

**AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**CITIZEN ADVISORY COMMITTEE**  
**JOINT MEETING**  
**September 16, 2015**  
**5:30 P.M.**

**CALL TO ORDER**

**1) APPROVAL OF AGENDA 1 min.**

**2) PUBLIC COMMENT 10 min.**

*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.*

*The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.*

**3) RECOGNITION AND CELEBRATION - 2015 Rodeo Participants 15 min.**

**4) INTRODUCTIONS - Attendees provide self-introductions 10 min.**

**5) APPROVAL OF CONSENT AGENDA ITEMS 1 min.**

**A. Approval of Minutes:** August 5, 2015, Regular Meeting; and August 19, 2015, Special Meeting.

**B. Payroll:** August 2015 Payroll in the amount of \$2,011,681.06.

**C. Accounts Payable:** Warrants dated August 7, 2015, numbers 19271-19342, in the amount of \$491,336.36; warrants dated August 21, 2015, numbers 19345-19427, in the amount of \$271,741.44 for a monthly total of \$763,077.80; and Automated Clearing House Transfers for August 2015 in the amount of \$10,081.07 for a monthly total of \$773,158.87.

**D. Transit Pass Printing & Delivery:** Authorize the General Manager to enter into a one-year contract with Tumwater Printing for the provision of monthly passes, daily passes, and reduced fare stickers. The contract amount will not exceed \$24,552.00, including taxes. The contract will allow for two optional extension years. (Jeff Peterson)

**E. Surplus Property:** Declare the property listed on Exhibit “A” as surplus. (*Laura Lowe*)

**F. Purchase of Passenger Shelters:** Authorize the General Manager to issue a purchase order to Handi-Hut, Inc. for 14 passenger shelters with kiosks. The purchase order would not exceed \$60,406, including taxes and freight. (*Jeff Peterson*)

- |            |  |                |
|------------|--|----------------|
| <b>6)</b>  | <b>2016 DRAFT BUDGET CALENDAR AND BUDGET PROGRESS</b><br>( <i>Ben Foreman</i> )                | <b>10 min.</b> |
| <b>7)</b>  | <b>CAC SELF-ASSESSMENT</b> ( <i>Nathaniel Jones and Victor VanderDoes</i> )                    | <b>30 min.</b> |
| <b>8)</b>  | <b>ITA ANNUAL PLANNING SESSION DEBRIEF AND DISCUSSION</b><br>( <i>Ann Freeman-Manzanares</i> ) | <b>30 min.</b> |
| <b>9)</b>  | <b>GENERAL MANAGER REPORT</b>  | <b>10 min.</b> |
| <b>10)</b> | <b>AUTHORITY/CAC ISSUES</b>  | <b>20 min.</b> |

## **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](mailto: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).*

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**August 5, 2015**

**CALL TO ORDER**

Vice Chair Warner called the August 5, 2015, meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Olympia Councilmember Nathaniel Jones (via teleconference); Vice Chair and Citizen Representative Ryan Warner; Thurston County Commissioner Bud Blake; City of Lacey Councilmember Jeff Gadman; City of Tumwater Councilmember Debbie Sullivan; City of Yelm Councilmember Tracey Wood (Alternate); Citizen Representative Karen Messmer; Citizen Representative Don Melnick; and Labor Representative Ed Bricker.

**Members Excused:** City of Yelm Councilmember Joe Baker.

**Staff Present:** Ann Freeman-Manzanares, Dennis Bloom; Christine DiRito; Donna Feliciano; Kris Franson; Laura Lowe; Jim Merrill; Carolyn Newsome; Pat Messmer; and Steve Swan.

**Others Present:** Legal Counsel Dale Kamerrer; Citizen Advisory Committee (CAC) member Sue Pierce; Karen Parkhurst, TRPC; Veena Tabbutt, TRPC; Michael Ambrogia, TRPC; and Dale Learn, Gordon, Thomas, Honeywell.

**APPROVAL OF AGENDA**

It was M/S/A by Councilmember Gadman and Citizen Representative Messmer to approve the agenda as presented.

