

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
June 15, 2015
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS & CELEBRATIONS | 20 min. |
| | A. Intercity Transit Authority Representative KAREN MESSMER
<i>(Michael Van Gelder)</i> | |
| | B. Honoring Outgoing Members: Joan O’Connell; Faith Hagenhofer;
Valerie Elliott; Dale Vincent; and Grace Arnis <i>(Michael Van Gelder)</i> | |
| | C. Grace Arnis Presentation on Public Service Announcement Project
<i>(Grace Arnis)</i> | |
| | D. Bike on Bus Video <i>(Kris Fransen)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. June 17, 2015, Work Session <i>(Quinn Johnson)</i> | |
| | B. July 1, 2015, Regular Meeting <i>(Jan Burt)</i> | |
| | C. July 15, 2015, Work Session <i>(Sue Pierce)</i> | |
| IV. | APPROVAL OF MINUTES - May 18, 2015 | 1 min. |
| V. | CONSUMER ISSUES CHECK-IN | 3 min. |
| | <i>(This is to identify what issues you wish to discuss later on the agenda in order to allocate time).</i> | |
| VI. | NEW BUSINESS | |
| | A. BICYCLE COMMUTER CONTEST RESULTS <i>(Duncan Green)</i> | 20 min. |
| | B. CAC SELF-ASSESSMENT RESULTS <i>(Ann Freeman-Manzanares)</i> | 15 min. |
| | C. ELECTION OF OFFICERS <i>(Nancy Trail)</i> | 10 min. |
| | D. 2016 - 2021 STRATEGIC PLAN POLICY POSITIONS
<i>(Ann Freeman-Manzanares)</i> | 30 min. |
| VII. | CONSUMER ISSUES - All | 20 min. |
| VIII. | REPORTS | |
| | A. May 20, 2015, Work Session <i>(Denise Clark)</i> | |
| | B. June 3, 2015, Regular Meeting <i>(Julie Hustoft)</i> | |
| | C. General Manager’s Report <i>(Ann Freeman-Manzanares)</i> | |
| IX. | NEXT MEETING -July 20, 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.

If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 705-5857.

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
May 18, 2015

CALL TO ORDER

Chair Van Gelder called the May 18, 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; Jan Burt; Billie Clark; Denise Clark; Lin Zenki, Faith Hagenhofer, Mitchell Chong; Sue Pierce; and Ursula Euler.

Absent: Julie Hustoft; Valerie Elliott; Quinn Johnson; Charles Richardson; Dale Vincent; Grace Arnis; and Leah Bradley.

Staff Present: Dennis Bloom and Nancy Trail.

Chair Van Gelder noted General Manager Ann Freeman-Manzanares would attend the meeting via teleconference. Please raise your hands and wait to be acknowledged prior to speaking so Ann will know who is speaking.

APPROVAL OF AGENDA

It was M/S/A by HAGENHOFER and EULER to approve the agenda.

INTRODUCTIONS

Van Gelder introduced Authority member, Ed Bricker.

MEETING ATTENDANCE

- A. June 3, 2015, Regular Meeting - Julie Hustoft
- B. June 17, 2015, Work Session - Quinn Johnson

APPROVAL OF MINUTES

It was M/S/A by CLARK and ZENKI to approve the minutes of the April 20, 2015 meeting.

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

- VanderDoes - another kudos to share.

O'Connell arrived.

NEW BUSINESS

Intercity Transit Citizen Advisory Committee

May 18, 2015

Page 2 of 11

- A. CAC SELF-ASSESSMENT -** (*Nancy Trail*) Trail indicated each year the CAC participates in a self-assessment process. This year staff decided, on the recommendation of Charles Richardson, to move from the traditional paper survey to an on-line survey.

Trail stated staff will distribute the link to the survey via email and would appreciate responses completed by June 5, 2015. Staff will compile the results and they will be discussed at the June meeting. Results will also be shared and discussed at the joint meeting with the ITA.

- B. NOMINATION OF OFFICERS -** (*Nancy Trail*) Trail reviewed the CAC Bylaws regarding the process for choosing officers which shall consist of nominations in May and affirmation by majority votes in June. If only one person is nominated a unanimous ballot may be cast. Nominations from the floor are not accepted at the June meeting.

Trail opened the floor for nominations. The following were nominated for Chair: Sue Pierce; Denise Clark; Victor VanderDoes; Lin Zenki; and Ursula Euler.

Trail called for any additional nominations for chair and having received none, closed the nominations.

Trail opened the floor for nominations for Vice Chair. The following were nominated: Jan Burt; and Denise Clark.

Trail called for any additional nominations for Vice Chair and having received none, closed the nominations.

Trail answered questions.

Zenki – asked if voting was done by secret ballot.

Trail - responded that voting by secret ballot was in violation of the Open Public Meetings Act.

- C. ROUTE 42 SERVICE REQUEST -** (*Dennis Bloom*) Bloom introduced himself as the planning manager and Steve Swan as his associate planner. He indicated the requested changes are in the material received in the packet and a handout. The request came about in response to the opening of the Accountability and Restitution Center (ARC). Route 42 is a small circulator route serving the Community College. The route provides transfers to the 43 and 44 routes. The new county jail has a work release program and part of the request is to assist those participating in this program. Route 42 began in 1998 and is the slowest performing route we have. Over the last 3 or 4 years we have narrowed service down into groups of service including morning, midday and afternoon. It meets the needs of the juvenile detention center and we have stayed in touch with the County on that.

Bloom stated with the opening of the new facility the County has asked us to extend service hours from 7:00 am to 7:00 pm with half hour service frequency. If we were to go the full timeframe requested it would increase daily trips from 15 to 25. Currently we are looking at 3 options. Option 1 extends the route and leaves the service as it is. This adds more miles to the route but only 15 trips per day. Option 2 adds 2 additional trips in the early evening extending to 7:00 pm to accommodate the work release program. By extending 2 trips there

Intercity Transit Citizen Advisory Committee

May 18, 2015

Page 3 of 11

is an 11% increase in our costs. One thing to point out is that this includes not only revenue hours but also dead-head time. When we program service we do it by total service miles. Option 3 is we move the times by 5 minutes for each of those blocks. Anytime we move a route it triggers a notification process. This option represents a 71% increase in miles, hours and costs. Bloom indicated we are looking for comments on these options.

Bloom answered questions.

Pierce - asked if the county is going to chip in any money.

Bloom - responded the County has not offered any at this point.

Pierce - inquired why the County waited so long before asking.

Bloom- indicated they weren't sure when they would be able to open it. The facility was complete in 2010 and they weren't able to fund the operation until this year. We didn't know the request was going to be this number of hours, and thought it was simply going to extending the route. The actual mileage increase is .08.

Clark, D. - asked if there is really a need to extend service from facility opening/closing and if there would be enough riders outside the current 3 blocks of time.

Bloom - indicated the County initially wanted 7:00 am to 12:00 pm and then pick up again 3:00 pm to 7:00 pm. Family Court needs the service as it is currently blocked.

Sibree arrived.

Clark, D. - inquired if the County would provide data for a few years and then determine an average.

Bloom - stated we still have to do some homework.

Chong - asked if the County could do some type of survey for the route. Then we could do some type of pilot program.

Bloom - responded the County has not identified how many people are in the work release program. With the new facility opening it will attract people. There are a few hundred houses in the area and a number warehouses. This may increase ridership for a low-performing route.

See - indicated his inclination was to support option 2 and ask for the County to make the case for themselves with data to back it up, or for us to gather the data via a pilot project. He asked if parking was an issue at the facility.

Bloom - indicated the County has a commute trip reduction program for all its employees. They encourage people to take alternate transportation. The County pays for employees to ride transit.

Bricker arrived.

Intercity Transit Citizen Advisory Committee

May 18, 2015

Page 4 of 11

Hagenhofer- indicated she thinks the population could work and doesn't think the County would ask without having the numbers to back it up. She is in favor of option 3.

