

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
March 19, 2012  
5:30 PM**

**CALL TO ORDER**

- |              |   |                |
|--------------|---|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>   | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>  | <b>1 min.</b>  |
|              | <b>A. Introduction of Sandra Romero, County Commissioner</b>        |                |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>   | <b>3 min.</b>  |
|              | <b>A. March 21, 2012, Work Session</b> ( <i>Rob Workman</i> )       |                |
|              | <b>B. April 4, 2012, Regular Meeting</b> ( <i>Steve Abernathy</i> ) |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - February 13, 2012</b>                      | <b>1 min.</b>  |
| <b>V.</b>    | <b>TABLED FROM LAST MEETING</b>                                     |                |
|              | <b>A. Providing Reduced Price Individual Bus Tickets</b>            | <b>20 min.</b> |
|              | <i>(Mike Harbour)</i>   |                |
|              | <b>B. Amendments to Bylaws</b> ( <i>Rhodetta Seward</i> )           | <b>10 min.</b> |
| <b>VI.</b>   | <b>NEW BUSINESS</b>   |                |
|              | <b>A. Village Vans 2011 Update</b> ( <i>Ann Bridges</i> )           | <b>20 min.</b> |
|              | <b>B. State of IT</b> ( <i>Mike Harbour</i> )                       | <b>20 min.</b> |
|              | <b>C. 2012 Youth Recruitment Process</b> ( <i>Rhodetta Seward</i> ) | <b>15 min.</b> |
| <b>VII.</b>  | <b>CONSUMER ISSUES - All</b>  | <b>20 min.</b> |
| <b>VIII.</b> | <b>REPORTS</b>  |                |
|              | <b>A. March 7, 2012, Regular Meeting</b> ( <i>Don Melnick</i> )     | <b>3 min.</b>  |
|              | <b>Highlights attached</b>  |                |
| <b>IX.</b>   | <b>PUBLIC COMMENT</b>   | <b>10 min.</b> |
| <b>X.</b>    | <b>NEXT MEETING - April 16, 2012</b>                                |                |

**ADJOURNMENT**

**MINUTES  
INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
February 13, 2012**

**CALL TO ORDER**

Vice-Chair Faith Hagenhofer called the February 13, 2012, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Gerald Abernathy; Steve Abernathy; Wilfred Collins; Matthew Connor; Valerie Elliott; Sreenath Gangula; Catherine Golding; Roberta Gray; Faith Hagenhofer; Meta Hogan; Julie Hustoft; Don Melnick; Joan O'Connell; Charles Richardson; Carl See; Kahlil Sibree; Michael Van Gelder, and Rob Workman.

**Absent:** Jill Geyen

**Staff Present:** Mike Harbour, Rhodetta Seward, Ann Freeman-Manzanares, Emily Bergkamp, Dennis Bloom, and Shannie Jenkins.

**APPROVAL OF AGENDA**

**It was M/S/A by Hustoft and Melnick to approve the agenda.**

**INTRODUCTIONS**

A. Board member, Ed Hildreth, City of Tumwater Councilmember, was introduced.

**MEETING ATTENDANCE**

A. **February 15, 2012, Work Session** - Meta Hogan.

B. **March 7, 2012, Regular Meeting-** Don Melnick.

**APPROVAL OF MINUTES - January 9, 2012, Minutes**

**It was M/S/A by Gray and Hustoft to approve the minutes of January 9, 2012, as presented.**

*S. Abernathy arrived.*

## CAC MEETING MINUTES

February 13, 2012

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### NEW BUSINESS

**A. Dial-A-Lift Update** – Bergkamp presented the service summary of Dial-A-Lift for 2011. This was the 21<sup>st</sup> Anniversary of the American with Disabilities Act (ADA). Intercity Transit provided accessible transportation since 1981, and the ADA plan was written in 1992 to establish ADA compliance.

*Van Gelder arrived.*

Major transportation requirements are:

- Accessibility of all new transportation facilities and vehicles used in fixed route services
- Equivalent access to Demand Response services
- Complementary Paratransit Service must extend a minimum of  $\frac{3}{4}$  mile beyond the boundaries of the Fixed Route System.

Reasons for eligibility are a client's disability must prevent them from accessing the regular fixed route buses. This means a client is unable to board, ride or exit a lift equipped bus without assistance; needs to use a lift but it cannot be deployed safely at their bus stop; or has a disability that prevents travel to and from a bus stop under certain conditions.

Categories of eligibility are conditional, unconditional, or temporary.

Applications are available upon request. Processing of the application must occur within 21 days of the agency's receipt of a completed application. The process must include an appeals process. This will include a client's written appeal, the manager's review/determination, and appeal board's review/determination.

The Dial-A-Lift Scheduler's responsibilities include:

- 5 day booking window.
- 1 hour negotiation.
- 30 minute window.
- 5 minute waiting window.

Dispatcher's responsibilities are to assist Operators in the successful accomplishment of their manifest. This includes coordinating with Operators for individual changes, finding locations, and emergencies.

*Richardson arrived.*

## CAC MEETING MINUTES

February 13, 2012

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### 2011 Dial-A-Lift trip information:

- Trips: 143,797 – 3,220 less than 2010.
- Passengers per Service Hour: 2.30.
- Actual Vehicle Miles: 865,524.
- On Time Performance: 95.37%.
- Cancellations: 10% of trips.
- No Shows: 2% of trips.
- Total Phone Calls: 74,900.

2011 DAL ride volume is approximately \$12,000 each month. The average Dial-A-Lift cost is \$38.12 per boarding. Jerry Howell, ADA Eligibility Coordinator, is working with our Travel Trainer Coordinator, Jane Bohannon, to train clients onto our Fixed Route buses. Bergkamp showed a breakdown of the cost for a client taking 10 trips per week, and the cost per year in a nine year period. The total amount is approximately \$171,540 for the nine years. If a DAL client diverts to fixed route, there is a \$33.37 potential savings per boarding. With these savings, the Travel Training position pays for itself.