**INTRODUCTIONS**

- A. Christine DiRito introduced **Claudia Green, Administrative Assistant.**
- B. Ann Freeman-Manzanares introduced **Laura Lowe, Procurement and Capital Projects Manager.**

**PUBLIC COMMENT - None**

**APPROVAL OF CONSENT AGENDA ITEMS**

It was M/S/A by Councilmember Wood and Councilmember Gadman to approve the consent agenda as presented.

## **Intercity Transit Authority Regular Meeting**

**August 5, 2015**

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**A. Approval of Minutes:** July 1, 2015, Regular Meeting; July 15, 2015, Work Session.

**A. Payroll:** July 2015 Payroll in the amount of \$2,924,081.11.

**B. Accounts Payable:** Warrants dated June 12, 2015, numbers 18945-19026, in the amount of \$510,340.81; warrants dated June 26, 2015, numbers 19037-19105, in the amount of \$440,068.19 for a monthly total of \$950,409.00; and Automated Clearing House Transfers for June 2015 in the amount of \$9,252.17, for a monthly total of \$959,661.17.

Warrants dated July 10, 2015, numbers 19108-19189, in the amount of \$321,023.58; warrants dated July 24, 2015, numbers 19196-191267, in the amount \$617,126.25 for a monthly total of \$938,149.83; and Automated Clearing House Transfers for July in the amount of \$1,571.54, for a monthly total of \$939,721.37.

**C. Special Meeting:** Scheduled a special meeting for Wednesday, September 16, 2015, to conduct a joint meeting of the Authority and the Citizen Advisory Committee. (*Ann Freeman-Manzanares*)

**D. Surplus Property:** Declared the property listed on Exhibit "A" as surplus. (*Laura Lowe*)

### **PUBLIC HEARING**

#### **A. Draft Annual Report & Transit Development Plan (TDP)**

Planning Manager, Dennis Bloom, reported the public review process for the Draft Annual Report and Transit Development Plan is complete and he handed out copies of two comments received, however, they did not relate to TDP. Bloom noted all suggestions made by the Authority at the July 15 meeting were incorporated into the draft TDP. He indicated staff will come before the Authority to seek adoption of the plan at the August 19, 2015, Special Meeting.

Melnick asked what businesses received notice of the TDP public hearing. Bloom responded all businesses in that part of the Mottman Industrial Park, which includes Mud Bay feed, Capitol City Press, a number of large supply warehouses as well as couple of small residential developments.

Vice Chair Warner opened the public hearing at 5:40 p.m.

With no one present for comment, Vice Chair Warner closed the public hearing at 5:40 p.m.

## **COMMITTEE REPORTS**

- A. Thurston Regional Planning Council (TRPC).** Karen Messmer reported the TRPC held a Joint TRPC Retreat/Regular Business Meeting on July 10. Authority members can refer to the email Messmer sent that included the notes from that meeting. She said the conversation around transportation and land was interesting in terms of continuing urgency about the urban corridors approach and being able to serve transportation needs. There was a lot of emphasis and conversation about multimodal options and being able to serve everyone who walks, rides a bike, transit service and having movement of goods and services and just being able cover ground transportation. There was some interest in water resources stewardship. There was a mixed reaction on the topic of economic development and opportunity. The next meeting of the TRPC is in September.
- B. Transportation Policy Board (TPB).** Ryan Warner reported the TPB met on July 8. The main topic centered around a presentation on the Woodland Trail Alternatives Analysis Study - Tumwater Historical Park to Henderson Blvd. Staff from the City of Olympia Parks Department attended and provided several solutions and possible outcomes since the trail runs along I-5. Connecting the Woodland Trail from Tumwater Historical Park to Henderson Boulevard will be difficult and expensive as the trail's potential alignments could traverse critical areas of I-5 and railroad right-of-way. The City of Olympia Parks Department provided several alternatives.
- C. Citizen Advisory Committee.** Sue Pierce reported the CAC met on July 20, and it was a "repeat performance" of the Authority Work Session held on July 15. The members conducted a wide range of discussion about vanpools, community vans and village vans, coming up with plenty of ideas and suggestions. Pierce also said she participated in the Lakefair Parade along with Victor VanderDoes, members of the Authority and staff. It's lots of fun and she encouraged others to come along next time.