Zenki- stated she agrees with Hagenhofer. You get more bang for your buck with option 3. Serving the college more frequently would benefit people and she would like to see us make a generous attempt to get people out there.

O'Connell - indicated she doesn't agree that the County knows the numbers. The ridership is important but it's not going to make up the difference in the cost.

Bloom - responded we subsidize ridership with the cost per rider at approximately \$4.75. The County created a facility and it is pretty isolated. They just assumed that service was going to be provided. NE Lacey has been asking for service for a long time and they don't have it.

Sibree - stated he is inclined to recommend option 3. They should be able to count on certain services at certain times. The citizens that need it the most are the people at the ARC.

Euler - indicated she is concerned about the budget on option 3 because she doesn't have enough information to spend money like that. A testing period of time would be a good idea. Option 2 provides them the extended time and it might be a good incentive, if ridership goes up a certain degree to consider expansion into option 3. Bus replacement and the elimination of federal funding are more pressing issues.

Pierce - stated she agrees with Euler and that the concept of build it and they will come doesn't always work with transit. Option 2 is a little bit of an increase and the pockets of time may meet those needs and seems like a good way to get started and give the County time to get their numbers together to justify the things they are asking for in their dream plan.

VanderDoes - indicated it has been a long time opening, how long do you think it will stay open. He supports option 2 - it provides something.

Bloom - stated that is difficult to answer. They are closing the other one, so it would mean they would need to keep it open.

O'Connell - asked if this includes staff going back and forth.

Bloom - responded the County didn't disclose that information. Even though we've asked the question there is a certain amount of reluctance to provide the information. They won't give a specific date for opening.

Clark, D. - indicated the starting time may not get the work release participants where they need to be if they start at 7. Finding out the start time average would be beneficial.

Bloom - responded the original question was what time.

O'Connell - indicated if it comes to the point where you have to help them solve their own problem, they know the schedules and there could be a meeting point.

Bloom – stated the County released an RFP for someone to provide service on the weekends. Funding to bring additional service is an issue and we’re not going for a ballot measure this year. There is no funding to extend service, so who shares those expenses.

Van Gelder – stated there are concerns about increased costs and awareness of tradeoffs recognizing that there have been other areas that have asked for service. If the agency would be performing a useful public service assisting families to get together and the cost would be for a social good. Ridership may increase. Let us know if you need anything more from us.

D. STRATEGIC PLAN - GOALS AND END POLICIES (*Dennis Bloom*) Bloom indicated he was presenting this agenda item on behalf of Ann. The Strategic Plan document is online and these are some of the notes from the ITA’s first meeting on the policy positions for the 2016-2021 Strategic Plan. The ITA had some ideas regarding wordsmithing the goals and end policies which are very succinct and provide direction. The policy analysis is reflective of the goals. There are currently 5 goals and they are suggesting an additional goal to help provide direction to staff and the agency.

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.

Euler – asked why they wanted to add “PTBA-wide.”

Bloom – We currently do not provide services to everyone within the PTBA. In addition, people think that community-wide means more than the PTBA. We are not talking about anything outside the PTBA at this point. The public may not be aware of the PTBA and they are trying to narrow it down to the current boundary.

Hagenhofer – stated she really appreciates the specificity of this – it allows the authority to see where there are gaps in the service in the PTBA. It is good to know that because then it can be addressed.

Euler – asked if the area has been adjusted in recent history in the last few years.

Bloom – responded that in 1999 a statewide initiative removed the excise tax and when it was approved, we lost 45% of our budget. As a result we had to cut 42% of our service and reduce our boundaries.

Sibree left.

Goal 2 Provide outstanding customer service.

End Policy – Customers will report high satisfaction. ~~And ridership will increase.~~

Bloom indicated we may face a situation where we have to reduce service due to the elimination of federal funding. Our success, in that instance shouldn’t be measured on ridership increasing.

Intercity Transit Citizen Advisory Committee

May 18, 2015

Page 6 of 11

Goal 3 Maintain a safe and secure operating system.

End Policy – All Intercity Transit facilities, customers and employees will be assured safety and security.

Bloom stated there was no change to goal 3.

Goal 4 Provide responsive transportation options within financial limitations.

End Policy – Customers and staff will have access to programs and services that benefit and promote community sustainability.

Bloom indicated that in addition to the elimination of federal funding, the Thurston County area has been slow to recover from the economic downturn and our area is just beginning to recover. Adding “within financial limitations” recognizes that we have limited funds.

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.

Bloom stated goal 5 does not change.

Bloom indicated the ITA is adding a new goal recognizing the importance of education.

Goal 6 Encourage use of services.

End Policy – Educate and encourage community members to explore the benefits of public transportation.

Bloom stated this underscores the need to have outreach and educate people. The agency made a request for some grant funding from TRPC for grant funds to create a community conversation to look at what happens to public transportation in the parameters of the budget. If we don't get the sales tax increase we'll be asking for additional funding or we'll be looking at reducing service. TRPC recommended our request for funding go through for approval

O'Connell – remarked that this would allow the dialogue to continue. She would like to see a conversation started if you were in a position to use transit and don't, why not. By doing this we can start breaking myths. This kind of dialogue makes our system safer.

Pierce – indicated goal 6 has been a part of the conversation for a long time.

E. 2016-2021 STRATEGIC PLAN POLICY POSITIONS (*Dennis Bloom*) Bloom stated this is the first of several strategic plan discussions surrounding the annual update. Staff will be coming back with additional questions following future discussions. Bloom indicated he would go through each one and that this will be a continuing conversation over the next few months.

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?

Bloom indicated the agency has been able to piece together some funding this year and DOT has set aside some funding along with surface transportation funding to add to this project.

Hagenhofer – asked if other transit systems in the nation have LIDs that are facility specific.

Bloom – responded yes they do.

Hagenhofer – asked what the agency’s history is of considering one.

Bloom – indicated it is down to the local level how regional money is distributed. For example the federal money that is now available since MAP 21 goes to much larger metropolitan areas and some small rural systems. It is the smaller to medium systems that don’t get money anymore.

Hagenhofer- asked if it would be something that the ITA could discuss.

Bloom – indicated they may. You will most likely see other jurisdictions asking for LID’s as Tumwater just did. They are looking at the same thing and that is one of the avenues they are using.

Van Gelder – suggests the ITA look towards the IRS 6320 rule that allows the public entity to contract with a private entity to develop a facility and that private entity raises funds on the private market, with very little liability on the public entity. They then create a lease and at the end of the lease it is the agency’s free and clear.

Hagenhofer – remarked that arts organizations use it quite successfully.

2. How do 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?

Clark, D. – stated there weren’t enough statistics in the presentation provided last month.

Intercity Transit Citizen Advisory Committee

May 18, 2015

Page 8 of 11

Bloom - remarked we can get additional information. It is a unique program and there are other agencies trying to replicate it.

VanderDoes - stated as with any other grant funded programs we can't say Village Vans yes or no, but what do we lose if we fund it. We have to weigh it against everything else that isn't being funded by a grant.

Euler - asked how this fits into the mission and vision because it is a policy position and is this getting down to a core that doesn't really help. People have to start riding the bus more. Is that really part of the core and vision and mission that Intercity Transit has, and maybe that's the real question. Does it apply to all the funding sources? Can money be spent differently so the financial feasibility grows so we get a better diversity of people riding the bus?

Bloom - indicated the program serves a very specific clientele that lack employment and in the program we are helping them become more participatory in the economy.

Pierce - remarked if grant funding is not available and there other programs or other places that have started their own version, maybe we can partner with them.

3. What roll 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.

Van Gelder - remarked we should search for partners that go beyond DOT.

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.

Bricker - remarked with an enthusiastic yes!

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.

Bloom indicated we moved our server room to DOT as part of these efforts.

Zenki - inquired about the integration of the ORCA card.