In 2011, the Travel Training provided:

- 378 Trips.
- 61 Barrier Assessments.
- 107 New Clients.
- 35 DAL Clients Received Training.
- 94 Travel Training Presentations.
- 264 Trip Plans.
- 31 Group Field Trips.
- 9 Mobility Training.

Once the client feels comfortable, the Travel Trainer shadows them, and will share any concerns with family members or caregivers. Golding asked if they looked at disability groups when creating the breakdown for the report. Bergkamp reported over half of the clients that ride frequently or infrequently, report having a physical mobility issue.

### Accomplishments for 2011:

- Software Upgrade in June - Increased Efficiency.
- Overwhelmingly positive DAL Customer Satisfaction Survey results.
- FTA Triennial Review – No Deficiencies.
- IVR/Web Portal Capabilities Operational.
- 17 Replacement vehicles for 280 and 100 series vans and one expansion vehicle.

In January, Dial-A-Lift launched the new Online Ride Reservation software. Bergkamp showed a sample of what the online ride reservation looks like. The booking window

## CAC MEETING MINUTES

February 13, 2012

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online is shorter than in-person reservations. You can only view and change rides online if you booked them online. The software is not accessible at this time; it is being worked on for accessibility. Information on the new software was emailed to clients, mailed out through newsletter to clients, and was included in the On the Move Newsletter. It is also advertised while a person is on hold with DAL scheduling.

DAL is due for another software upgrade in 2012. New DAL stops will be installed at the South Puget Sound Community College, Providence St Peter's Hospital, and the other large campus destinations. The program was successfully piloted at The Evergreen State College. Staff is looking at nine replacement vehicles for the 110, 120 and 290 series vans and one expansion vehicle. The ADA made a final ruling on what constitutes a common wheelchair. The new definition for accommodating a wheelchair is "as long as you can accommodate."

Collins asked if we've considered making DAL a free service. Bergkamp responded we have not considered it; we feel charging something for a service means more to people. We do offer a reduced monthly rate program. Harbour reported the Federal Transit Administration states we can actually charge double the cost, but the monthly reduced rate brings the cost down for clients. Hustoft asked if the DAL stops on the campuses are close to the fixed route stops. Bergkamp responded some are; however, we also accommodate clients that need special pickups as well.

Van Gelder asked about the possibility of Intercity Transit to work with local governments which have street and sidewalk funding. This would provide funding to reduce barriers from a residence to a bus stop. If a client has a barrier, such as no sidewalks available, they may be able to move from DAL to fixed route.

**B. OTC Expansion Project - Inclusion of Public Art** - Freeman-Manzanares is seeking a recommendation from the committee as to whether or not the Authority should approve funding for public art in the Olympia Transit Center expansion project.

About twenty years ago, the Authority made a decision to support art at the original transit facility. The result was the installation of five art elements. A team of two artists were selected with a proposed rainforest theme. Freeman-Manzanares showed photos and described the art at the current facility and the design ideas behind it.

Details of the original art project were:

- The Transit Authority dedicated 1% of the construction budget for art
- Process:
  - Arts Committee (3 staff)

## CAC MEETING MINUTES

February 13, 2012

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- Advisory Panel (2 staff; 3 community)
- Jury Panel (3 art professionals)
- Phase I Request for Artist Qualifications
- Jury selected three artists to create proposals
- Phase II Proposal
  - Jury selected top proposal to present to the Authority
  - The Authority accepted recommendation to award contract

The agency is under no obligation to include artwork. Our funding source does not require the artwork, nor does the City of Olympia. G. Abernathy asked if we have any idea what space is available to work with. Freeman-Manzanares responded tomorrow we are kicking off the 30% post design process, and one of the things on the agenda is to define specific locations for appropriation of art. Gray likes the idea of art being integrated in the structure, and also bringing in the community with the art display for local talent. Collins appreciates Freeman-Manzanares bringing photos of the current facility. He never noticed the artwork and would like to see something in place to explain the artwork. Melnick likes the idea of art and the softness it gives the atmosphere. O'Connell noticed the current artwork and likes it being incorporated into the structure. See feels our community values art and could justify the 1% for the cost. He would like to keep it community focused with rotating the art space. Workman likes the idea of local art incorporated into in the architect. He requested consideration be given to people with mobility devices when art is incorporated in the ground. It makes it difficult for the devices, especially cobblestones.

Chair S. Abernathy asked for a vote from members who support art. Members approved unanimously with minimum funding of 1% and a maximum of 2%.

Freeman-Manzanares explained the selection process and requirements:

- ▶ FTA Requirements:
  - ▶ Justifiable process demonstrating appropriate use of public funds.
  - ▶ Ensure procurement procedures in FTA circular 4220 similar to selection of design professionals are properly adhered to.
  - ▶ Criteria Considerations: quality of art, impact, connection to site and adjacent community, appropriate scale, safety, durability of materials, resistance to vandalism and minimum maintenance.
  - ▶ Selection of artist and artwork is determined by a panel of art and design professionals.

## CAC MEETING MINUTES

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The Art Advisory Committee proposal is for a nine member committee. Five will be Intercity Transit staff, Freeman-Manzanares being one of them who will facilitate the process. Meg Kester, Marketing & Communications Manager, will be encouraged to be on the committee. The remainder of the positions for staff will be advertised throughout the agency, pulling in a diversity of staff dealing with customers on a daily basis. It is recommended that a CAC member and an Authority Board member participate on the committee. The other four positions will be open to members of the general public.

There is also a recommendation for a three member jury panel of professionals. The jury will select the top three artist candidates. The candidates will receive a stipend to develop a proposal. The proposals go back to the jury, with assistance from the Advisory Committee, and the top candidate will be selected.