## **NEW BUSINESS**

### **A. Janitorial Services and Supplies Contract Extension.**

Laura Lowe presented for consideration a one-year contract extension and a price increase for Janitorial Services and Supplies for the Olympia Transit Center, Lacey Transit Center, Amtrak Centennial Station and Pattison Street Facilities. This would be the second one-year extension. Lowe indicated American Custodial provided documentation regarding both labor and supply increases to substantiate a 1%, or

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\$1,200 increase for this next year. This year's contract extension also includes \$1,500 maximum for additional cleaning services requested by the Facilities Manager.

Citizen Representative Melnick indicated that he is a frequent rider of Amtrak, and he asked if the Janitorial service would clean out the overhead decorative white lenses of bugs, etc.

Councilmember Wood asked if there is any change from last year's rate. Lowe said there is a slight increase approximately \$100 a month. There was also a slight increase in the prevailing wage of .15 per hour and a 1% increase in the cost of supplies, and these increases are in line with increases from the previous year.

**It was M/S/A by Councilmember Gadman and Councilmember Wood to authorize the General Manager to execute a one-year contract extension and price increase with American Custodial, Inc. in an amount not-to-exceed \$122,160.00, including taxes, for Janitorial Services and Supplies for the Olympia Transit Center, Lacey Transit Center, Amtrak Centennial Station and Pattison Street Facilities.**

### **B. Update on Federal Advocacy Activity.**

Freeman-Manzanares introduced the agency's federal advocate, Dale Learn from Gordon Thomas Honeywell Governmental Affairs. Learn provided an update on the federal transportation legislation.

Learn said it's time for the congressional recess now through Labor Day. He said we're now into the 114th Congress and it's the first time since 2006 the Republicans have one party control. Learn's job continues to be to engage the decision makers on the Hill as well as the Administration on all federal issues of interest to Intercity Transit. He works with APTA staff to discuss the issues with legislators and agencies.

Learn also meets regularly with a relatively new group, of which Intercity Transit is a member, called the Bus Coalition. The Bus Coalitions primary focus is trying to reinstate bus and bus facility funding for mid-sized systems that was eliminated in MAP-21.

Learn went on to highlight specific issues within MAP-21 which made a major shift in federal spending on transit issues. It was the only bus transit program cut from the previous authorizations. He said bus systems lost 57% of their bus funding and there was a corresponding increase for fixed rail systems. Some large systems received a slight increase and smaller systems received a higher portion increase

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than in the past. Medium size agencies like Intercity Transit saw a substantial cut in bus funding.

Learn said the Bus Coalition has grown to 90 systems in 30 states, and 7 are in the state of Washington. The strategy for the Bus Coalition has been frequent calls, legislative drafting, developing materials about our positions as well as talking about rolls and give action items to particular members that they have to accomplish to achieve the overall goals.

Another program is the Assistance for Major Projects Program which is essentially the new TIGER Program, geared toward large transit systems eligible for large structured funding programs and the Low and No Emission Program which was a research and development program in Map-21 has now moved over to dedicated discretionary program. The FTA and congress seems to think that whether it be 5, 10 or 50 years from now, most systems will move their vehicles to low or no emissions or electric vehicles.

Another issue unrelated to the Authorization Bill is a new extension. At the same time they passed the Senate Bill they also passed another short-term extension through the month of October to allow the House to do their process as well as a potential conference process between the two chambers. That allows for the FTA to provide the rest of the formula appropriations as well as make a decision on discretionary request for Ladders of Opportunity. Overall, Learn said the future looks very optimistic.

Gadman asked what was the reaction of House members to the Senate passing that bill. Learn said because this is really about finances, both the House and Senate majorities said they don't want to raise the gas tax. He said to increase funding for transportation - you have to find the money from somewhere. Therefore they make a call for pay-fors for a lot of different things.

