* - Dial-A-Lift questions.
- *O'Connell* - Driver on route 67.

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- *Warner* – Transit Driver Appreciation Day is tomorrow, March 18, 2014.

NEW BUSINESS

- A. Rebels by Bus** (*Mary Williams*) Williams stated she is the co-founder of Rebels by Bus, and the purpose of the group is to encourage people to use public transit for leisure trips. Williams indicated most groups she works with don't typically have experience with transit, and she wants to teach them that it is a fun, low cost way to adventure, and it's green.

Williams added that she worked for the County in public health, and when funds were available through WSDOT, she created the human services roundtable. The roundtable was co-chaired with Karen Parkhurst. Karen Parkhurst wrote the initial grant for Village Vans at Intercity Transit; and Williams wrote the grant for RT (Rural Transportation). Williams indicated that her first experience with transit was riding it to meetings in Seattle. When driving she found herself arriving at meetings tense and irritable so she decided to try the train. Williams said she found the trip relaxing and was able to do work while on the train. Williams stated she gave the bus a try and by the time she retired she was riding the 594 regularly.

Williams indicated she had occasion to take a bus on a trip to a Mariner's game and incorporated a water taxi. As a result she and her companion decided to write a book. Williams said traveling on the bus is a bit of rebellion, and by getting out of your car you are declaring your independence from oil. Williams indicated they sent the book off for publication and they were rejected.

Gangula arrived.

Williams provided that what resulted was moving the material to a blog. She stated the blog is currently experiencing some technical difficulties. The host is currently looking into the issue. Williams indicated the blog is an accounting of the dozens of trips taken and includes lots of tips.

Williams said she contacted South Puget Sound Continuing Education department about a year and a half ago regarding a class on how to navigate the greater Puget Sound transit systems, and the coordinator thought it was a great idea.

Hagenhofer arrived.

Williams pointed out that the group is highlighted in SPSCC's current catalog. She indicated they have several trips planned, and the list summer trips will be out by the end of this week.

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Williams stated she just recently started doing trips with the Senior Center. They have gone to Benaroya Hall and spent time downtown Seattle enjoying the city. Williams indicated that she will also be helping a church group and the Red Hat ladies at Jubilee. Williams distributed some brochures describing her service and sample itineraries.

Williams answered questions.

Warner stated that one of the things he likes and admires is that Williams demonstrates that you can move between different systems to different counties.

Freeman-Manzanares stated Williams is a gift to our community, and that SPSCC contacted her to say the, "How to be a Rebel by Bus" classes are full. As a result, Williams signed up to do more classes. Williams is also going to be on Panarama TV!

Williams stated she loves to have guest bloggers and encouraged people to contribute to the content

Bradley asked how someone can get to Tri-cities without taking Greyhound.

Van Gelder stated WSDOT has information on their website on the public/private connections.

Hagenhofer stated if you can't afford to travel – you can still afford to travel and to look at the Rome 2 Rio website.

Sibree arrived.

B. Village Vans Update (*Ann Bridges*) Bridges remarked that Williams has done wonderful work in the community for so many years.

Bridges stated she is excited to come each year and speak about the Village Vans program. She provided the statistics for 2013 include 6,329 trips; 45,589 revenue miles and 89 job sites reached.

Bridges remarked the Community Transportation Association of America is organizing a National Volunteer Transportation Center. Intercity Transit recognized this need 12 years ago with the Village Vans program. Bridges included additional statistics including: 26 volunteers that were eligible to drive; 7 volunteers came into scheduling/dispatching/administrative tasks; 8 of those 33 are currently active; 6 had to drop out and that left 19. Bridges stated the program had 19 people find good jobs and that is 100%. Bridges stated that 6 of the 19 jobs were in driving careers. She indicated that 2 Village Vans drivers are in the new class of drivers at Intercity

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Transit. Bridges remarked this makes a total of 10 Village Vans participants that are now coach operators.

Bridges stated she was asked to be part of a film supporting the Drexel House, and success story involving Village Vans. (Bridges showed video).

Bridges relayed several success stories from the Village Vans program, including one participant who is about to get his CDL and is working as a substitute driver for ESD 113. This allows him to attend school and finish the program he started

Bridges provided another example of an employer, Martin Furniture Manufacturing, who is located out on Lathrop off of 93rd Avenue that employs folks with disabilities that asked for Village Vans assistance with a new employee to get a ride home. The man had walked from the Salvation Army, approximately 9 miles, to Martin Furniture to work at 3:00 am that day. Bridges stated she went out and met the owner who stated how impressed he was with the Village Vans program. Bridges indicated she gave the new employee a ride home and asked him about his walk to work. She said he was so matter of fact that he couldn't miss his first day of work. Bridges said that he told her he was going to use his first paycheck to purchase a bicycle. She dropped him off at the shelter and came back to Intercity Transit. Bridges spoke to Erin Scheel who indicated she might have a free bike that would work for him. Bridges said 3 days later we were able to get him a bicycle, helmet, and repair kit. She indicated he was so appreciative.

Bridges remarked the program has been unique, with the funding we received requiring a local match. Fortunately it counted in-kind donations to meet the local match. Bridges stated she has worked very hard to expand the match. She said our community partners are essential to the program. Intercity Transit is able to itemize the space Village Vans uses, the equipment, parking, etc. and we are able to meet that match requirement each year. Bridges stated the most important thing is that we have funding to keep the program going until June 2015. She indicated that we do not have any idea where the funds will come from after that time. Bridges indicated she is always looking for grants that will be available. The program has impacted so many lives it would be a shame to let it go. Bridges stated we need to be diligent in trying to find a way to sustain the program in the future.