S. Abernathy requested the next steps to the process be available at the next CAC meeting. Freeman-Manzanares responded if the Authority approves the budget at the Wednesday work session, the development of the team will happen right away along with the call for artists. The Advisory Committee will come up with the advertisement for artists. Gray asked if a CAC member could serve as a community member. See feels we should reach beyond the CAC for community participation. Hagenhofer volunteered to represent the CAC on the Art Advisory Committee. Hogan suggested members give feedback to Hagenhofer to bring to the committee.

**C. Olympia Express Service Update** - Bloom reported on the service level details on the Olympia Express, since Pierce Transit eliminated their service in October 2011. Since the Pierce Transit loss of service, boarding counts on Intercity Transit's Express service jumped significantly. Southbound trips increased almost 30% and northbound trips by 18%, with significant overcrowding reported. Ninety percent of the morning trips are standing room only. Backup trips were added between SR 512 Park & Ride and Olympia. This brought the total service hours at the end of 2011 to 16,797. This is a 15.5% increase from February 2011. Bloom displayed charts showing weekday service hours by route type, Olympia Express boarding between 2009 and 2012, and time of day, origin and destinations of Express boarding's.

Gray asked if there are any thoughts about a graduated fare structure using zones. Bloom responded it is important to have a fare structure that is easy for passengers to understand.

## CAC MEETING MINUTES

February 13, 2012

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This information and the question, "How much funding do we put into the Olympia Express and what are the next steps for service?" will be brought before the Authority Board at the Wednesday meeting.

**It was M/S/A by Gray and Melnick to move the remaining agenda items to next month's meeting.**

**D. Providing Reduced Priced Individual Bus Tickets - move to March agenda.**

**E. Amendments to Bylaws - move to March agenda.**

### REPORTS

**A. February 1, 2012, Regular Meeting.** No report was provided. The meeting highlights were distributed and referenced.

**PUBLIC COMMENT - None**

**NEXT MEETING: March 19, 2012.**

### ADJOURNMENT

**It was M/S/A by Hagenhofer and Melnick to adjourn the meeting at 7:39 p.m.**

Prepared by Shannie Jenkins, Executive/HR Assistant



**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: March 19, 2012**

**FOR:** Citizen Advisory Committee

**FROM:** Mike Harbour, ext. 5855

**SUBJECT:** Providing Reduced Price Individual Bus Tickets

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- 1) **The Issue:** The Intercity Transit Authority directed staff to investigate the possibility of offering reduced cost bus tickets to individuals or organizations in our community.
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- 2) **Recommended Action:** This is an information item.
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- 3) **Policy Analysis:** The provision of bus tickets at a reduced price will require approval by the Authority.
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- 4) **Background:** Intercity Transit began offering discounted Monthly Passes to organizations in our community in January 2011. This program was continued in 2012. In 2011, 12 organizations purchased approximately \$100,000 in monthly passes at a 50% discount. Thirteen organizations requested approximately \$110,000 worth of tickets in 2012.

The monthly pass program was an attempt to assist organizations which provided transportation assistance to clients but were facing the potential of reducing or eliminating the assistance due to state, federal and other funding reductions. By reducing the cost of passes for agency clients, agencies were encouraged to maintain transportation assistance as part of their programs. An evaluation of the program in 2011 showed a high level of satisfaction, and the program was meeting the goals of the participating agencies. The participation of all 2011 agencies in the 2012 program further illustrates the success of the program.

Intercity Transit staff approached the design of this program guided by a number of criteria.

- The program must be simple to administer and not require a significant amount of staff time. This was accomplished by having organizations purchase tickets monthly with minimal administrative requirements.

- The program should not require Intercity Transit to engage in “Needs Assessment.” The task of determining whether individuals qualify for reduced passes based on need is a difficult one, and Intercity Transit lacks the data, training and expertise to do this. The monthly pass program requires the participating agencies to determine client need, and the requirement that they cover 50% of the cost helps ensure this will be well managed.
- The program should minimize Intercity Transit’s costs while encouraging increased ridership. The program requires no direct expenditure by Intercity Transit.

Expanding this program to providing discounted individual tickets would raise a number of questions or issues:

- What are the primary goals/objectives of the program?
- Who would be eligible for the passes? Should criteria for eligibility be set by Intercity Transit or should passes be made available to agencies that set their own criteria?
- Should tickets be made available only to organizations or to individuals as well?
- There would be significant demand for discounted individual tickets. How will the number of tickets to be made available be determined?
- How will the tickets be allocated among applicants?
- The reselling of individual tickets would be simple and can be expected to occur. Would and should this be acceptable?

After considerable discussion at the March 7, 2012, Authority meeting, the Authority decided to continue support of the monthly Discounted Bus Pass Program; however, due to the potential administrative costs and concerns with the erosion of revenue, they will not pursue individual bus passes at this time. Harbour will seek the CAC’s view point.

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5) **Alternatives:** N/A

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6) **Budget Notes:** There would be a significant level of demand for individual reduced tickets and/or day passes. The program would have a significant financial impact had the Authority decided to pursue it.

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7) **Goal Reference:** This item addresses Goal 1: *“Assess the transportation needs of the community;”* and Goal 2: *“Provide Outstanding Customer Service.”*

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8) **References:** N/A

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: March 19, 2012**

**FOR:** Citizen Advisory Committee

**FROM:** Rhodetta Seward, 705-5856

**SUBJECT:** Amendment to CAC Bylaws

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1) **The Issue:** Whether to approve amendments to the CAC bylaws.

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2) **Recommended Action:** Approve the amendments to the CAC bylaws, as presented.

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3) **Policy Analysis:** Per the CAC Charter, amendments can be made to the bylaws. They are to be presented 30-days in advance of approval. The membership can waive the 30-days, if the proposed amendments are minor grammatical changes or areas they discussed previously.