Bloom - responded the smart cards are something we're pursuing.

Zenki - inquired about the use of smart phones and that it would be very convenient.

Bloom - remarked that Trimet does it right now.

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 the addition of 10 new groups a year. The program did not add 10 vehicles to the program in 2015.

Hagenhofer – asked if new groups/vehicles are the same thing.

Bloom – responded each group would need a vehicle.

Hagenhofer – remarked this ties to goal 6 and is a great fit for people who think they don't want to use public transportation.

Bloom – indicated JBLM is up to 30 vans. The market is still ripe. Even though gas prices have fallen, the interest to commute as a group is still there.

Hagenhofer – asked if groups more often organized around shared employer or where they live.

Bloom – stated it is typically around the end destination. It has to be at least 10 miles round trip and the average is around 50-60 miles.

Clark, D. – remarked that this links up with goal 4 in additional park & rides and goal 6 and they all interconnect. Even though gas prices have dropped one of the things that has been on her mind in getting riders is getting on the "green" band wagon.

Bloom – indicated he would differentiate vanpools because they can meet at a lot of different places. A park and ride lot has transit service. We don't have many park and pool lots. It is typically at a church because they aren't using it during the week.

Euler – asked how much vanpools are subsidized.

Bloom – stated they mostly pay for themselves with over 90% recovery.

Euler – asked if this includes the purchase of the vehicle.

Bloom – responded they are typically purchased with grant funds. We have 213 vanpools on the road.

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?

Intercity Transit Citizen Advisory Committee

May 18, 2015

Page 10 of 11

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.

Clark, D. - asked if the current structure is sustainable with today's budget.

Bloom - responded it is under the current budget. In anticipation of going out for a sales tax election, a piece to that is the board went ahead and raised the fares by \$.25. This was a 33% increase, and as a result you will lose ridership. There is that tradeoff. We looked at the cost of living and people who ride the bus and those are the elements that go into the conversation with the transit authority.

Clark, D. - asked if it is sustainable not to raise it.

Bloom - indicated the numbers Ben brought forward currently sustain it. It doesn't address replacing the fleet, or Pattison replacement, or increase in service. The base adult fare is \$1.25. The question is do we continue to revisit this every 3 years.

Pierce - remarked having it on a schedule every 3 years is beneficial and reasonable.

Burt - remarked that since there are certain things considered during a fare increase - is there a formula.

Bloom - responded we look at what the local economy is doing, cost of living, cost of goods, etc. Then he does an elasticity study that is based on a formula.

Chong - stated if we do present a fare increase to the public we should show them positive changes that will happen with the increase.

VanderDoes - stated everything goes up every year and thinks we should look at it every year. It's a mistake not to, at a minimum every 2 years.

Clark, B. - remarked it is like the postage stamp it is one of the best deals around, riding the bus is a really good deal.

CONSUMER ISSUES

- *VanderDoes* - attended a Kokua board meeting recently, and they provide supportive living services for the developmentally disabled. They were looking to expand services. The feedback at the meeting and with other people who have handicapped children was positive for our transit system. He doesn't normally mention the CAC, but we are very well thought of in that community.

Van Gelder - This is all part of the story we can tell about Intercity Transit.

REPORTS

Intercity Transit Citizen Advisory Committee

May 18, 2015

Page 11 of 11

- *Burt* – provided the report from the May 6, 2015, Authority meeting including the introduction of new employees; scheduling a public hearing for June 3rd on Route 42 Service Request; authorized several purchases; and changed the CAC recruitment to the fall.
- *Trail* – asked members to mark their calendars for our annual Transit Appreciation Day celebration on August 12, 2015. Trail reported that the Intercity Transit Wellness Committee had recently received recognition from the State of Washington Team WorkWell for our program and received the American Heart Association’s Fit Friendly Worksite designation. Trail then read a letter from the Lacey Police Department recognizing Intercity Transit’s assistance in a recent criminal investigation.

NEXT MEETING: June 15, 2015.

ADJOURNMENT

It was M/S/A by O’CONNELL and BURT to adjourn the meeting at 7:40 pm

Prepared by Nancy Trail, Recording Secretary/
Executive Assistant & Public Records Officer, Intercity Transit
G:\CAC\Minutes\2015\20150518Minutes.docx

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-A
MEETING DATE: June 15, 2015**

FOR: Citizen Advisory Committee
FROM: Duncan Green, BCC Specialist, 705-5874
SUBJECT: 2015 Bicycle Commuter Contest Update

-
- 1) **The Issue:** Brief the Citizen Advisory Committee on the results of the 2015 Bicycle Commuter Contest.

 - 2) **Recommended Action:** For information and discussion.

 - 3) **Policy Analysis:** Intercity Transit made encouragement and promotion of transportation options a key part of its mission. This includes non-motorized alternatives like bicycling. The agency took over the Bicycle Commuter Contest in 2006.

 - 4) **Background:** This year's Bicycle Commuter Contest (BCC), which ran the full month of May, had the highest number of participants in its history. Over 1,700 people registered for the 2015 event, and about 600 were trying it for the first time.

Bicycling is a significant element in Thurston County, and Intercity Transit's incorporation of bicycling into its trip reduction and alternative commute promotion has been received well. Under the agency's guidance, the program has seen increasing participation, enthusiastic sponsorship, strong event attendance and media attention. The BCC broadened and sustained successful partnerships between Intercity Transit, local jurisdictions, the business community, and the general public as well as generated public goodwill.

This is Intercity Transit's tenth year administering this countywide event. For the seventh consecutive year, Duncan Green directed the BCC and related efforts as a temporary employee (a six month position). He is assisted by Kris Fransen, lead Intercity Transit staff involved in commute trip reduction activities with commuters and area employers.

Intercity Transit has been recognized by the American Public Transportation Association with an Ad Wheel Award (2007), a top marketing honor within the public transportation industry, for the Bicycle Commuter Contest.

5) **Alternatives:** N/A

6) **Budget Notes:** The cost of the Bicycle Commuter Contest is largely staff time for one temporary position. The annual budget for the BCC is \$20,000; however, expenditures are usually less than this amount due to sponsorships and in-kind support

7) **Goal Reference:** Goal #4, *"Provide responsive transportation options."* Goal #2, *"Assess the transportation needs of our community."*

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-B
MEETING DATE: June 15, 2015**

FOR: Citizen Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: CAC Self Assessment Results

-
- 1) **The Issue:** The Citizen Advisory Committee will discuss the results of their recently completed self-assessment.
-
- 2) **Recommended Action:** Discuss results of the assessment; prepare to share the information with the Authority at a future joint meeting.
-
- 3) **Policy Analysis:** Per the Operating Principles, the Citizen Advisory Committee will conduct a self evaluation (assessment) at least annually and present the results to the Transit Authority.
-
- 4) **Background:** All 20 members of the CAC were eligible to participate in the self-assessment process, and 16 members completed the self-assessment.

The results and comments are included on the attached document.

Members will have opportunity at the meeting to seek clarification, identify areas of strength and opportunity. If the CAC identifies areas needing further development, staff will work with the Chair to schedule time for additional CAC discussion.

-
- 5) **Alternatives:** N/A
-
- 6) **Budget Notes:** N/A
-
- 7) **Goal References:** The CAC works with the Authority to meet all goals of Intercity Transit.
-
- 8) **References:** 2015 CAC Self-Assessment Results.