Bridges answered questions.

Hogan asked how much funding are you short.

Bridges responded about \$200,000.

Freeman-Manzanares remarked the funding under MAP21 was reduced and specific Job Access Reverse Commute (JARC) funding was eliminated and

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incorporated into another project. In addition there are operational dollars in the state budget that are sun-setting at the end of this biennium.

Bridges remarked they work really closely with WorkSource and DSHS, and every time they refer a client to Village Vans who gets a job, that is a success for them to count as well. Bridges suggested that the 4 partners who make up WorkSource provide \$50,000 to Intercity Transit to keep the program going. It is not that much for any one agency to come up with.

Hagenhofer said she would like to see the number of people served and what the number means in terms of hours?

See stated the number of people you are picking up is relevant as well.

Bridges responded she will make sure to get the information.

See asked who qualifies as a community partner.

Bridges stated just about every human services organization in Thurston County.

See remarked the number of community partners would be important as well.

Van Gelder indicated it would be helpful to combine some of the selling points that Carl raised because we can put this in front of people that can start allocating resources.

Freeman-Manzanares remarked we are shooting the transportation gap, and serving a population that is reaching economic independence. Freeman-Manzanares stated she was just in Washington DC at a mobility management meeting for people who wanted to do more to fill the gaps. She met folks from Ohio were going to start a program, and that program was Village Vans.

Bridges responded that she has received inquiries from 12 different states that have now started programs.

C. CAC Recruitment (*Ann Freeman-Manzanares*): Freeman-Manzanares indicated we are looking for 3 volunteers from the CAC for an ad hoc committee to assist with the CAC recruitment process. There will also be 3 volunteers from the ITA. Freeman-Manzanares provided the following breakdown of 2014 term CAC members:

2014 Term CAC Members

- **Robert Gray** – Completed two terms – her position is open

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- **Meta Hogan** – Completed two terms – her position is open
- **Charles Richardson** – Completed one term and is requesting another
- **Carl See** – Completed one term and is requesting another
- **Sreenath Gangula** – Completed one term and is **not** requesting another
- **Quinn Johnson** – Completed one **youth** term – his position is open
- **Alyssa Neely** – Completed one **youth** term – her position is open
- **Jill Geyen** – Completed a partial term and had to resign – her partial term position is open (expires 6/30/16)

Freeman-Manzanares asked for volunteers for the ad hoc committee: *Hagenhofer* and *Elliott* volunteered. Freeman-Manzanares indicated *Melnick* (who was absent from the meeting) had volunteered to serve prior to the meeting. *O'Connell* offered to act as back up if someone became unable to serve. Freeman-Manzanares indicated we would move forward with these individuals.

Freeman-Manzanares reviewed the recruitment timeline.

CONSUMER ISSUES

- *O'Connell* – Asked if there is a reason that both the 62A & 62B exit down on to Martin Way, instead one of them sticking with Pacific.

Freeman-Manzanares provided the routes were established so we could have 15 minute service frequency along the major corridors. It is something we can look at as we do our short/long range service planning. The consultants will meet with our operators and take community comments.

Freeman-Manzanares stated we will have Dennis Bloom on the agenda soon to speak to service planning 101.

- *Elliott* – Asked why they DAL applications must be processed within 21 days, but they don't get back to the applicants in that timeframe. Elliott stated she submitted her application in February and was told today that it would be mailed out on March 26th. She is concerned that this timeframe may be too tight.

Freeman-Manzanares stated she would inquire about the process. She also stated they do provide rides for people who need them before their applications can be processed because they try to be accommodating.

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March 17, 2014

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- *See* - Asked if Freeman-Manzanares could provide an update on the driver who was attacked.

Freeman-Manzanares provided that he is doing well, and he has decided he is no longer going to be a bus driver. He fractured his nose, was black and blue, but is healing.

- *O'Connell* - Stated she would like to point out that Larry, the driver on the 67 is the most rock solid bus driver she has ever experienced. He always asks about connections, and is amazing!
- *Warner* - Remarked that Tuesday, March 18th is Transit Driver Appreciation Day - please remember to thank your bus driver, and sign banners.

REPORTS

- *Freeman-Manzanares* - reported on the February 19, 2014, Work Session on behalf of Vincent stated the CAC was in support of the additional travel training position.
- *Chong* - reported on the March 5, 2014, Regular Meeting - and the ITA approved an additional travel training coordinator position; authorized several contract extensions; 2 vehicle purchases; transit analysis software purchase; and welcomed Elizabeth Barlow as vanpool coordinator and Nathan Goff as Dial-A-Lift Dispatcher.

Van Gelder - asked if staff could share Erin Scheel's presentation from the APTA conference.

- *Freeman-Manzanares* - reported that Intercity Transit received ISO 14001 Certification for the Environmental and Sustainability program. The program provides a management system for dealing with any potential environmental hazard. We are one of 9 transit systems nationwide that has ISO 14001 certification.

Freeman-Manzanares stated we will send a link to our case study on ESMS

NEXT MEETING: April 21, 2014.

ADJOURNMENT

It was M/S/A by HAGENHOFER and O'CONNELL to adjourn the meeting at 7:17 p.m.