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4) **Background:** The CAC discussed the meeting schedule in November and decided they wanted to stay with meeting the third Monday of the month except in January and February. On those two months, they wanted to meet on the second Monday of the month. Their current operating principles (bylaws) reflected the schedule correctly under "Meeting Schedule" and misstated the meeting schedule under "attendance." The changes proposed clarify the members desire to meet as originally intended.

Other changes are minor grammatical changes correcting the "operating principles" to bylaws which is what they are referred to as in all documents. And staff is unable to meet the one week commitment on agendas and packets due to information required, so the bylaws reflect what has been realistically happening.

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5) **Alternatives:**  
A. Approve the amendments to the CAC bylaws as distributed.  
B. Defer approval of the amendments until a later date.

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

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7) **Goal Reference:** The bylaws of the CAC provide overarching guidelines for the CAC to operate, thus contribute indirectly to attaining all goals.

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8) **References:** CAC Bylaws with proposed amendments.

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE**  
*Operating Procedures Bylaws*

**PURPOSE AND AUTHORITY**

To advise the Intercity Transit Authority concerning transportation issues, to advocate for transportation choices and to represent the public in accomplishing Intercity Transit's mission and goals. (Amended 07/16/01; 03/05/08)

The term "policy issues" includes issues related to Public Transportation Benefit Areas (PTBAs), the Transit Development Plan (TDP), other plans or service planning efforts of Intercity Transit, the agency's budget and programs of capital projects and operating services, and general operating practices of Intercity Transit.

The CAC is advisory to the Authority, not the agency.

**COMPOSITION**

The CAC shall be comprised of no more than twenty members appointed by the Intercity Transit Authority. One position is specifically reserved for a 15-19 year old from Thurston County. Membership shall reflect Intercity Transit's service area. Representation from each of the following groups shall be sought:

- Senior Citizen(s)
- Persons with Disabilities
- Local College Student(s)
- Chambers of Commerce
- Business Representation (large and small)
- Service User(s) (fixed route, vanpool, DAL; Star Pass Holder)
- Youth (15-19 year old)
- City/State Transit Demand Management Coordinator(s)
- Social Service Agencies
- Medical Community
- Neighborhood Associations
- Rural Community
- Citizens-at-Large
- Native American
- Environmentalist
- Bicyclist

It is recognized a member may represent more than one of these groups. (Amended 07/16/01; 12/20/04; 2/14/11)

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## TERMS

CAC members shall serve a term of three years, and may serve two complete terms. The Youth position will serve a one-year term and is eligible to reapply for a second one-year term. If a member is appointed to complete a vacant term, it is not considered a complete term. *(Amended 07/16/01; 12/20/04; 2/14/11)*

## ATTENDANCE

A CAC member who is absent more than twenty-five percent of the regular monthly committee meetings during a twelve month period will be removed from the committee. If staff needs to change the meeting date, ~~from the regular meeting date (the third Monday of the month)~~, and a member is unable to make the new date due to a conflict in their schedule, it will not be considered an absence. The staff liaison will track attendance and a monthly report will be included in the CAC packet.

A notification of membership forfeiture will automatically be sent to the respective member and Chair of the Citizen Advisory Committee when the fourth absence in a 12-month period occurs.

Members are encouraged to contact the staff liaison prior to a meeting when they are unable to attend, to ensure the CAC will have a quorum. *(Amended 07/16/01; 12/16/02; 12/20/04; 11/02/11; 02/13/12)*

## MEETING SCHEDULE

Meetings will be held on the third Monday of each month, except for the months of January and February. January and February meetings will be held the second Monday of the month. All meetings shall be held at Intercity Transit's administrative offices, in the boardroom. Meeting length will be determined by the agenda. If issues relevant to the CAC are insufficient in number or substance, the meeting may be canceled with the agreement of the CAC Chair and Vice Chair. Members will be notified of the cancellation at least 24-hours in advance of a meeting. *(Amended 12/20/04)*

## AGENDA

The CAC Chair will determine the agenda in conjunction with the Staff Liaison. Any member wishing to add an item for substantive discussion at the meeting may do so by contacting the CAC Chair or Staff Liaison at least ten days prior to the meeting date. CAC members may add items to the agenda at the beginning of a meeting with the understanding, that depending on the requirement for additional information, such items may be discussed in a general way with substantive discussion and decision scheduled for a future meeting.

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Staff Liaison shall mail the agenda to CAC members at least ~~five days~~ ~~one week~~ prior to the meeting and will send a copy of the packet to each member electronically.  
(Amended 02/13/12)

## MINUTES

The Staff Liaison shall distribute a summary of the meeting. Verbatim transcripts and detailed documentation of discussion will not be available. Members will be asked to consider and approve the minutes for the record by majority vote. The minutes will include a list of all members present and absent.

## QUORUM

It is intended a quorum should be present at each meeting. One more than half of the current CAC members constitutes a quorum. If a quorum is not present, the meeting may still be held and any decisions made by members present will be forwarded to the Authority with a note indicating a quorum was not present at the vote. If a meeting starts with a quorum, the quorum requirement is considered met, even if members leave following the opening of the meeting. (Amended 07/16/01)

The CAC shall use Robert's Rules of Order as a guideline for conducting its business except as provided otherwise by State law or the operating procedures.