CAC Self Assessment 2015

Thursday, June 11, 2015

16

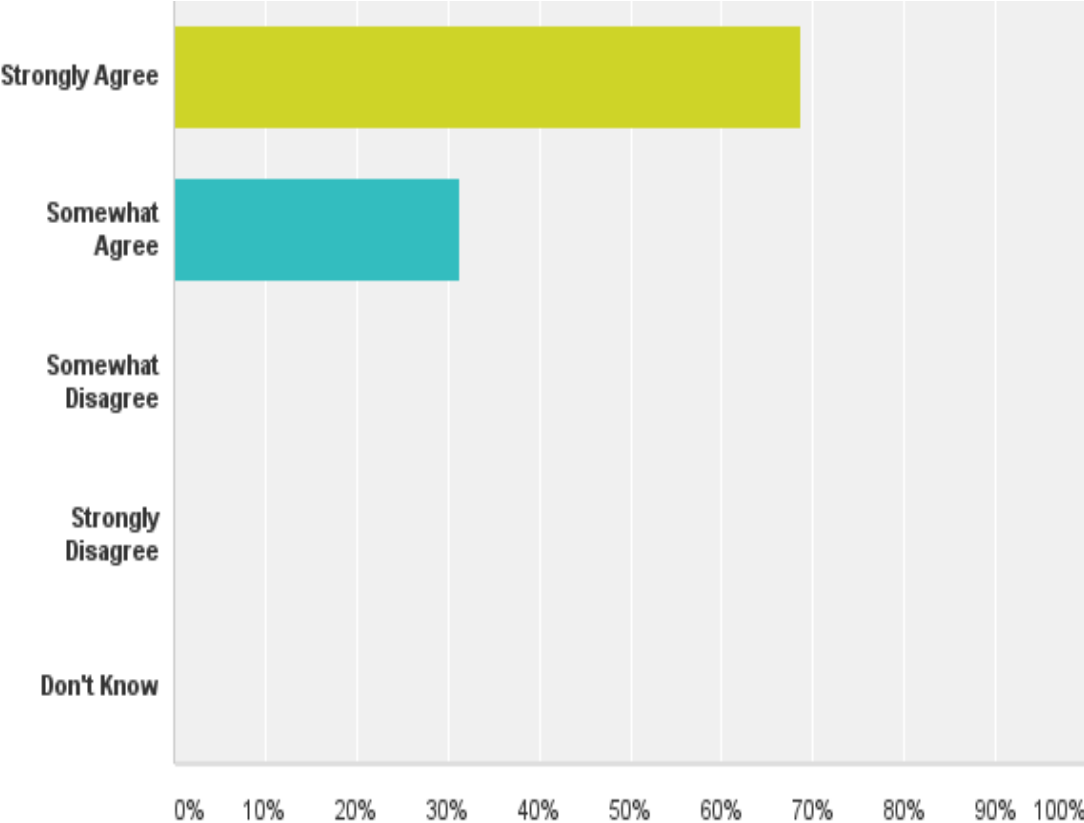
Total Responses

Date Created: Thursday, April 30, 2015

Complete Responses: 16

Q1: We remained faithful to our purpose.

Answered: 16 Skipped: 0



Q1: We remained faithful to our purpose.

Answered: 16 Skipped: 0

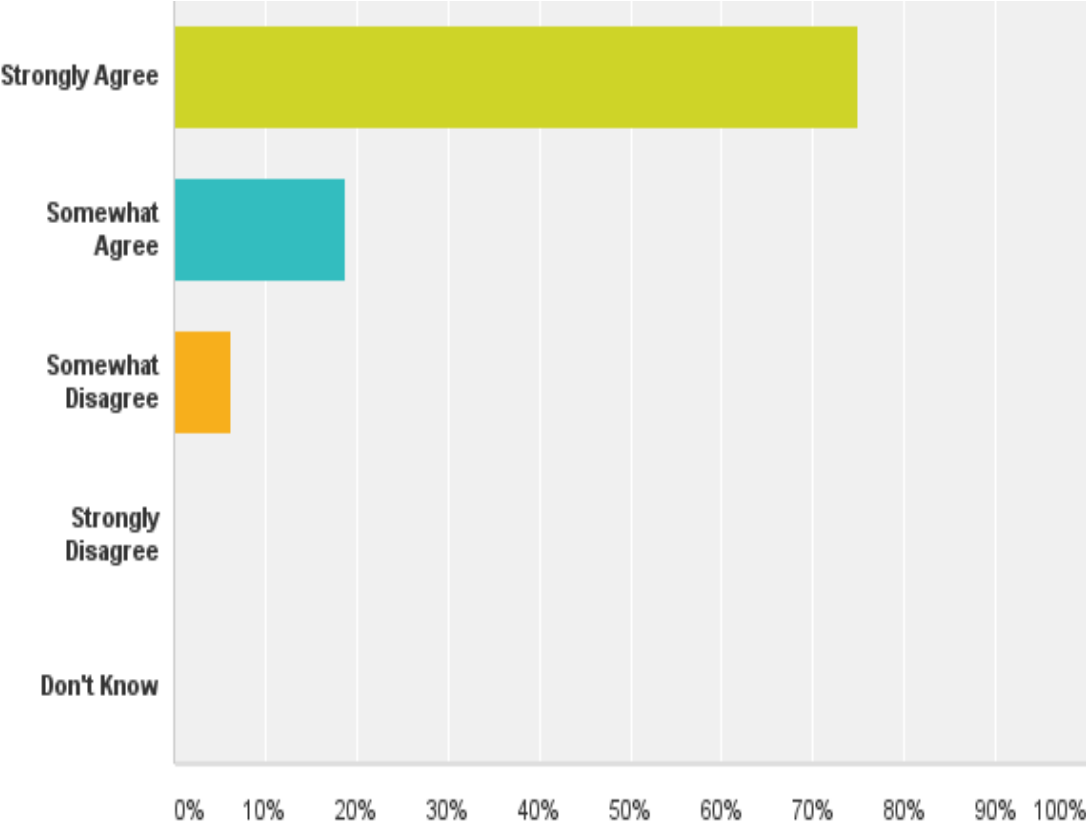
Answer Choices	Responses
Strongly Agree	68.75% 11
Somewhat Agree	31.25% 5
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 16	

Comments:

- For the 6 months that I'm aware of, YES.
- I think we are expanding our role somewhat-to the better. The CAC has started seeing a broader, more "strategic role" for itself.
- You might want to rephrase this question or make this question was the Orioles, but adding more questions about what you mean by a faithful.

Q2: The Citizen Advisory Committee represents the community.

Answered: 16 Skipped: 0



Q2: The Citizen Advisory Committee represents the community.

Answered: 16 Skipped: 0

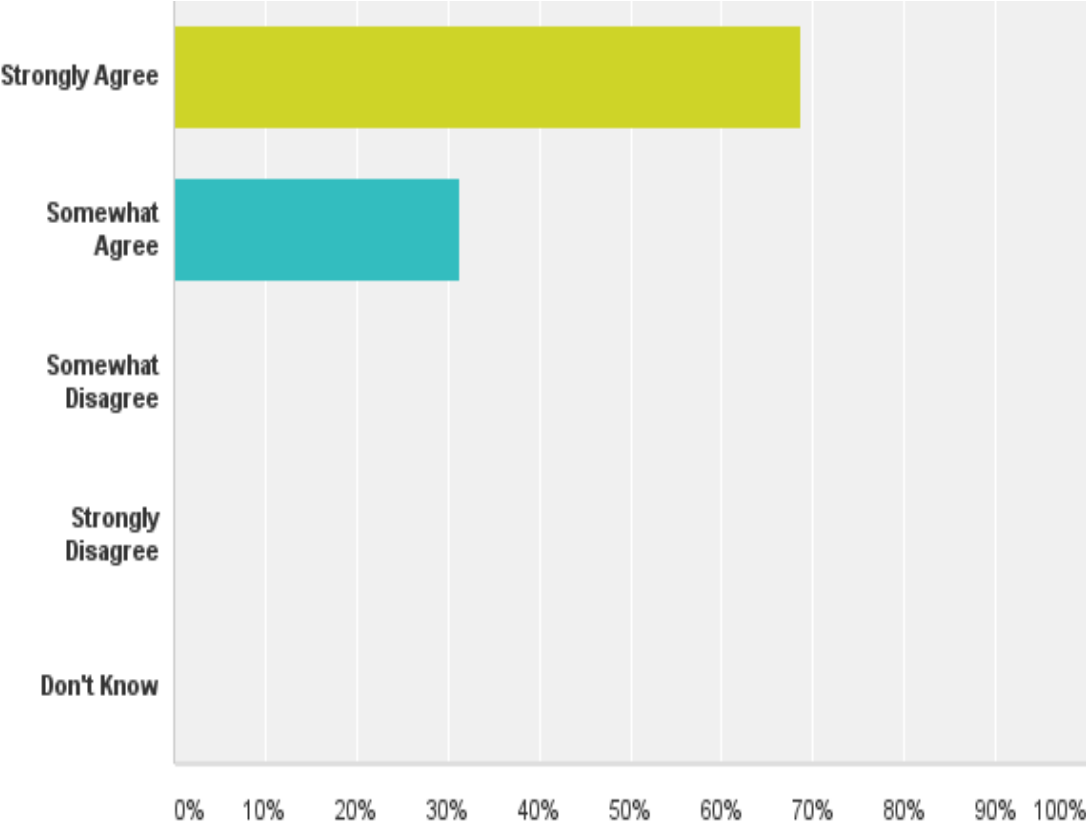
Answer Choices	Responses
Strongly Agree	75.00% 12
Somewhat Agree	18.75% 3
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 16	