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

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**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-A
MEETING DATE: April 21, 2014**

FOR: Intercity Transit Authority
FROM: Jailyn Brown, TRPC, Senior Planner
SUBJECT: Regional Transportation Plan - Priorities Survey

1) **The Issue:** TRPC recently launched a new on-line web site and survey tool about community transportation priorities. The purpose is to help educate residents and to get feedback that can inform the update of the Regional "long range" Transportation Plan. The survey is accompanied online by a video and an "investment" calculator to help people consider transportation needs, costs and tradeoffs.

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

TRPC would like Intercity Transit's CAC members input on long range regional transportation priorities. To prepare for the meeting please visit the website, try out the calculator, and complete the survey. www.ThurstonWhatMovesYou.org

3) **Policy Analysis:** The Regional Transportation Plan (RTP) guides transportation projects and investments over a 20 year period. The last major update was made in 2004, and the RTP has since been maintained through annual amendment. TRPC is conducting a thorough review of the plan to ensure it continues to reflect our community's values and address our needs.

4) **Background:** TRPC is trying a couple of new approaches to gather meaningful public response on transportation priorities that are in the Regional Transportation Plan (RTP), including the tradeoffs and choices to be made where limited revenues mean we can't afford to fund everything the community may want.

The RTP serves as a strategic blueprint for the region's transportation systems. It provides an overall analysis of how transportation will work in the region over a 20 year time frame and supports coordination among jurisdictions, including public transit. It also acts as an important tool in meeting state and federal transportation requirements, ensuring continued funding from these sources.

The RTP identifies those projects and issues that can change the way traffic flows throughout the region, complementing the local planning that makes the roadway

and transit network function within each jurisdiction. The Plan has also emphasized the importance of a multi-modal transportation system. And public transit is a key element in creating a successful and sustainable system for our region.

Transportation planning is also closely related to land use planning. But how does it go together? How do you plan for residential development, even in existing neighborhoods, and where do shopping and employment get placed? Or do roads, commercial development, employment sites, sidewalks, even transit routes, get considered first? In truth, each has a powerful influence on the other. So the update of the RTP also provides a basis on the way our communities will look and function into the future.

5) Alternatives: NA

6) Budget Notes: NA

7) Goal Reference: Goal #1: *"Assess the transportation needs of our community."* This goal specifically supports this type of study effort.

8) References: Handout provided at the meeting.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-B
MEETING DATE: April 21, 2014**

FOR: Citizen Advisory Committee

FROM: Dennis Bloom (705-5832)

SUBJECT: Bus Stop Project Update

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- 1) **The Issue:** Staff will present the current process utilized for improvements to bus stops.
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- 2) **Recommended Action:** For information and discussion only.
-
- 3) **Policy Analysis:** Intercity Transit completed two significant projects associated with improving access to bus stops and investing in passenger amenities. A third project is underway. The Intercity Transit Authority approves these capital investments.
-
- 4) **Background:** Since 2004, Intercity Transit has been successful in receiving three regional grants through Thurston Regional Planning Council's awarding of federal funds under the Transportation Alternatives Program (formerly Enhancements) for bus stop improvements. These grants, along with local match, will have provided close to \$935,000 in improvements throughout Intercity Transit's service district.

The Transit Authority approved the use of local funds to match the grants and directly funded other stop improvements through the agency's annual budget process. In making these funds available, these improvements increased ADA accessible and, where warranted, added shelters and similar passenger amenities for our customers and riding public. In short, the adage that "a ride begins before you get on a bus," has been the focus over the past nine years in making these improvements.

Staff will provide an update on the past process for identifying these bus stop improvements, current efforts to make additional improvements and in particular, the effort to increase rider safety by installing solar lighting inside of shelters.

-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** The 2014 Facilities budget includes \$35,000 to provide solar lighting in approximately 15 shelters.
-
- 7) **Goal Reference:** Goal#4: *"Provide responsive transportation options."* Ends Policy: Customers and staff will have access to programs and services that benefit and promote community sustainability.
-
- 8) **References:** Slide show and materials will be available at the meeting.
-

Bus Stop Improvements

Update on Enhancements
April 2014

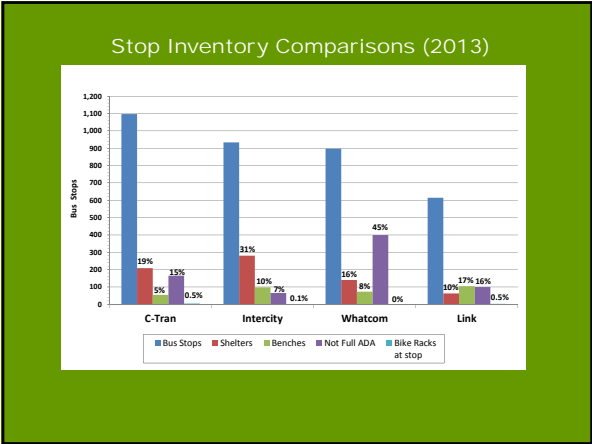
Summary of Current Intercity Transit Stop Inventory

- ☞ 940 Bus Stops (transit centers not included)
- ☞ 291 stops (31%) with shelters { '05 = 142
- ☞ 98 stops (10%) have benches { '05 = 56
- ☞ 555 (60%) bus stop pole/sign { '05 = 622

Category	Count	Percentage
Fully Accessible	675	72%
Functional	253	27%
Not ADA	12	

Bus Stop Characteristics

Jurisdiction	Count	Percentage
Olympia	408	43%
Lacey	209	22%
Tumwater	116	12%
County	184	
Yelm	23	2%



Bus Stop Improvements

- Process for Identifying Stops
- Installation Priorities
- Examples of Improvements
- Cost of Improvements & Maintenance
- Amenity Considerations

PROCESS

➤ **Intercity Transit "Stops & Zones Committee" reviews stops and land use developments proposals weekly:**

- 2013 received: 212 documents: pre-subs, plats, DNS, MDNS, SEPA
- Reviewed 26 land use proposals for transit considerations.
- Submitted comments/requests on 14 specific projects.