## OFFICERS/TERM OF OFFICE

Officers will consist of Chair and Vice Chair. The process for choosing officers shall consist of nomination in May (either self-nomination or nomination by others) and affirmation by majority vote in June. (Amended 07/16/01; 2/06/08)

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

Officers may be removed prior to the end of term by majority vote of the CAC members. If an officer resigns or is removed prior to the end of the term, a replacement will be nominated and affirmed by majority vote. Such replacement will serve until the end of the regular term. (Amended 07/16/01; 12/20/04)

### Section 1. *Chair*

The Chair shall:

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- preside at all meetings;
- develop the agenda in coordination with the Staff Liaison;
- act as spokesperson for the CAC;
- provide leadership and direction for the CAC;
- appoint members to attend the Authority work sessions, who then report back to the CAC at their monthly meeting; and
- perform other duties as may be requested from time to time by the CAC or the Authority *(Amended 07/16/01)*

## **Section 2. Vice Chair**

The Vice Chair, in the absence or inability of the Chair to serve, shall have the powers and shall perform the duties of the Chair. The Vice Chair shall perform such other duties from time to time as may be requested by the CAC or the Chair.

## **Section 3. Authority Work Session Representation**

All members are expected to share the responsibility of representing the CAC at Authority work sessions. The Chair, working with the Staff Liaison shall seek CAC members to attend the monthly Authority work sessions. The CAC representative shall sit with Intercity Transit Authority members, participate fully in the meeting, and share the CAC's comments on respective issues. CAC representative(s) will serve at the work sessions in an advisory capacity to the Authority. *(Amended 07/16/01; 12/20/04)*

## **MEETING PROTOCOL**

- ***Presentations*** made by staff or others should be succinct and relevant.
- ***Discussion*** of relevant issues and development of recommendations should constitute the majority following adequate briefing and presentation. All members' opinions will be respected and considered. The CAC may seek, at its discretion, input from the Authority and staff.
- ***Agreement*** on the CAC's position and recommendation to the Authority, prior to transmittal to the Authority, is the preferred method. Consensus is one method of agreement. *(Amended 2/19/01)*
- ***Opposing positions will be shared with the Authority.***
- ***Majority Vote*** is considered a majority of members present. *(Amended: 12/20/04)*

## **PRODUCTS**

It is anticipated the CAC will have a product in the form of a recommendation and/or a summary of the various points of view to the Authority following study and discussion of an issue. The recommendation and/or points of view will be forwarded to the Authority through the Staff Liaison, using the appropriate agenda forms and process.

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The CAC will seek Authority feedback regarding disposition of the recommendation and/or points of view. (Amended 07/16/01)

### SELF ASSESSMENT

The CAC will assess its accomplishments at least annually. Primary criteria may include:

- **Purpose:** Did the CAC stick to the purpose set forth above or did it stray into areas not relevant to the purpose or mission of Intercity Transit.
- **Usefulness:** Did the CAC transmit to the Authority relevant and meaningful recommendations.
- **Scope of Work:** Did the CAC achieve the various tasks and/or consider Authority recommendations addressed during the previous evaluation and/or those requested throughout the year? If not, why? How did Intercity Transit and the community benefit from the results of the CAC's achievements?
- **Other:** Other criteria suggested by the CAC members may be used. (Amended 07/16/01; February 14, 2005)

### USE OF THE OPERATING GUIDELINES

The meeting protocol supersedes all other meeting procedures and will be used by the CAC until and unless it is amended by majority vote. Any such amendment will be recorded in the minutes and provided to the CAC members.

### AMENDMENTS

These ~~operating principles~~ bylaws may be amended by a majority vote of the Citizen Advisory Committee members at any meeting of the CAC. Copies of the proposed revisions or amendments must be provided to CAC and Authority members thirty days in advance of the meeting at which the changes are to be acted upon. (New Section Added 12/20/04)

**ADOPTED this 17th day of July, 2000.**

**Amended: February 19, 2001  
July 16, 2001  
December 16, 2002  
December 20, 2004  
February 14, 2005**

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February 6, 2008  
March 5, 2008  
February 14, 2011  
November 2, 2011  
**February 13, 2012**

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**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-A  
MEETING DATE: March 19, 2012**

**FOR:** Citizen Advisory Committee  
**FROM:** Ann Bridges, 705-5831  
**SUBJECT:** Village Vans Program 2011 Update

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1) **The Issue:** 2011 Status Report

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

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3) **Policy Analysis:** Annually, staff is requested to provide an update to the Authority and the Citizen Advisory Committee on the Village Vans Program.

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4) **Background:** The Intercity Transit Village Vans Program developed from a county-wide collaborative process late in the last century designed to identify gaps in resources for low income job seekers and employees. Transportation was recognized as a major barrier for families transitioning from government aid to economic independence. The consensus of over 40 Human Service organizations led to the design and implementation of a pilot project to fill this transportation gap.

The Intercity Transit Village Vans Project began service in February 2002. By 2004, Village Vans had become a vital, effective model and transitioned from "Project" to "Program." Today, Village Vans continues to provide low income job seekers and workers travel to employment support locations such as job training sites, job interviews, childcare centers and also to begin or retain employment. The program doubles its important impact by using volunteer driver trainees in the Village Vans Customized Job Skills Training Course who are job seekers themselves learning advanced employment skills while receiving current work experience and job search coaching. Drivers and passengers have the same goals and many share information as well as offer each other encouragement and hope.

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5) **Alternatives:** N/A

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

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7) **Goal Reference:** Goals #1 - 4: *“Assess the transportation needs of our community.”*  
Through on-going assessment of transportation needs of low income citizens, Village Vans provides an innovative and exceptional service that often facilitates customer transition into the use of other Intercity Transit services. *“Provide outstanding customer service.”* *“Maintain a safe and secure operating system.”*  
Employed families contribute to the economic and social sustainability of our community through enhanced stability and health and less demand on limited human service resources. *“Provide responsive transportation options.”*

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8) **References:** Village Vans 2011 Program Update

# Village Vans

an Intercity Transit program

## 10th Anniversary Fact Sheet

### Mission

*To provide advanced reservation transportation for families with low income in support of their employment related activities.*

**The Intercity Transit Village Vans Program**, a model transportation program, celebrates ten years of success (March 2012). It was developed from a countywide collaborative process late in the last century designed to identify gaps in resources for low-income job seekers and employees. Transportation was recognized as a major barrier for families transitioning from government aid to economic independence. The consensus of over 40 social service organizations led to the design and implementation of a pilot project to fill this critical transportation gap.