Comments:

- We have a good cross-section of people and backgrounds representing the Community.
- I do think CAC represents the community. However, I think we need to make our committee more public for people to see that we are there for them and they may go to us for more questions. I think we should be more seen in public or on photographs at the transit centers or in the news riders. Somehow we must be able to represent them better by more advertisements of the committee and who we are.
- I think that the new members have really increased our community representation. A continuous effort, but a strong step in the right direction this year.
- We have a diverse group of people in the CAC that provides a diverse range of views.
- The diversity of the CAC has increased over the years. This gives more credence to the CAC that it is truly representing the community.

Q3: Intercity Transit and the community benefited from our input.

Answered: 16 Skipped: 0



Q3: Intercity Transit and the community benefited from our input.

Answered: 16 Skipped: 0

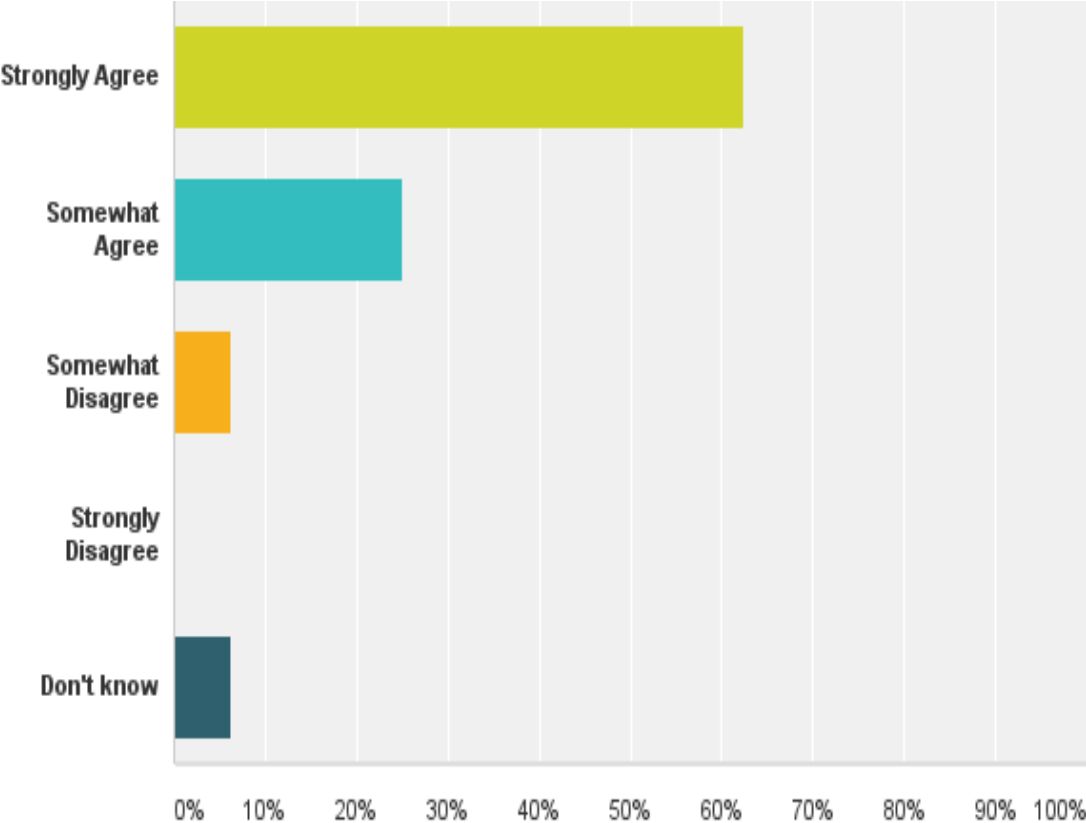
Answer Choices	Responses	
Strongly Agree	68.75%	11
Somewhat Agree	31.25%	5
Somewhat Disagree	0.00%	0
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
Total Respondents: 16		

Comments:

- I can only speak for the previous 5 months but based on what know/hear, we have made an impact.
- Definitely. CAC members have helped hone staff's awareness of opportunities and concerns, both with input on presentations, and by raising a variety of issues (and compliments) nearly every month. This provides the community with a better and more accountable transit system.
- Having citizens provide input directly to the Authority keeps the Authority aware of what the needs of the citizens are.

Q4: We add value to the Transit Authority's decisions.

Answered: 16 Skipped: 0



Q4: We add value to the Transit Authority's decisions.

Answered: 16 Skipped: 0

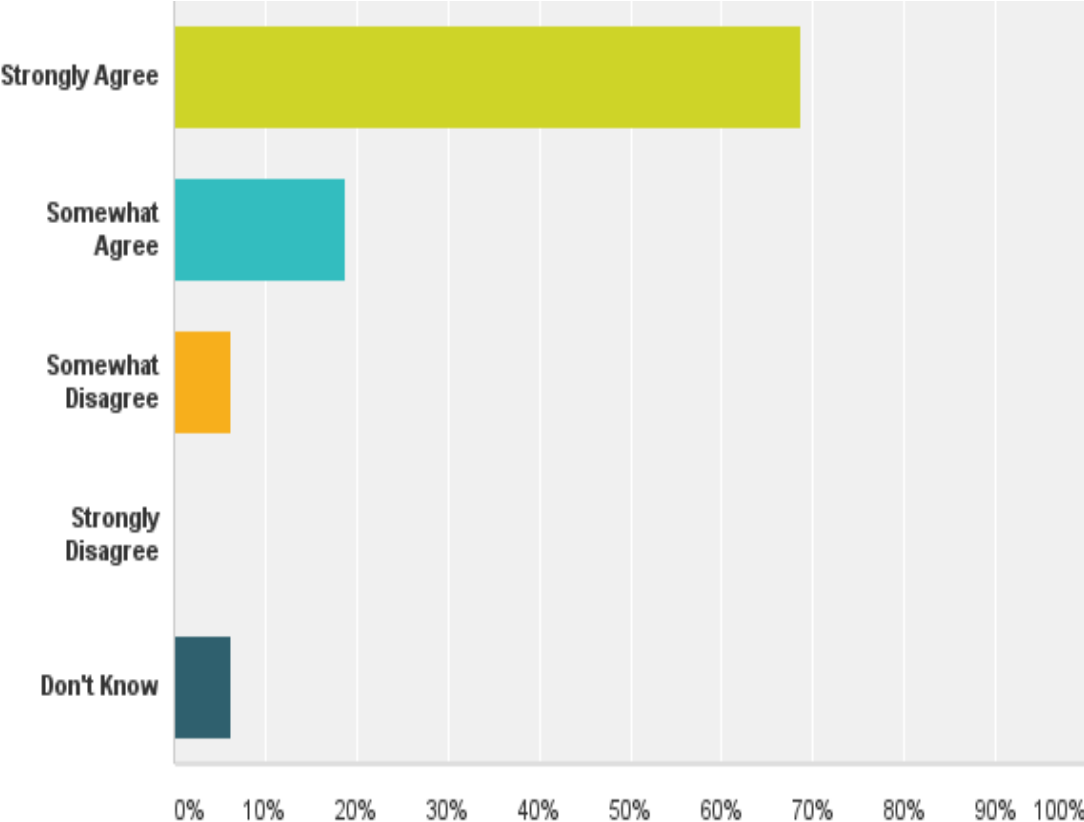
Answer Choices	Responses	
Strongly Agree	62.50%	10
Somewhat Agree	25.00%	4
Somewhat Disagree	6.25%	1
Strongly Disagree	0.00%	0
Don't know	6.25%	1
Total Respondents: 16		