Mark	Dennis	Fran	Mark	Cheryl	Marc	Steve
Fixed Rt Manager	Planning Manager	Scheduler	Facilities Manager	Systems Coord.	Planner (retired)	Senior Planner

PROCESS

Analysis of Existing Bus Stops

- Stops & Zones Committee (bus stops & land use review)
Operations, Facilities, Planning staff
 - suggestions & comments on bus stops:
Customers and Operations; coach operators, customer services,
Operations Communications & Policy Committee (OCPC).
- Analysis includes utilizing 3 in-house databases:
 - ❖ Route and schedule/frequency
 - ❖ Amenities: shelters, benches, ADA accessible,
 - ❖ Boarding Counts (“on-off” counts)

PROCESS: Analysis of Existing Bus Stops

Site Selection Scoring Process

EXAMPLE
Bus Stop Improvement Program
Scoring Sheet

Criteria	Ranking	Weight
Passenger Volume (PV)	1	0-5
Frequency of Service (FS)	2	0-4
Trip Generation (TG)	3	0-3
Transit Dependent (TD)	4	0-2
Prominent Location	5	0-1
Other Factors		

Shelter Criteria	Boardings per day
Urban/CBD	20
Suburban	15
Rural	10

INSTALLATION

Priorities for Stop Enhancement Funding: 2005 - 2013

- ❖ **Upgrade/Improve Accessibility** at any existing sheltered stop not meeting ADA criteria, improve landing pads and safety.
- ❖ **Install Shelters** (new design) and improve accessibility at stop locations identified in internal review/scoring process.
 - 2005 – 2007: 18 shelters to existing stops, 1 landing pad.
 - 2008 – 2010: 28 shelters, 2 landing pads.
 - 2011 – 2012: 19 shelters, 10 shelter pads, 18 landing pads
24 solar shelter lights.
 - 2013 – 2014 (est): 10 shelters, 10 shelter pads, 16 landing pads,
15 solar shelter lights.
- Total:** 161 stop location improvements.
- ❖ **Cost of Enhancements: \$1,285,077** (estimated)
 - 3 Regional Grants (2005, 2011, 2013): \$669,425
 - Local Funds: \$615,652







PROCESS: Bus Stop Review

Other Stop Enhancements: 2005 - 2013

- **Local Road Projects:** 39 bus stops
 - Local jurisdiction roadway project.
 - Intercity Transit requesting ADA accessibility improvement impacted by project work.
- **Land Use:** 37 bus stops
 - New developments or frontage improvements along transit routes.
 - Improve ADA accessibility and/or add shelter where ridership is anticipated to mitigate development.

Local Road Project Examples

Stop Location Improvement



Land Use Development Examples

Stop Location Improvement



Bus Stop Enhancements

Questions or Comments?

Accessibility Requirements

ADA Bus Stop Requirements for Shelters

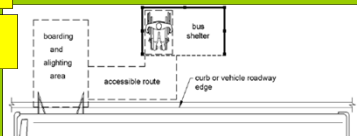
Accessibility Guidelines: Section 810 Transportation Facilities (July 2004)

(If a bus stop landing pad and shelter are built)

"Landing Pad" minimum:
5' wide and 8' deep

Landing pad can be located either within or outside of a shelter

Pad area shall have a firm, stable surface



Slope: Parallel to roadway, slope of landing pad shall be the same as the roadway, to the maximum extent practicable.
Perpendicular to road, slope not greater than 2%.

ADA Bus Ramp Deployment Requirements

ADA 49 CFR Part 38.23 (c)(5)



Slope: Ramps shall have the least slope practicable and shall not exceed 1:4 (25%) when deployed to ground level.

ADA Bus Ramp Deployment Requirements

Slope: height of vehicle floor from which ramp is deployed is 6" or less but greater than 3" above a 6" curb, max. slope is 1:6 (16%).



**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-C
MEETING DATE: April 21, 2014**

FOR: Citizen Advisory Committee

FROM: Ann Freeman-Manzanares (705-5838)

SUBJECT: 2014 CAC Committee Self-Assessment

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- 1) **The Issue:** Completion of the CAC self-assessment inclusive of June 2013-May 2014. Staff will share results of the assessment at the June 2014 CAC meeting, and with the Authority at a joint meeting, date to be determined.

 - 2) **Recommended Action:** Complete the self-assessment by June 2, 2014, for compilation of results by staff. Hard copies of the assessment will be available at the meeting, and electronic copies are available with this packet. A self-addressed envelope will be available for those wishing to mail their form.

 - 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 May and discusses the results each June.

The form is distributed to all members in May for completion. The CAC seeks 100% participation. Assessments are due by June 2.

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:** N/A

 - 8) **Reference:** Copy of 201-2014 Self-Assessment Document.