### The first 10 years:

**54,458** trips

**416,030** miles

**3,089** passengers

**161** volunteers

**42,701** volunteer hours

The Intercity Transit Village Vans Project began service in February 2002 as a demonstration project. By 2004 Village Vans had become a vital, effective model and transitioned from "project" to "program". Today Village Vans continues to provide low-income job seekers and workers travel to employment support locations such as job training sites, job interviews, childcare centers and also to begin or retain employment. The program doubles its important impact by using volunteer driver trainees in the Village Vans **Customized Job Skills Training Course** who are job seekers themselves learning advanced employment skills while receiving current work experience and job search coaching. Drivers and passengers have the same goals and many share information as well as offer each other encouragement and hope.

### Support & Success

Village Vans operates with funding from the **Federal Transit Administration, Job Access, Reverse Commute Program**, administered through **Washington State Department of Transportation**.

Community partners provide consultation, publicity, marketing, referrals, planning, coordination, and evaluation. **Washington State Department of Social and Health Services WorkFirst Program, WorkSource Thurston County, South Puget Sound Community College, Employment Security Department**, and **Pacific Mountain Workforce Consortium** as well as other organizations play an integral role in supporting Village Vans.

The unique and innovative **Village Vans Job Skills Training Program** has peaked interest across the country. Eligible volunteers are recruited to drive the vans for current work experience, receive job search coaching and are given the opportunity to advance their professional development. A significant number of fully participating volunteers have found good jobs while in the program or shortly after exiting.

**93%**

of fully participating volunteer drivers have succeeded in obtaining paid employment.

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-B  
MEETING DATE: March 19, 2012**

**FOR:** Citizen Advisory Committee

**FROM:** Mike Harbour, ext. 5855

**SUBJECT:** State of Intercity Transit

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1) **The Issue:** To provide the Authority and the Citizen Advisory Committee information on the current status of Intercity Transit and challenges facing the agency in 2012 and beyond.

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2) **Recommended Action:** This is an information item.

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3) **Policy Analysis:** This report was requested by the Citizen Advisory Committee in 2005 and presented to the Authority and the CAC each year since this time. This annual update has proven to be a useful exercise for staff and has been well received by the CAC and Intercity Transit Authority.

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4) **Background:** Intercity Transit was successful in having a 0.2% sales tax increase approved by the voters in August 2010. This allowed us to implement a modest service increase in February 2011 and to continue moving forward with major capital projects.

However, there continues to be a high level of uncertainty about Intercity Transit's future. Pierce Transit significantly reduced service and has plans to further reduce service, affecting the express service connection between the two counties and impacting our agency. There will be an increased demand for new service and particularly for improved connections to Sound Transit service in Pierce County. The continuing rise in fuel prices could also prove challenging. The State of Intercity Transit report examines these issues and provides an update of our current financial status and options for the future.

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5) **Alternatives:** This is an information item.

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

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7) **Goal Reference:** State of Intercity Transit Report impacts all goals of the agency.

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- 8) **References:** State of Intercity Transit Report 2012 will be distributed prior to the meeting.
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**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-C  
MEETING DATE: March 19, 2012**

**FOR:** Citizen Advisory Committee

**FROM:** Rhodetta Seward, Executive Services Director, 705-5856

**SUBJECT:** CAC Youth Position Recruitment Process

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- 1) **The Issue:** Share the proposed process for recruiting for the youth position for the CAC.

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  - 2) **Recommended Action:** Receive the information and provide feedback.

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  - 3) **Policy Analysis:** As per the Operating Principles, the Intercity Transit Authority appoints members to the Citizen Advisory Committee. The CAC seeks direction from the Authority.

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  - 4) **Background:** The Authority approved adding a 20<sup>th</sup> member to the Citizen Advisory Committee, specifically for a youth, 15-19 years old. Recognizing the recruitment process for this age group could require a different strategy, the CAC formed an ad hoc committee comprised of four CAC members and two staff in 2011 and designed a process strategy which was approved and implemented by the Authority. As a result, not just one, but two youth were appointed to the CAC in June 2011 for a one-year term. Charles Richardson and Matthew Connor both have terms expiring June 30, 2012. Staff needs to begin a recruitment process while students are still in school.

Spring break for most high schools ends the week of April 8. Staff would like to begin advertising with materials and packets no later than the week of April 16. This means all materials, advertisements, and packets would be prepared by the week of April 8<sup>th</sup> to deliver to the schools, libraries and other places of distribution. The deadline for applications is May 18, 2012.

Staff will go over the proposal and seek your feedback as to any new ideas for distributing materials and getting the information out to the high school age individuals. The CAC goal is keep the recruitment on the same timeline as the other candidates, with the Authority making the appointments at their July meeting. Since their regular meeting would be July 4, and they will not meet that day, the appointments could be made as early as their work session (special



meeting) June 20 or their July work session (special meeting) July 18. If it's July, new members would not begin until August this year.

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5) **Alternatives:** N/A

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6) **Budget Notes:** It is estimated the recruitment will cost approximately \$250 as the plan includes advertising in local high school newspapers. All other media outlets have no costs. To place placards inside the bus would cost \$400 for only one position and reach limited youth, so we are not recommending this method. Radio is expensive and youth do not listen to any one station, with most youth using iPods rather than listening to radio.

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7) **Goal Reference:** Maintaining an active, interested Citizen Advisory Committee supports all goals, and more specifically meets Goal#1: *"Assess the transportation needs of our community."*

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8) **References:** 2012 Application Form; 2012 Cover Letter; Proposed Timeline.

