

**AGENDA
INTERCITY TRANSIT AUTHORITY
WORK SESSION
May 20, 2015
5:30 P.M.**

CALL TO ORDER

- | | | |
|-----------|--|----------------|
| 1) | APPROVAL OF AGENDA | 1 min. |
| 2) | INTRODUCTIONS - None | 0 min. |
| 3) | PUBLIC COMMENT | 10 min. |
| | <i>Public Comment Note: This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is asked to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. Please include your first and last name, a mailing address or a phone number (in the event we need to contact you). When your name is called, step up to the podium and give your name for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. Citizens testifying are asked to limit testimony to three minutes.</i> | |
| | <i>The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.</i> | |
| 4) | CITIZEN ADVISORY COMMITTEE REPORT (Denise Clark) | 5 min. |
| 5) | ROUTE 42 SERVICE PROPOSALS (Dennis Bloom) | 20 min. |
| 6) | STRATEGIC PLAN - GOALS AND END POLICIES (Ann Freeman-Manzanares) | 30 min. |
| 7) | 2016-2021 STRATEGIC PLAN POLICY POSITIONS (Ann Freeman-Manzanares) | 30 min |
| 8) | GENERAL MANAGER'S REPORT | 10 min. |
| 9) | AUTHORITY ISSUES | 10 min. |

ADJOURNMENT

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) 705-5860 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) 705-5860.

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).

**INTERCITY TRANSIT AUTHORITY
WORK SESSION
AGENDA ITEM NO. 5
MEETING DATE: May 20, 2015**

FOR: Intercity Transit Authority
FROM: Dennis Bloom, 705-5832
SUBJECT: Route 42 Service Proposals

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- 1) **The Issue:** Discuss requested changes to Route 42 (SPSCC/Family Court) to support the opening of Thurston County's Accountability and Restitution Center (ARC) this summer.

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

 - 3) **Policy Analysis:** The Authority must approve service proposals that change a route/service by over 10%.

 - 4) **Background:** Thurston County's new Accountability and Restitution Center (ARC) is planning to open in August. The County contacted Intercity Transit on a number of occasions over the past few years with regard to extending the existing Route 42 to the ARC. The route currently operates weekdays only, between the South Puget Sound Community College and the County's Family Court facility on 32nd Avenue SW.

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

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

Over the past couple of years the County's projected use of the ARC also changed. With the more recent addition of a "work release" program to the ARC facility there is now an interest for additional Route 42 service to cover the times

of day needed by new facility hours. In order to meet that request, service hours would need to increase from 6.0 to 12.3 hour per day, based on 30-minute trip frequency. This would allow an increase from the current 15 roundtrips to 25 per weekday. It also adds another 3,328 annual miles. In terms of an increase in vehicle hours and miles this is well over a 10% change and requires a public review and a subsequent decision by the Authority.

Staff also anticipates that in order to implement any service changes to Route 42, these will need to occur either during late July or early August, out of sequence with the regular regional service changes scheduled for September 27, 2015.

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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** Additional vehicle service hours are currently not identified in the 2015 Budget or Strategic Plan. Any additional service hours, if needed, would require a budget adjustment.
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- 7) **Goal Reference: Goal#4:** *"Provide responsive transportation options."*
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- 8) **References:** Current Route 42 map (with proposed extension) and schedule.

Public Process Schedule

May 18, 2015 - CAC presentation

May 20 - Authority Work Session presentation

May 21 - Proposed changes posted/released for public review.

June 3 - Public Hearing on proposed Route 42 service changes

June 24 - Request for Action (tentative)

Late July/Early August - any approved changes implemented

Current Schedule: May 2015

Weekdays | Route 42



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

No Service on Saturdays or Sundays

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

Blue timepoint number indicates a Transfer Station

Route 42: Proposed Weekday Service Change Options

Option 1: Extension to ARC, Current Schedule

Total Trips: 15

Leaves SPSCC	Family Court Building	Black Lake & Ken Lake	Arrives SPSCC	Continues as Route #
1	2	3	1	
6:55	7:02	7:06	7:15	42
7:20	7:27	7:31	7:40	42
7:45	7:52	7:56	8:05	42
8:10	8:17	8:21	8:30	42
8:35	8:42	8:46	8:55	---
11:40	11:47	11:51	12:00	42
12:05	12:12	12:16	12:25	42
12:30	12:37	12:41	12:50	42
12:55	1:02	1:06	1:15	42
1:20	1:27	1:31	1:40	---
4:10	4:17	4:21	4:30	42
4:35	4:42	4:46	4:55	42
5:00	5:07	5:11	5:20	42
5:25	5:32	5:36	5:45	42
5:50	5:57	6:01	6:10	---