Instructions: Complete the following assessment by marking the appropriate box that best fits the statement for you. Comments are welcome. If you choose to use this electronically, please note the lines may move on you.

Please return the form to **NANCY TRAIL** by **JUNE 2**. Any questions, contact Nancy at 705-5857. It is requested you include your name on the document, so Rhodetta will know who has or has not yet submitted a form. Names will not be shared as part of the results; it's for staff tracking purposes only as we seek 100% participation.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
SELF ASSESSMENT
MAY 2014**

<i>Total Members Eligible to Participate:</i>	<i>Members Participating in Survey:</i>
<i>% of Participation:</i>	

	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
1. We remained faithful to our purpose.					

Comments: _____

Strongly *Somewhat* *Somewhat* *Strongly* *Don't*
Agree *Agree* *Disagree* *Disagree* *Know*

2. The Citizen Advisory Committee represents the community.					
Comments: _____					

3. Intercity Transit and the community benefited from our input.					
Comments: _____					

4. We add value to the Transit Authority's decisions.					
Comments: _____					

*Strongly
Agree*

*Somewhat
Agree*

*Somewhat
Disagree*

*Strongly
Disagree*

*Don't
Know*

5. Our meetings are run well.

Comments: _____

6. I feel satisfied with my participation level within the Citizen Advisory Committee.

Comments: _____

7. I am prepared for the meetings.

Comments: _____

Strongly *Somewhat* *Somewhat* *Strongly* *Don't*
Agree *Agree* *Disagree* *Disagree* *Know*

8. I feel comfortable contributing at the meetings.					
Comments: _____					

Are there any topics, specific to Intercity Transit services, you are interested in discussing, getting further clarification on, or having presentations made available at CAC monthly meetings? If so, please share below:

Name: _____

(Please include your name so staff will know who has completed the form. Thank you.)

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-D
MEETING DATE: April 21, 2014**

FOR: Citizen Advisory Committee
FROM: Ann Freeman-Manzanares (705-5838)
SUBJECT: State of Intercity Transit

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- 1) **The Issue:** To provide a review of 2013 and identify issues to frame the conversation about how best to move Intercity Transit forward.

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

 - 3) **Policy Analysis:** This report was requested by the Citizen Advisory Committee (CAC) in 2005 and presented to the Authority and the CAC on an annual basis since that date. This annual update has proven to be a useful exercise for staff and well received by the CAC and Intercity Transit Authority.

 - 4) **Background:** The 2013 State of Intercity Transit report focuses on the future direction of our agency with a discussion centered on our strengths, weaknesses, opportunities and threats. It is hoped this will set the stage for discussion at upcoming Authority meetings and at our planning session for development of the 2015-2020 Strategic Plan.

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

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

 - 7) **Goal Reference:** The State of Intercity Transit Report is designed to review the previous year and begin the discussion of how Authority goals will be addressed in the coming year.

 - 8) **References:** State of Intercity Transit 2013.

INTERCITY TRANSIT

State of Intercity Transit Report

April 2014

During 2013 we set an all-time record for vanpool, recorded our third highest fixed route ridership, moved capital projects forward, increased our vanpool fleet, ordered new hybrid electric buses and continued to make progress with our environmental stewardship efforts. Our presence in the community expanded with more youth education programs, new rider travel training, community and employer outreach and participation in regional planning efforts.

We hold true to our mission to provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community. We remain focused on our vision to be a leading transit system in the country, recognized for our well trained, highly motivated, customer focused, community minded employees committed to enhancing the quality of life for all citizens of Thurston County.

We strive to serve our community well by running an efficient and effective system, practicing continual improvement and serving as good stewards of public funds.

2013 Highlights

- **Fixed-Route Ridership:** Our 2013 fixed-route ridership of 4,434,071 boardings reflects our third highest ridership year but was a decrease of 2.9% from 2012. We experienced a new high ridership number for January. In February of last year we instituted a 25% fare increase.
- **Record Vanpool Use:** We closed 2013 with 220 active vanpool groups. We achieved an all-time vanpool ridership record of 761,750 trips which reflects a 2.32% increase in passenger trips over 2012. This program removes approximately 1,700 cars a day from the work commute. Currently, 32 vanpools serve JBLM and close to 70% of our vanpools travel along the congested I-5 corridor.
- **Managing Dial-A-Lift Demand:** We provided 150,224 trips in 2013, which was a 4% increase over 2012. As our population ages, it is increasingly important to manage the demand for this expensive ADA-mandated service. We continue to focus on proper eligibility screening, providing outreach through our Travel Training program, providing a highly accessible fixed-route service and improving bus stops throughout our service area. The Travel Training internship and pilot of a second Travel Trainer position in 2013 proved successful with the ITA approving a second FTE position in March 2014. We look forward to adding the second travel trainer to encourage greater system ridership at a lower cost to the agency.

- **Demand for Express Service between Thurston and Pierce Counties:** Prioritizing service and resource allocation is a continuing challenge. This became more evident when Olympia Express demand significantly increased after Pierce Transit discontinued its express service in 2011. We witnessed overcrowding on many of our Express trips and large holes in the operating schedule. This made regional commuting on public transportation less attractive. We had extensive public comment on this topic and responded by adding trips to accommodate passengers and address scheduling issues. Our reality was that we had reached maximum route capacity with our existing fleet. We received two State Regional Mobility Grants in 2013 in support of two new express routes (Tumwater to Lakewood and Olympia to Seattle) which began September 30. These new services both incorporate the new Hawks Prairie Park-and-Ride.
- **Focusing on Sustainability and Environmental Initiatives:** We completed the first phase of the ISO 14001 Audit in 2013 and received our ISO 14001 certification in early 2014. We are one of nine transit systems in the nation to receive certification.