Comments:

- I agree. While I cannot speak to specifics, the fact that they have access to Community needs/ wants through us strengthens the both our teams.
- Can you thoroughly tell me what you mean by adding value.
- I strongly agree that the ITA considers our input, and I think that filling the empty positions with quality candidates has resulted in an enlivened discussion. I continue to feel, however, that there are opportunities to improve our capacity to provide value with changes to the meeting structure and perhaps to expectations.
- The interactions between the TA and CAC have greatly improved over the years, which demonstrates the worthiness and importance of the CAC.

Q5: Our meetings are run well.

Answered: 16 Skipped: 0



Q5: Our meetings are run well.

Answered: 16 Skipped: 0

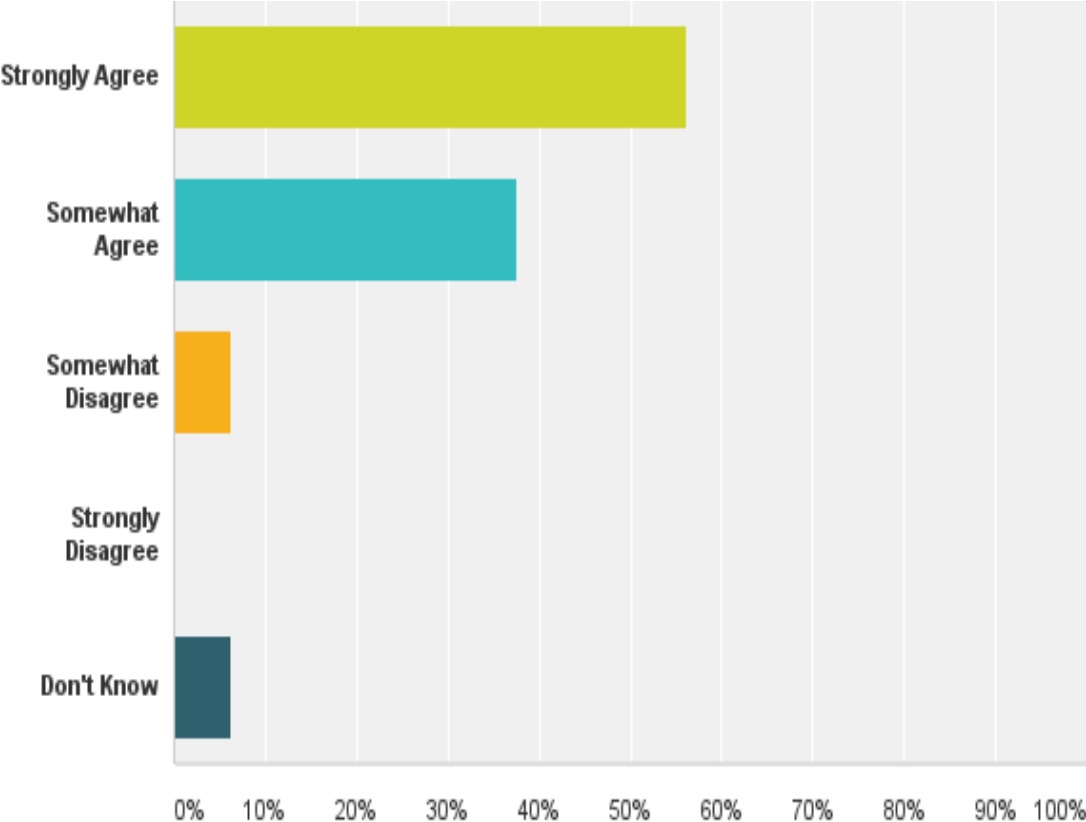
Answer Choices	Responses
Strongly Agree	68.75% 11
Somewhat Agree	18.75% 3
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	6.25% 1
Total Respondents: 16	

Comments:

- I appreciate that they start on time, are kept 'moving along' and value everyone's input.
- That is for others to determine
- The IT staff do a great job in keeping the CAC meetings informative and interesting
- Always on time and always a few light funny moments to keep things moving.
- Would like to see less social-like talking and laughing and more concentration on the matters at hand. This would keep the CAC meetings more in-line with their purpose and make for shorter meetings with issues/concerns addressed directly. Over the last couple of years I've noticed that the CAC meetings have taken on somewhat more of a social aspect/context than in prior years. Some fun is good in a meeting, but when discussions take on too much of a social aspect, things are not accomplished as they should be. Also I've noticed that some friction has developed with some of the CAC members. This attitude needs to be left outside the meeting. The CAC has a specific purpose and personal/personnel dislikes/attitudes have no place in the meetings.

Q6: I feel satisfied with my participation level within the Citizen Advisory Committee.

Answered: 16 Skipped: 0



Q6: I feel satisfied with my participation level within the Citizen Advisory Committee.

Answered: 16 Skipped: 0

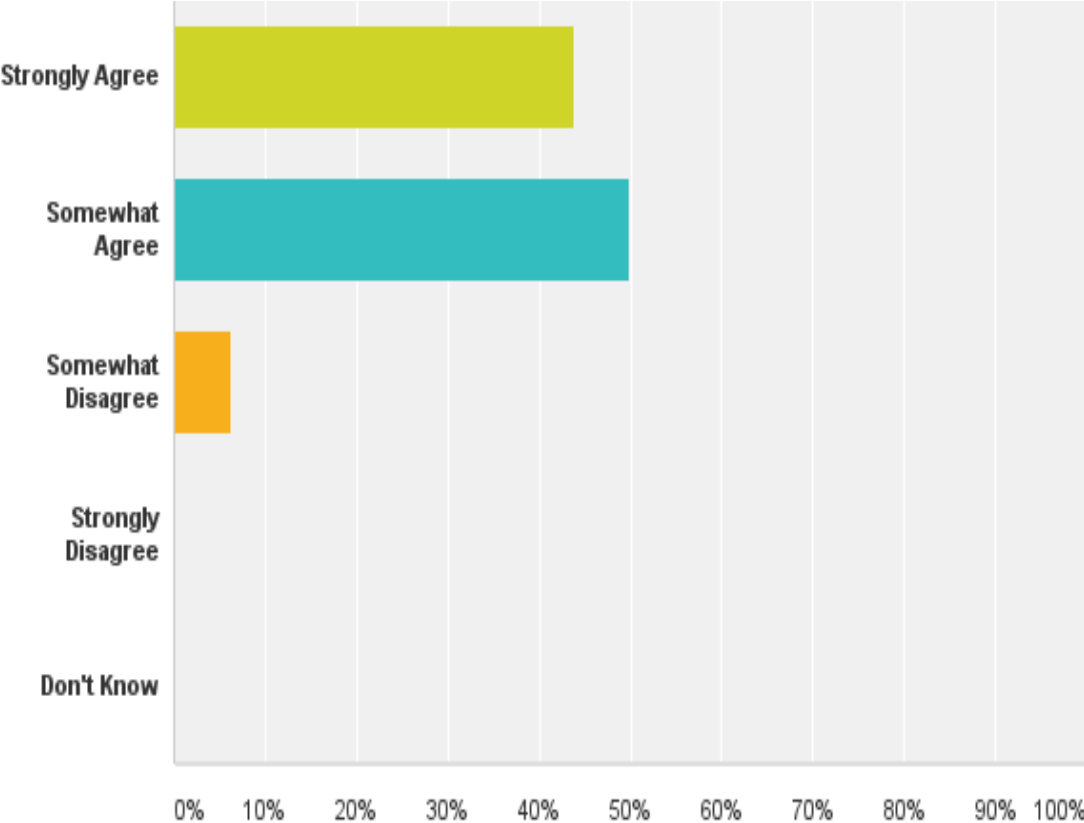
Answer Choices	Responses
Strongly Agree	56.25% 9
Somewhat Agree	37.50% 6
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	6.25% 1
Total Respondents: 16	