Current Service Totals (Revenue & Deadhead)

Current Daily Veh Hrs:	7.50	
Current Daily Veh Miles:	97.2	
Current Annual Hrs/Cost	1,912.50	\$162,563
Current Annual Miles:	24,786.0	
Av Boardings/Wk Day	30	5/Rev Hr

Option 1

Change Daily Veh Hrs:	0.00	
Change Daily Miles:	13.1	
Change Annual Hrs:	0.00	
Change Annual Miles:	3,327.8	
		<u>% Dif</u>
Daily Total Hrs:	7.5	0.0%
Daily Total Miles:	110.3	13.4%
Annual Total Hrs/Cost:	1,912.5	\$162,563 0.0%
Annual Total Miles:	28,113.8	13.4%

Option 2: Extension to ARC, add 2 trips

Total Trips: 17

Leaves SPSCC	Family Court Building	Black Lake & Ken Lake	Arrives SPSCC	Continues as Route #
1	2	3	1	
6:55	7:02	7:06	7:15	42
7:20	7:27	7:31	7:40	42
7:45	7:52	7:56	8:05	42
8:10	8:17	8:21	8:30	42
8:35	8:42	8:46	8:55	---
11:40	11:47	11:51	12:00	42
12:05	12:12	12:16	12:25	42
12:30	12:37	12:41	12:50	42
12:55	1:02	1:06	1:15	42
1:20	1:27	1:31	1:40	---
4:10	4:17	4:21	4:30	42
4:35	4:42	4:46	4:55	42
5:00	5:07	5:11	5:20	42
5:25	5:32	5:36	5:45	42
5:50	5:57	6:01	6:10	42
6:15	6:22	6:26	6:35	42
6:40	6:47	6:51	7:00	---

Option 2

Change Daily Veh Hrs:	0.83	
Change Daily Miles:	14.8	
Change Annual Hrs:	212.50	
Change Annual Miles:	3,771.5	
		<u>% Dif</u>
Daily Total Hrs:	8.3	11.1%
Daily Total Miles:	112.0	1.6%
Annual Total Hrs/Cost	2,125.0	\$180,625 11.1%
Annual Total Miles:	28,557.5	1.6%

Option 3: Extension to ARC, 30-Minute All-Day Service:

Total Trips: 25

Leaves SPSCC	Family Court Building	Black Lake & Ken Lake	Arrives SPSCC	Continues as Route #
1	2	3	1	
6:55	7:03	7:05	7:15	42
7:25	7:33	7:35	7:45	42
7:55	8:03	8:05	8:15	42
8:25	8:33	8:35	8:45	42
8:55	9:03	9:05	9:15	42
9:25	9:33	9:35	9:45	42
9:55	10:03	10:05	10:15	42
10:25	10:33	10:35	10:45	42
10:55	11:03	11:05	11:15	42
11:25	11:33	11:35	11:45	42
11:55	12:03	12:05	12:15	42
12:25	12:33	12:35	12:45	42
12:55	1:03	1:05	1:15	42
1:25	1:33	1:35	1:45	42
1:55	2:03	2:05	2:15	42
2:25	2:33	2:35	2:45	42
2:55	3:03	3:05	3:15	42
3:25	3:33	3:35	3:45	42
3:55	4:03	4:05	4:15	42
4:25	4:33	4:35	4:45	42
4:55	5:03	5:05	5:15	42
5:25	5:33	5:35	5:45	42
5:55	6:03	6:05	6:15	42
6:25	6:33	6:35	6:45	42
6:55	7:03	7:05	7:15	---