We were awarded APTA Gold Level Sustainability Commitment status in early 2012, making us the first transit system in the United States to reach this level and worked to retain that status successfully in 2013. We received the 2012 Green Business of the Year Award from the Thurston Chamber of Commerce Green Business program, were recognized as a finalist for this same award in 2013 and again received the Green Business of the Year Award from the Thurston County Chamber in 2014.

- **Innovative Programming and Community Outreach:** We continue to offer a wide range of programs to serve the needs of our community. Our “Smart Moves” youth outreach program continues to grow with involvement in every school district we serve. The largely volunteer-driven Bike PARTners program combines cycling safety and maintenance training with the opportunity for young people to earn a bike to support healthy commutes to school. The Bicycle Commuter Contest celebrated its 26th Anniversary in 2013 and continues to grow and further strengthen the connection between bicycling and transit. The Village Vans program, which offers driver and job skills training as well as work-related transportation for low-income job seekers, celebrated its 11th anniversary in 2013. We granted four vans to non-profits through our Surplus Van Program in 2013 to provide trips not easily achieved on our system. Additionally, staff participated in more than 200 transit fairs, special events, presentations, and educational activities.

- **Retaining Quality Staff, Service Delivery, and Staff Resilience:** It is important to recognize our greatest resource for providing service is our dedicated and motivated staff. They stepped up to fill the gaps left by a large number of retirements and vacancies. Sixty percent of our senior management team retired or moved on to other opportunities since 2010. We also saw our long-time General Manager depart in October 2012 and selected a new General Manager in 2013. Staff is managing this transition smoothly. Despite what some might consider major hurdles, staff continues to perform admirably and provide the great service our community expects.

Challenges

Like many agencies in our region and throughout the nation, we face challenges. Because of the long-term economic recession and significant recent changes in federal funding, we are at a critical juncture in terms of planning for our future.

A major issue is the loss of federal discretionary funds used to purchase buses and pursue rehabilitating and expanding our Pattison Street facility. The federal MAP-21 legislation, approved in July 2012, eliminated a program that historically funded 80% of our bus purchases and construction projects.

We are scheduled to replace 48 buses between 2018 and 2023. Our financial model anticipated 20% local funds to purchase these buses, not 100%. Given the recent change in federal funding, the reality is that our financial model cannot support the purchase of these replacement buses.

In addition, we must discuss the cost versus the benefit regarding the type of bus we will purchase in the future. The difference in price between hybrid-electric buses and “regular”, ultra-low sulfur diesel buses is growing rather than shrinking. Hybrids currently cost approximately \$225,000 more than diesel buses. Under our current model, we need more revenue and less expensive buses to maintain current service levels and retain a positive cash balance.

Based on our current economy and the elimination of federal bus and bus facility discretionary grants, we need to increase sales tax revenue if we wish to maintain our current service levels. This option requires we ask voters to increase the sales tax dedicated to public transportation from 0.8 percent to 0.9 percent. This is the maximum level authorized under state legislation. This 0.1 percent would generate approximately \$3.5 million per year.

Our ability to pursue our \$26 million Pattison Street rehabilitation and expansion project depends upon future grant funding opportunities and a strong economic rebound. As a result of the funding cuts described above, we placed the final design on hold. Unfortunately, we still must address several immediately critical elements. We are identifying and prioritizing those essential sub-components of the overall facility upgrade

that crucially impact our ability to operate and maintain service. One example is the need to replace our 30-year-old underground fuel storage tanks.

I hope the issues identified above will stimulate conversation and provide the Authority, the Citizen Advisory Committee, and the larger community a frame of reference in which to begin the discussion about our future and help the Authority decide how best to move the agency forward.

Strengths, Weaknesses, Opportunities, and Threats – SWOT

A traditional approach to assess an organization's status is to conduct a "SWOT" analysis. This involves assessing the organization's strengths, weaknesses, opportunities, and threats. This seems a particularly relevant time to consider this type of analysis and should help us prepare for the uncertainty facing the organization.

Strengths

1. We have strong community support, most clearly demonstrated by the 64% positive vote on the 2010 sales tax increase.
2. We have a large number of strong community partners including our jurisdictions, institutions of higher education, human service agencies, and others.
3. We offer a wide range of programs that provide options to address unforeseen issues or demands for service.
4. We have a strong, dedicated, and well-trained staff. We have been successful addressing the loss of five department directors and our General Manager all since 2010 and recruiting quality employees in all areas.
5. We have good written policies and procedures in place that ensure loss of staff does not adversely affect operations.
6. We have a relatively new, well-maintained fleet of buses, Dial-A-Lift vehicles, and vanpool vans. This allows us to maintain reliable service and provides time to obtain capital funds for replacement at retirement age.
7. We have a strong commitment to sustainability and environmental protection consistent with community values.
8. The implementation of the Environmental and Sustainability Management System (ESMS) provides a sound structure for our environmental and sustainability efforts and improves management practices throughout the operation.
9. We have a strong marketing and communications program and received numerous awards and recognitions that reinforce our positive image.
10. We have an excellent training program that continues to improve and grow. We regularly have participants in Leadership APTA and Leadership Thurston County. This increases our visibility and contacts in the industry and the community and prepares our staff for leadership roles. Nearly all staff attended in-house personal development and communications training within the last

year. In addition, we established, or are in the process of establishing, internal succession training programs.