Freeman-Manzanares asked if the Ladders of Opportunity money will come through in the short-term extension or will we be waiting for the longer-term bill.

Learn said we'll start to see a short-term extension because it takes us through the end of the fiscal year in September.

Melnick asked why rail takes precedence over bus transit within the legislature. Learn responded things change very rapidly due to the political structure.

Freeman-Manzanares said the American Public Transit Association (APTA) had a difficult time moving away from formula and back to discretionary grants and they have a tough position because they represent transit systems of all sizes across the

nation. It took a year (at least one legislative session) to convince them and Dale Learn played a big part in helping to convince APTA to focus on the need for discretionary funds.

Sullivan and Jones thanked Learn for arranging the various meetings with the Senators during the APTA Annual Conference to D. C. last year and with Representative Heck's staff. They were able to attend meetings that they would otherwise have not been able to without Learn's help.

### **C. Public Transportation in Local/Regional Studies.**

Freeman-Manzanares introduced Karen Parkhurst, Veena Tabbutt, and Michael Ambrogia from the Thurston Regional Planning Council (TRPC). Freeman-Manzanares explained they are presenting an overview of local and regional documents, statistics and planning studies in preparation for the Authority's August 21, 2015, Planning Session. The Authority is focusing primarily on three questions. Tonight's presentation addresses question two: "How do we best deliver a new increase in demand for service to our community?" And a follow on question is: "How do we know that there is a new increase in demand?"

Tabbutt said in addition to the transportation planning element, TRPC also serves as a clearing house for a lot of data, studies and research. She said tonight's conversation centers around the changing demographics happening in Thurston County. She referred to a PowerPoint Presentation entitled, "Ten Topics."

#### **Changing Demographics**

- In 2015, 50,000 Millennials – preference for urban car-lite lifestyles
- Population age 65 to 84 will increase by 88% (compared to 48% countywide)
- Population age 85 and older will increase by 98% (2015-2040)  
This generation will have severe implications on emergency services and others like Dial-A-Lift.

#### **Diversifying Population**

Tabbutt said Thurston County is showing diversity at a slow rate. Minority is identified as non-white or Hispanic.

- In 2000 – 17%
- In 2010 – 21%
- In 2013 – 23%

The implications for transit include providing access to services and looking at translating written material in more languages. Parkhurst said new immigrants tend



to use public transportation and ride sharing until they can afford a car. Then they adopt the cultural lifestyle.

### **Basic Needs Survey**

Over the past few years, TRPC researched what's happening with the lower income population and conducted a Basic Needs Survey, showing the following:

- Over 1,000 responses – 93% in Lacey, Olympia, or Tumwater
- 72% reported an annual household income of less than \$15,000
- 80% reported having trouble paying for housing or transportation costs in past 12 months
- 65% ride the bus
- 46% didn't own a car
- 48% ranked access to bus as one of the top three neighborhood features when deciding where to live

### **How we travel is influenced by where we live**

This is a household travel survey. It was broken down into urban corridors, urban and rural areas along with each of the different modes of transportation (transit, walking, biking, and drive alone). Transit showed much more use in the urban corridors, so the survey confirms that when you have access to amenities people are more likely to use them. Walking and biking also showed an increase in the urban corridor and urban areas versus rural areas.

### **Vehicle Ownership**

The data reflects vehicle ownership from the 1960's through today, and there's a big change from 1970 to 1980, showing the trend began to see a lot of 3-car families, with a huge decrease in the 1-car family, but now it appears to flatten out. Parkhurst said it has a lot to do with the economy. As the economy gets better people have more cars in the family, and it also reflects adult children moving back home with their parents.

### **Activity Density & Transit Boardings**

Lacey – Olympia – Tumwater urban centers and corridors have an activity density of **15 (15 people + jobs per acre)**. We can reach an activity density of **22** by the year 2035 achieving the Sustainable Thurston Preferred Land Use Scenario. A graph showed transit boardings in Thurston County compared to activity density.