Option 3

Change Daily Veh Hrs:	5.33	
Change Daily Miles:	41.0	
Change Annual Hrs:	1,360.00	
Change Annual Miles:	10,442.3	
		<u>% Dif</u>
Daily Total Hrs:	12.8	71.1%
Daily Total Miles:	138.2	25.3%
Annual Total Hrs/Cost	3,272.5	\$278,162 71.1%
Annual Total Miles:	35,228.3	25.3%

**INTERCITY TRANSIT AUTHORITY
WORK SESSION
AGENDA ITEM NO. 6
MEETING DATE: May 20, 2015**

FOR: Intercity Transit Authority
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: Strategic Plan – Goals and End Policies

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- 1) **The Issue:** Continued review of our “Goals and End Policies” for the 2016–2021 Strategic Plan.
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- 2) **Recommended Action:** This item is for Authority consideration and discussion.
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- 3) **Policy Analysis:** The strategic plan is Intercity Transit’s primary policy document. The Authority’s direction provides the level of resources and priorities devoted to specific services and projects.
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- 4) **Background:** The Authority began review of the “Goals and End Policies” at the April 1, 2015, ITA meeting. The Authority requested staff provide draft language to capture the nature of the conversation for a follow-up discussion to fine-tune the statements. Below are some excerpts of the conversation followed by draft Goals and End Policy language for the 2016-2021 Strategic Plan.
- Increasing ridership shouldn’t be totally how we measure our success.
 - Just an increase all by itself is “to what end?”
 - Focus on serving the highest need.
 - Focus on the “proper” balance of service. Local, circulator and express service – productivity versus coverage.
 - Define the connection between outstanding customer service and increased ridership. One doesn’t necessarily impact the other. We could serve highest demand but not necessarily provide outstanding customer service.
 - Goals 1 and 2 are very much based on public perception. We may be meeting some needs very well and unable to meet others. This very well might be based on budget restraints and the service we can afford as a community rather than our ability to deliver great customer service.
 - Funding will dictate many areas. The Authority may have to reevaluate service/programs that may be in conflict with other goals. That might be true, but it wouldn’t be reflective of how we do business, but the financial reality.
 - We need to stress the agency is assessing the transportation needs PTBA-wide.
 - Goals need to be achievable both financially and physically.
 - Educate the public about funding issues and that we have little control over funding sources.

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

Draft Goals and End Policies:

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

5) **Alternatives:**

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

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

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

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

**INTERCITY TRANSIT AUTHORITY
WORK SESSION
AGENDA ITEM NO. 7
MEETING DATE: May 20, 2015**

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

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- 1) **The Issue:** First review of policy issues for the 2016-2021 Strategic Plan.
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- 2) **Recommended Action:** Discuss and provide staff direction.
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- 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.
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- 4) **Background:** Every year the Authority defines critical policy issues and establishes direction for staff and the future of Intercity Transit. This typically takes place over several meeting sessions. This is the first of those meeting sessions.

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

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

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

2. **How does Village Vans, Community Vans, 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 Vans program with local dollars?

3. **What role should Intercity Transit play in local transportation projects - Commute Trip Reduction, Youth Education Programs and the Bicycle Commuter Contest?**

Authority direction for 2015 was to continue our work in all of these areas.

4. Should Intercity Transit pursue additional park-and-ride facilities at this time?

Authority direction for 2015 was to not pursue additional park-and-ride facilities at this time.

5. Should transit priority measures - signal priority, queue bypasses, bus lanes - be considered?

Authority direction for 2015 was to implement the pilot signal preemption program.

6. What additional investments in technology should be made?

Authority direction for 2015 was to develop a plan to address server room issues as well as implement low level improvements to our website, telephone and advanced communications system.

7. Should the vanpool program continue to expand to keep pace with demand?

Authority direction for 2014 was to add one Vanpool Coordinator to support the continued growth of the program and provide for the addition of 10 new groups a year. The program did not add 10 vehicles to the program in 2015.

8. Are our services - Dial-A-Lift, Travel Training and Accessible Fixed Route Buses adequate to serve persons with disabilities?

Authority direction for 2014 was to add a Travel Trainer position and focus on expanding the travel training program with Bus Buddies. We continue to build both programs. Award of Bus Buddies funding is uncertain.

9. Is the current fare policy appropriate?

Authority direction for 2015 was to retain our policy to review fares every three years. Our last fare structure became effective February 2013. Continuing this practice necessitates a review.

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>