11. We have an agency-wide culture of continual improvement and a desire to provide excellent service. Our culture is a key reason we continue to develop new programs and win recognition in periods of financial uncertainty and limited growth.

Weaknesses

1. Relying on a single funding source (local sales tax) for approximately 70% of our funding makes it difficult to compensate for a weak local economy and no or slow sales tax growth.
2. MAP-21 eliminated a major source of capital funding. The future of both state and federal funding remains uncertain.
3. We have a significant need for major capital investment to replace vehicles and update the Pattison Street Operations and Maintenance facility.
4. Current facilities are inadequate to fully meet our needs and present operational risks. An example is our server room, which contains our computer and communications equipment. This room has inadequate air-conditioning, various design vulnerabilities, and is too small to accommodate growth in available technology. It will be difficult to adequately address these shortcomings without a significant expenditure.
5. Current funding is adequate to maintain current service levels for the near term only, leaving little ability to add new service or programs.
6. Our workforce is aging. We, like many transit and other public agencies, have a disproportionate number of employees 55 or older. The retirement of these employees will require us to replace a large portion of our professional and supervisory employees. We will lose a great deal of institutional knowledge.

Opportunities

1. The State of Washington provided direct operating funds for the first time beginning in July 2012. The level of funding is relatively small, but we hope it will continue into the future.
2. Funding is in place to expand the Olympia Transit Center. This project offers an opportunity to provide improved facilities and service to our customers.
3. Awards for our sustainability and environmental efforts may offer an opportunity for additional community partnerships and enhance our ability to obtain grant funding.
4. The new Environmental and Sustainability Coordinator position allowed us to pursue ISO 14001 certification and continue improving our sustainability efforts. this should improve operations and enhance our ability to acquire grant funding.
5. The addition of a second FTE dedicated travel trainer will allow us to pursue more community outreach and more effectively address our aging population and rising number of Dial-A-Lift trips.

Threats

1. **Funding:** The trend in sales tax revenue and available federal funding is a threat to both our ability to maintain service levels and purchase new and expanded capital facilities and equipment.
2. **Fuel prices:** An increase in fuel prices could drive an increase in demand for our service while also reducing our ability to maintain or expand service levels. A \$1 increase in fuel prices costs Intercity Transit \$1 million per year or \$6 million over a 6-year period. The same year gas prices hit \$4 per gallon (in 2008), our ridership increased 18%. Our market research indicates a significant percentage of area residents will shift their driving behaviors once gas prices return to \$4 per gallon.
3. **Service demands and expectations:** As our community grows, we will continue receiving requests for new service and the community will expect us to serve new development. Our current financial forecast shows little ability to expand service in the near future. New developments, such as the Hands On Children's Museum, the Thurston County Accountability and Restitution Center, the Hawks Prairie Park-and-Ride Lot, northeast Lacey, northwest Olympia, and others may lead the community to expect new service.
4. **Connections to Pierce County and the Puget Sound region:** This is both a threat and an opportunity. With increasing fuel prices and the extension of Sound Transit commuter rail service (Sounder) to Lakewood in late 2012, demand for express service in the I-5 corridor could dramatically increase. There is an opportunity for us to substantially increase transit ridership and vanpool use in this corridor. The threat is we cannot meet the expectation of new and expanded service with existing finances. We currently await potential award of WSDOT Regional Mobility funding to help address this need.
5. **Centennial Station:** The cities of Lacey, Olympia, Tumwater, Yelm, Thurston County, the Port of Olympia and Intercity Transit signed a five year contract for the maintenance of the Centennial Station. Staff will continue to evaluate the most cost effective way to maintain the facility.
6. **Changing demographics:** Our community is aging and living longer. The number of people over 65 years of age, and particularly those over 80, is projected to increase dramatically in the next 10 to 20 years. This is anticipated to increase the demand for Dial-A-Lift. New service models will be needed, and the cost of special services may force us to make tough choices on how service and resources are allocated.
7. **Financial Status and Outlook:** We have a five-year window to bring our financial model into alignment by increasing revenue, buying less expensive buses, or reducing service. The economy remains unsettled, and federal and state funding opportunities have been either reduced, eliminated or remains uncertain. The current economic and grant funding realities do not support the wholesale rehabilitation and expansion of the Pattison Street facility. While these threats to our financial position exist, we have time to react and avoid dramatic reductions in service or programs.

We entered 2014 approximately \$11 million above the Board policy reserve level. Our current financial forecast shows we will have minus \$1,800,000 in reserve funds at the end of 2019 if we maintain current service, fare and taxing levels.

- An active capital program that includes purchasing buses, Dial-A-Lift and vanpool vehicles, expanding the Olympia Transit Center, and other projects.
- Sales tax revenue was up 1% in 2013 as compared to a relatively flat 2012. Sales tax is forecast in our model to grow 2% through 2014 and 3% from 2015 and beyond. The reduction or, alternatively, the increase of sales tax revenue significantly impacts our financial model.
- Fuel costs are expected to average \$3.72 per gallon in 2014. Actual fuel prices year-to-date are close to this level but some forecasts show a sharp increase. A \$1 per gallon increase raises our annual costs by approximately \$1 million.
- A \$225,000 difference in cost between hybrid and ultra-low sulfur diesel vehicles represents an additional \$12 million increase in funding requirements.
- Both state and federal grant funds are uncertain.