Comments:

- For the most part, yes. As knowledge around issues increases, I believe my input will also increase.
- Some of the things I implemented when I started I did not receive any type of consideration in other meetings after that.
- An idea for new CAC members: Ask veteran members if they would be willing to mentor new members as they learn processes and gain comfort participating.
- I've enjoyed my two years as Vice-President, and other opportunities like the transit conference last August.
- I am new to the committee and am still on the uphill learning how and what goes on in the meetings. I feel that I have learned an enormous amount so far.

Q7: I am prepared for meetings.

Answered: 16 Skipped: 0



Q7: I am prepared for meetings.

Answered: 16 Skipped: 0

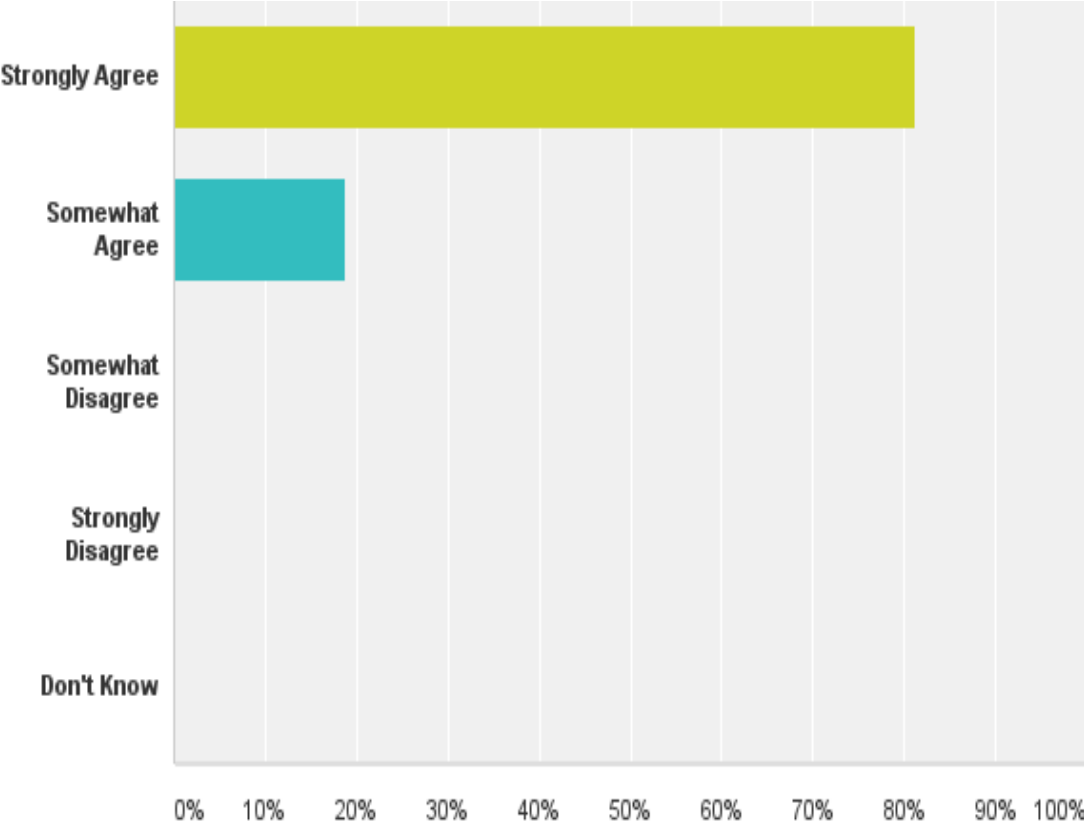
Answer Choices	Responses
Strongly Agree	43.75% 7
Somewhat Agree	50.00% 8
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 16	

Comments:

- With the exception of one meeting, I've had plenty of time to get through the agenda items and read about things going on with the ITA. For one meeting, I had not quite finished the reading.
- Never enough time in the day, but I do feel ready to engage in the discussion at each meeting.

Q8: I feel comfortable contributing at the meetings.

Answered: 16 Skipped: 0



Q8: I feel comfortable contributing at the meetings.

Answered: 16 Skipped: 0

Answer Choices	Responses
Strongly Agree	81.25% 13
Somewhat Agree	18.75% 3
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 16	

Comments:

- Yes.
- Yes, I think the Chair, other CAC members, and presenters set a welcoming tone for input.
- I'm getting there

Q9: Are there any topics, specific to Intercity Transit services you are interested in discussing, getting further clarification on, or having presentation made available at CAC monthly meetings?

Answered: 16 Skipped: 0

Comments:

- As a cyclist, I often find that I am riding the sidewalks out of downtown (Capital Blvd) as the road and parking lanes = tight space for riders. I would like to know if a bike "lane" map exists for Olympia. Also, the bumps on the side of the road on the freeways are called 'wake up bumps' (I think). I would like to see those bumps added in front and around schools as 'LOOK UP bumps. Bicycle and foot traffic is heavy at the end of the school day and parents are busy looking at their kids in the back seat, OR, people seem to be busy texting and don't see foot traffic. Is there a law that says you cannot ride on the sidewalk?? [Of course I move off the sidewalk when I see a walker coming toward me.]
- I've really loved being a part of the CAC! I'm glad I had the opportunity.
- Discussion of how do we reach more people to ride buses. How do we reach more disabilities people. Example younger people who use walkers is it "OK "for driver to put down ramp, is that easily done?
- More time to discuss strategy, the big picture.. presentations around learning about the complexities of planning...
- I think what we should see are more improvements of our existing routes by adding more buses to certain routes, rather than giving more assistance to the village vans and making bad judgments on adding more services to areas that are not needed. Just because we have government offices saying we do need it without seeing the proper statistics on board passenger statistics. If we don't gather more services to the existing routes that need that buses for our passengers, people will get upset if we don't try to improve the services that we already have. I will give it an example. I believe that all bus routes that have one hour intervals between buses on each routes should be increased to half an hour intervals between bus

Q9 Continued

- I have enjoyed every topic so far.
- Discussions that give clarity to how the route system is designed and how schedules are decided upon. Also, it might be helpful to briefly review and highlight aspects of the Roberts Rules of Order when new members start to keep everyone on the same page regarding meeting rhythm and flow.
- Not at this time.
- Budget/service issues
- Not at this time.
- I have no input at this time.
- What actions are we taking to address financial issues.
- I am concerned with CAC member attendance. Over the past year I have noticed that several members have had three or more absences. It would appear that our attendance policy is not being implemented. The CAC functions only when its members are informed at the meetings. Otherwise, the purpose of the CAC may not be fully accomplished and time is wasted bringing the absent members up-to-date. I would like to see this policy more strictly applied or be provided with an explanation as to why this is not being done. I would also suggest that when people apply for the CAC that the application (preferably) and/or during the interview, they be informed of the attendance policy and sign off (on the application) that they are able to commit to their term attendance policy. I believe that the more CAC members present at the meetings, the more productive and cohesive the CAC will be.
- No
- More information about future financing
- I am curious about operator scheduling, and the training the operators receive. I hear about shifts and schedules divided into more than one route, curious about "operator rest" timing/ scheduling.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-C
MEETING DATE: June 15, 2015**

FOR: Citizen Advisory Committee
FROM: Nancy Trail, 705-5857
SUBJECT: Election of Officers

1) **The Issue:** The Citizen Advisory Committee will conduct elections for their officers.