## 2012 CAC YOUTH POSTION RECRUITMENT PLAN

### Documents

- Use current **application form**
  
- Use current **cover letter** with minor modifications
  - 4<sup>th</sup> paragraph - expand areas applications can be obtained such as from HS career counselor offices and career centers; YMCA; and ROOF in Rochester.
  
- **Media**
  - Rider Alert - flashier so youth will see it - student appropriate.
  - Flyers
    - Undriver's Table at Arts Walk
    - Olympia Center
    - Sports Park/Skateboard Park
    - CYS
    - Yelm Community Services
    - Public Bulletin Boards (didn't work last time . . . .)
    - Chehalis & Nisqually Tribes
    - InterAct Club/Key Club/Honor Society/Leadership Clubs/Environmental Clubs in each High School
    - The Northern Club on 4<sup>th</sup> Ave
    - Libraries
    - YMCA
  - Advertisement
    - Local High School Papers (these were hard to get into and we couldn't get into all of them - we did get in to some)
    - Website and Youth page
    - IT Facebook
  
- **Timeline**
  - Packets/Posters/Advertisements - Out week of April 16
  - Deadline for Applications - May 18
  - Applications to ITA - May 31
  - ITA selects who to Interview - June 6
  - Interviews week of June 11 (before school is out)
  - Appointments June 20 (special meeting)
  - First meeting July 16 with Term through June 30, 2013

# INTERcity TRANSIT

## CITIZEN ADVISORY COMMITTEE APPLICATION

*Due: May 18, 2012*

Name: \_\_\_\_\_ Home Telephone: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Current Employment/Student Status (if applicable): \_\_\_\_\_

If retired, what was your occupation prior to retirement? \_\_\_\_\_

Employer (if applicable): \_\_\_\_\_

Work Address: \_\_\_\_\_

Work Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

School (if student): \_\_\_\_\_

How long have you lived in Thurston County? \_\_\_\_\_

Please list community groups you are affiliated with (volunteer, professional, etc.) \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Normally, the commitment to this committee will require 3-4 hours per month. Can you commit 3-4 hours per month to the Citizen Advisory Committee?

Yes

No

The Group meets the third Monday of the month, 5:30 p.m. to 7:30 p.m. Can you meet at this time? Yes  No  If not, when can you meet?

Do you have any special needs, i.e. transportation, interpreter, other? Please explain

\_\_\_\_\_  
\_\_\_\_\_

(Using a separate sheet of paper)

Please answer the following and attach your answers to this application:

1. Describe public transportation issues of concern and importance to you.

2. Why do you want to be a member of Intercity Transit’s Citizen Advisory Committee? Please share any additional information relating to your interest and/or experience.

Indicate your general location of residence/representation:

- 1. City of Olympia \_\_\_\_\_
- 2. City of Tumwater \_\_\_\_\_
- 3. City of Lacey \_\_\_\_\_
- 4. City of Yelm \_\_\_\_\_
- 5. Other (such as Bucoda/Tenino/Rochester/Tenino/Rural Thurston County) \_\_\_\_\_

Indicate which of the following perspectives you think you bring to the Committee (check all that apply):

- |   |   |
|---|---|
| 1. Senior Citizen _____   | 8. Youth _____  |
| 2. Persons with Disabilities _____  | 9. Medical Community _____                                  |
| 3. Local College Student _____  | 10. Social Service Agency _____                             |
| 4. Chamber of Commerce _____  | 11. Local High School _____                                 |
| 5. Business Representative _____  | 12. City/State Transportation Demand Mgt. Coordinator _____ |
| 6. Service User _____   | 13. Bicyclist _____   |
| Check all that apply:   | 14. Neighborhood Assn. _____                                |
| <input type="checkbox"/> Vanpool  | <input type="checkbox"/> Dial-A-Lift                        |
| <input type="checkbox"/> Carpool  | <input type="checkbox"/> Express Service                    |
| <input type="checkbox"/> Fixed Route  | <input type="checkbox"/> Star Pass Holder                   |
| <input type="checkbox"/> Community Vans   | <input type="checkbox"/> Park-&-Ride Lots                   |
| <input type="checkbox"/> Village Vans   | <input type="checkbox"/> Other _____                        |
| 7. Citizen-at-Large* _____ (*New to the area or unaffiliated with any other organization) | 15. Native American _____                                   |
|   | 16. Rural Community _____                                   |
|   | 17. Environmentalist _____                                  |

*Voluntary Information*

The Committee desires a broad representation of backgrounds and interests on the committee. The information you volunteer here, which will remain confidential, will assist in this goal.

Race: American Indian/Eskimo \_\_\_\_\_ Black \_\_\_\_\_  
 Hispanic \_\_\_\_\_ Caucasian \_\_\_\_\_  
 Asian/Pacific Islander \_\_\_\_\_ Other (Specify) \_\_\_\_\_

Gender: Male \_\_\_\_\_ Female \_\_\_\_\_

Age: 15-19 \_\_\_\_\_ 20-30 \_\_\_\_\_ 31-40 \_\_\_\_\_ 41-50 \_\_\_\_\_ 51-64 \_\_\_\_\_ 65+ \_\_\_\_\_

Disability: Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, list disability \_\_\_\_\_

Applicant’s Signature \_\_\_\_\_ Date: \_\_\_\_\_

Please mail this application to: Intercity Transit  
 ATTN: Citizen Advisory Committee/Rhodetta Seward  
 PO Box 659, Olympia, WA 98507-0659

Or drop the application by: 526 Pattison SE, Olympia 98501

Fax to: (360) 357-6184 or email to: [rseward@intercitytransit.com](mailto:rseward@intercitytransit.com)

For more information about the Citizen Advisory Committee, call Intercity Transit at 705-5856.