Staff will adjust the current financial forecast to reflect recent sales tax levels, trends in fuel prices, estimates to update and replace critical elements of the Pattison Street facility and the results of MAP-21 federal legislation. We will still have reserve funds, but they will drop below the 90-day reserve level before the end of our current strategic plan. This is a concern but, again, we have time to react to these threats and avoid dramatic reductions in service or programs.

Authority Meeting Highlights
a brief recap of the Authority Meeting of April 2, 2014

Action Items

Wednesday night, the Authority:

- Adopted Resolution 02-2014, which amends the 401(k) Deferred Compensation Plan to allow in-service distributions after attaining the age of 59 ½. (*Ben Foreman*)
- Authorized the General Manager to enter into a 27-month contract with three one-year options to extend with American Landscape Service (ALS) LLC, for the provision of landscaping and grounds maintenance services in an amount not-to-exceed \$108,520, including taxes, for the initial 27-month period. (*Erin Hamilton*)
- Authorized the General Manager to issue a purchase order to Handi-Hut, Inc. for 28 passenger shelters with kiosks, in the not-to-exceed amount of \$113,573, including taxes and freight. (*Jeff Peterson*)
- Directed staff to proceed with an open recruitment for the Citizen Representative position, in conjunction with the Citizen Advisory Committee recruitment. (*Pat Messmer*)
- Received an update presentation on the Bus Stop Project. (*Dennis Bloom*)

Other Items of Interest

- **Welcomed City of Tumwater Councilmember, Debbie Sullivan,** to the Intercity Transit Authority.
- **Welcomed Michael Fuller, Vehicle Cleaner, Ron Hughes, Service Worker, and Marcus Savage, Service Worker.**
- Scheduled a **Planning Session** for Friday, June 20, 2014.
- There are **217 active Vanpool Groups.**
- **Sales tax** is up 1.64% for the year over 2013.
- The **Washington State Rideshare Organization** hosted their Spring Conference here in Olympia this week due in large part to our own Lee Peterson, who is Vice Chair of the Organization. They have tracks for TDM/CTR, Ride Share, Van Pool and have a track for Employee Transportation Coordinators.
- Staff participated in three **transit fairs in March.** Two at the new State Farm Call Center in Tacoma and one at the Edna Lucille Goodrich Building.

- Fourteen staff members and labor reps from the ATU and IAM will attend the **Labor and Employment Relations Association Conference (LERA)** Thursday and Friday in Seattle.
- Staff is coordinating a meeting with TRPC, the City of Olympia and the EDC to discuss development opportunities along Martin Way, specifically in reference to our Pattison Street Rehabilitation and Expansion project and the Underground Storage Tank replacement project.

Pat Messmer

Prepared: April 3, 2014

Attendance Tracking

		3	4	5	6	7	8	9	10	11	12	1	2	3
CAC	Members	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	14-Mar
Leah	Bradley										MEETING CANCELLED			
Mitch	Chong													
Valerie	Elliott													
Sreenath	Gangula		Absent	Absent				Absent						
Jill	Geyen							Absent						
Roberta	Gray			Absent					Absent					Absent
Faith	Hagenhofer		Absent			Absent								
Meta	Hogan												Absent	Absent
Julie	Hustoft												Absent	
Quinn	Johnson							Absent		Absent			Absent	
Don	Melnick							Absent	Absent	Absent				Absent
Alyssa	Neely							Absent						Absent
Joan	O'Connell	Absent						Absent						
Sue	Pierce													Absent
Charles	Richardson					Absent		Absent						
Carl	See													
Kahlil	Sibree							Absent						
Victor	VanderDoes								Absent	Absent				
Michael	Van Gelder													
Dale	Vincent							Absent						Absent

= Joint meeting does not count against required meeting attendance

Sales Tax Revenue Comparisons 2013 vs. 2014

	Actual 2013	Actual 2014	Month to Month % Diff	Month to Month \$ Difference	Cumulative % Difference	Cumulative \$ Difference
January	2,272,070	2,420,745	6.54%	148,675	6.54%	148,675
February	2,910,629	2,892,559	-0.62%	(18,069)	2.52%	130,606
March	2,162,047	2,152,056	-0.46%	(9,991)	1.64%	120,615
April	2,210,631			-		-
May	2,455,417			-		-
June	2,233,315			-		-
July	2,412,485			-		-
August	2,702,518			-		-
September	2,543,615			-		-
October	2,490,550			-		-
November	2,499,139			-		-
December	2,358,323			-		-
Total	\$ 29,250,739	\$ 7,465,361				

	2014 Expected	2014 Actual	Difference	Cum Diff	% Collected	% Expected
January	2,361,821	2,420,745	58,924	58,924	7.96%	7.77%
February	3,025,604	2,892,559	(133,045)	(74,121)	9.51%	9.95%
March	2,247,452	2,152,056	(95,396)	(169,516)	7.08%	7.39%
April	2,297,955		-			7.56%
May	2,552,411		-			8.39%
June	2,321,535		-			7.64%
July	2,507,782		-			8.25%
August	2,809,273		-			9.24%
September	2,644,093		-			8.70%
October	2,588,931		-			8.51%
November	2,597,860		-			8.54%
December	2,451,481		-			8.06%
Total 2014	30,406,199	7,465,361	(169,516)			100.00%

Projected Increase for 2013 3.95%