2) **Recommended Action:** Elect a Chair and Vice-Chair.

3) **Policy Analysis:** Per the Operating Procedures, nominations are made in May and elections conducted in June.

4) **Background:** At the May 18, 2015, meeting five members were nominated for Chair: Sue Pierce; Denise Clark; Victor VanderDoes; Lin Zenki and Ursula Euler. All members accepted the nominations. Subsequently Lin Zenki withdrew her nomination. Votes will be taken by a show of hands and the member with the most votes will be elected Chair.

Also at the May 18, 2015, meeting two members were nominated for Vice-Chair: Jan Burt; and Denise Clark. Both members accepted the nominations. Votes will be taken by a show of hands and the member with the most votes will be elected Vice-Chair.

The new officers will take office at the July meeting and reside through June 30, 2016.

5) **Alternatives:** N/A

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

7) **Goal References:** N/A

8) **References:** Operating Procedures.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-D
MEETING DATE: June 15, 2015**

FOR: Intercity Transit Authority
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: 2016 - 2021 Strategic Plan Policy Positions

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

 - 2) **Recommended Action:** Discuss and provide recommendations to the Authority.

 - 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.

 - 4) **Background:** Every year the Authority defines critical policy issues and establishes direction for staff and the future of Intercity Transit. This is the second of those meeting sessions for the CAC to review and provide recommendations.

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. **Should Intercity Transit maintain status quo service levels in 2016 or consider new or expanded local transit services needed to serve the growing population?**

Authority Direction for 2015: While new or expanded local services are needed to serve our current population, our financial outlook necessitates a conservative approach. If state funding is approved, continue two grant-funded Express Routes - Tumwater to Lakewood and Olympia to Seattle.

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

Authority Direction for 2015: Approach state and federal funding sources to provide assistance in meeting the public transportation demand in the 1-5 corridor. Continue support of the vanpool program and continue to work with our partners to consider alternatives for serving the corridor.

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

Authority Direction for 2015: Work with the state to identify adequate parking for the dash. Work with area stakeholders to market and cross promote transit in core areas of downtown Olympia, Lacey, and Tumwater. Work with major employers and jurisdictions regarding parking, using commute alternatives and CTR plans.

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

Authority Direction for 2015: We currently do not offer local express service which operates in major corridors increasing service speeds by reducing the number of stops to reduce travel times. Continue to support transit signal prioritization. Monitor intra-county ridership related to the Tumwater to Lakewood and Olympia to Seattle service.

5. Should Intercity Transit seek alternative funding sources involving stakeholders in an extended dialogue to determine if a mutually acceptable strategy can be derived?

Authority Direction for 2015: Bring together community stakeholders in having a greater role in providing alternative funding for transit services rather than relying on federal funding. Request assistance from TRPC to facilitate a community conversation about the gap in regional expectations and available funds.

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

Authority Direction for 2015: Consider an August 2015 sales tax election to levy the additional 0.1 percent with all revenues dedicated to capital. The 2015 State Legislature is considering an additional sales tax option for Intercity Transit. The Authority directed staff to hold on the August election date pending a decision. The issue was not resolved by the August election resolution filing date of May 8, 2015. The Authority needs to consider alternative direction.

7. Should Intercity Transit pursue efforts to coordinate service with local school districts?

Authority Direction for 2015: Continue its Youth Education program and continue to work with schools and youth to teach skills in safe biking, walking and transit use.

8. What level of passenger amenities (bus shelters, benches, lighted stops, passenger information) is appropriate

Authority Direction for 2015: Continue to pursue funding to enhance bus stops for our customers. Continue improvements with a priority on making all stops ADA accessible. Prioritize bus stop improvements by the level of passenger activity emphasizing on stops located near facilities that serve elderly persons, those with special transportation needs and located on major corridors.

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

Authority Direction for 2015: Focus on community engagement and assertively market our services. Focus on improving our website to better serve our various constituents and pursuing outreach through social media. Pursue our customer satisfaction and market segmentation work to support our next short and long range service plan.

10. **What steps should Intercity Transit take to reduce emissions and the negative environmental impacts of our operation?**

Authority Direction for 2015: Continue to focus on our vehicle fleet and the products we use throughout our operations. Continue to focus on land use planning and comprehensive plans. Advocate for development that supports the use of transportation alternatives. Maintain our ISO-14001 certification and seek to reduce energy, water usage and waste production.

11. **What should be Intercity Transit's policy and action related to expansion of the PTBA?**

Authority Direction for 2015: Consider annexation of new areas only if representatives of those areas request the Authority take steps to hold an annexation election and can demonstrate that there is significant support for the area to be annexed.

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

Authority Meeting Highlights
A brief recap of the Authority Meeting of June 3, 2015

Action Items

Wednesday night, the Authority:

- Conducted a public hearing to receive comment on proposed changes to Route 42 that extends the current route to the County's new Accountability and Restitution Center; and increases service hours. (*Dennis Bloom*)
- Adopted the 2016-19 Transportation Improvement Program (TIP) for projects with anticipated FTA funding. (*Bob Holman*)
- Authorized the General Manager to enter into a contract for the construction of 27 bus stop pads with Asphalt Patch Systems, Inc., in the not-to-exceed amount of \$116,450, including taxes. (*Tammy Ferris*)
- Reappointed Citizen Advisory Committee member Mitchell Chong to a three-year term beginning July 1, 2015, through June 30, 2018. (*Ann Freeman-Manzanares*)

Other Items of Interest

- Welcomed Michael Kingsley and Jesse Singh, Vehicle Cleaners.
- Welcomed Breezy Medina, Commuter Services Assistant.
- Received a brief presentation from the Wellness Committee Chair, Shannie Jenkins and Vice Chair, Nancy Trail. The Wellness Committee received two outstanding awards recently: The American Heart Association presented Intercity Transit with an award for successfully completing the Gold Fit-Friendly Worksite program; and the 2015 Z08 Award through PEBB for "outstanding contribution to creating a culture of health and wellness in the workplace."
- Sales tax for May was 9.48%.
- There are 207 active vanpool groups.
- There are 171 new vanpool riders enrolled since the 2014-2015 Vanpool Incentive Program began in the Fall of 2014.
- The two grant-funded express services were approved by the House and Senate. Once signed by the Governor, Intercity Transit can continue the Olympia to DuPont and Tumwater to Lakewood service.
- Intercity Transit's Maintenance Department switched to synthetic oil which is resulting in a 3.58% increase in fuel mileage and a reduction in wear and tear on the vehicles.

Pat Messmer
Prepared: June 4, 2015

		5	6	7	8	9	10	11	12	1	2	3	4	5
CAC	Members	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	15-May
Grace	Arnis									Absent				Absent
Leah	Bradley												Absent	Absent
Jan	Burt													
Mitch	Chong	Absent		Absent	Absent		Absent					Absent		
Billie	Clark													
Denise	Clark													
Valerie	Elliott							Absent						Absent
Ursula	Euler											Absent		
Faith	Hagenhofer	Absent			Absent		Absent				Absent	Absent		
Julie	Hustoft					Absent				Absent				Absent
Quinn	Johnson			Absent	Absent	Absent		Absent					Absent	Absent
Joan	O'Connell				Absent	Absent								
Sue	Pierce												Absent	
Charles	Richardson	Absent			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						Absent
Lin	Zenki										Absent			

MEETING CANCELLED

= Joint meeting does not count against required meeting attendance