# INTERcity TRANSIT

*April 2012*

## *INTERCITY TRANSIT AUTHORITY CITIZEN ADVISORY COMMITTEE*

The Intercity Transit Authority is soliciting applications from individuals residing within Thurston County who are interested in serving their advisory panel, the Citizen Advisory Committee. The Committee consists of 20 members from throughout the service area representing seniors, youth, persons with disabilities, college students, chambers, business owners, transit service users, social service agencies, the medical community, neighborhood associations, Native Americans, the rural community, Transit Demand Management, and citizens-at-large. The Citizen Advisory Committee is comprised of both supporters and critics of public transportation.

The Authority is seeking applications from public spirited citizens who are willing to become involved, study the issues, and serve in an advisory capacity to Intercity Transit's governing board.

The Citizen Advisory Committee meets monthly on the third Monday of each month, 5:30 to 7:30 p.m. at Intercity Transit. A copy of the Committee's operating procedures is enclosed.

If you are interested in the opportunity to be part of establishing direction for public transportation in Thurston County community, call (360) 705-5856 for an application. Applications are also available at the Olympia Transit Center, at the Administrative Office, 526 Pattison SE, Olympia, all Timberland Libraries, and on Intercity Transit's website:([intercitytransit.com](http://intercitytransit.com)). Youth can also find applications their Thurston County high school career centers; ROOF in Rochester; and the YMCA. Applications are due May 20, 2011.

The Authority will review all applications received and schedule interviews. It is anticipated a selection will be made by late June and appointments made by the Authority at their July 6, 2011, meeting. All applicants will receive acknowledgment and notification of his or her status in the selection process.

For more information about the Citizen Advisory Committee or the selection process, contact Rhodetta Seward, (360) 705-5856.

J:/cac/recruitment letter

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of March 7, 2012*

**Action Items**

Wednesday night, the Authority:

- Declared property as surplus. *(Marilyn Hemmann)*
- Authorized the General Manager, pursuant to Washington State Contract 03911, to issue a purchase order to Bud Clary Auto of Longview for the purchase of one 2012 Dodge Ram 1500 crew cab, half ton pick-up truck in the amount of \$29,605.68, including tax. *(Marilyn Hemmann)*
- Authorized the General Manager to enter into a contract with Scarsella Brothers, Inc. for the construction of the Hawks Prairie Park-and-Ride Facility in a not-to-exceed amount of \$2,912,912.12. *(Marilyn Hemmann)*
- Authorized the General Manager to issue a purchase order to Handi-Hut, Inc. for 42 passenger shelters in the not-to-exceed amount of \$163,440.24, including taxes and freight. *(Jeff Peterson)*
- Authorized the General Manager to execute a contract with HDR Engineering for Value Engineering Services for the Olympia Transit Center expansion in an amount not-to-exceed \$42,332.94. *(Ann Freeman-Manzanares)*
- Agreed not to pursue offering reduced cost bus tickets to individuals or organizations at this time due to the cost of administration and the concern on the erosion of revenue. *(Mike Harbour)*

**Other items of interest:**

- Casey Cochrane of Puget Sound Energy (PSE) presented Intercity Transit with a certificate of achievement, recognizing the agency as a community leader for efforts in increasing participation in **PSE's Green Power Program** by more than 500 residents and businesses in 2011.
- Intercity Transit was **awarded Gold level status** under the American Public Transportation Association Sustainability Commitment Program, an extraordinary achievement for the organization. We are the first system in the United States to obtain the Gold level recognition. Sound Transit, which received the Silver level, will be upgraded to the Gold level. Chair Marty Thies gave a toast to the

Sustainability Committee members for their efforts and thanks the Authority members for their leadership.

- **Ridership** was up 11.6% in February over 2011; this was the highest February in Intercity Transit's history.
- Staff had the **ESMS Gap Audit** earlier today with staff from Virginia Tech, reviewing the 17 required environmental system elements. They will be back in July to complete a full audit.
- Mike Harbour, Rhodetta Seward and Ann Freeman-Manzanares will be in DC for the APTA Legislative Conference. Ann is attending Leadership APTA and Mike and Rhodetta are attending committee meetings. Neither Mike nor Rhodetta are registered for the conference.
- Staff applied for buses and the Pattison Street facility under **six different grants under four different programs**. We asked for support letters from each jurisdiction.
- We've received service requests from the **Children's Hands-On** Museum. The Dash service does not operate on Sunday's and has limited service on Saturdays none of which extends to the Museum. These are very busy days for the Museum. We asked the Museum if they had any funding to help offset costs and we've also contacted the City of Olympia to ask if they had funding to help pay for service to the Museum. We've asked staff at the Museum to prioritize their most needed service.

We also received a request for service to the **Northeast Lacey ACS (Call Center)** off Meridian and Commerce. We have no plans to extend service to this area at this time. Staff plans to meet with them in the next two weeks to discuss vanpool options.

The **Thurston County Accountability & Restitution Center** also requested service to the facility when it opens. Currently Route 42 offers limited service; staff will look at how we can better serve the facility.

- Both the House and Senate passed budgets with **funds for transit**. The conference committee seems to be leaning toward the House version, which could mean \$250,000 in 2012/2013 and \$500,000 per year after that for Intercity Transit. The local option seems unlikely at this time. The efforts to **maintain dedicated funding for transit at the federal level** seems to be winning; and it appears there is strong support for STIC (Small Transit Intensive City) funds. There was a positive "Olympian" editorial in support of continued funding for transit.



- **Village Vans** celebrates its **10<sup>th</sup>** Birthday March 16<sup>th</sup>. We will have an open house from 11 a.m. to 3 p.m. in the boardroom. You are all invited to come by. Seward will send you a reminder.

**Rhodetta Seward**  
**prepared: March 8, 2012**