This is important to our systems because as we move up in activity density there will be a substantial jump up in the number of boardings due to more people living and working in the area, but there is also more transit in that area.

### **Commute Patterns**

This survey reflects commute trips of people who live in Thurston County and work in another county or people who live in another county and work in Thurston County. The trend shows a large increase in outbound commuters (live here-work elsewhere) from 1980 through 2040, with only a slight increase of inbound commuters. The reason is because there are more higher-paying jobs to the north, and the price of housing here has been slightly lower than Pierce County.

Messmer said depending on federal and state funding capacity to solve the congestion problems and the issues about making it more convenient or easy for people, it's hard to imagine these trends because people would be in complete congestion gridlock 24 hours day on I-5 in its current condition. She asked are people going to modify their calculation of what it costs in terms of their time or their capacity to stand the traffic. She thinks it will change people's minds about how far they are willing to go and it might change their mind about how much they are willing to do in terms of having something else more convenient like rail.

### **Military and Veterans**

Living in Thurston County:

- **5,200** Active duty military personnel
- **29,091** Veterans (>25% w/disability)
- *"Access to reliable transportation (particularly public transportation) - Essential for returning Wounded Warriors to find employment, training, & services & reintegrate."*

### **Commute Trip Reduction**

Parkhurst explained it's a statewide program in which major employers need to encourage staff to use commute alternatives. TRPC does a survey every two years and in the last survey one of the questions asked was, "What does your workplace offer?" She said there are nuances to how things are offered at a worksite. Often a program is available but it's discouraged or only certain employees can use it. For example, telework. It may be available but may not be implemented in a way many can take advantage of it.

The survey showed 77% of the worksites offer telework, 90% offer a compressed work week, 93% a flexible schedule, and 97% offer free or subsidized bus passes – all state worksites have negotiated deals with Intercity Transit to have transit passes known as Star Passes. However, Parkhurst said she talked to many state employees who are not aware of these Star Passes.

She said there's a communication problem and we need to work better together to provide this information. TRPC continues to work with state government on the commute trip reduction. Parkhurst is working with state government to pull

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together a conversation between elected officials and state government on the topic of corridors. The community has a vision about corridors, and major employers have a vision in state government about the office of the future. Those setting policy at the local level who want densification on our corridors might want to talk to the larger employers about where they are locating and what programs they have. Parkhurst will be approaching Intercity Transit about such a conversation.

Parkhurst said many of the programs TRPC works on are included or supportive of jurisdictional plans. In the various jurisdictions there is an assumption that you'll meet commute trip reduction goals and your land use of transportation plans are based on those, and those commute trip reductions goals have never been met. Everyone needs to think about what that means in their plans. When looking at prioritization and the regional transportation plan, remember that the transportation elements of the jurisdictional plans have to be in compliance with the regional transportation plans. There's a connection between the two plans.

### **Priorities When Considering Money**

This survey allowed the public to pretend they had \$500, and how would they spend it on transportation. TRPC sent the survey out to a broad spectrum of the public, however, the people who responded (about 1,500) were primarily urban, white women, and about half of them were ages 35 to 54, and one-third were 55 to 64, with incomes \$50,000 to \$100,000 with about a third making over \$100,000. Therefore, it was not a statistically balanced survey, but these are the people who tend to respond to such surveys.

TRPC asked people to look at transportation through various lenses. To look at it through what they need and value; what the community needs and values; and how do they support commerce. The public indicated that what matters most were Bike Lanes, Sidewalks, Trails & Pavement.

Regarding their community, everyone said transit (Inter-County Bus & Rail; Vanpooling, Park & Ride & CTR; Paratransit; Rural Transit). Even though many would never use these modes of transportation themselves, they felt these were important as a community.

Regarding commerce, the survey showed the public didn't have any thoughts for anything other than freeway widening, technology, user fees, and maintenance (pavement & bridges). They did not think of transit in this category; however, that's not what data shows. Data shows that transit is very supported when getting people to work, etc.

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She said about two-thirds of the people said they would pay more transportation taxes for those things that matter to them. The survey asked what people would spend the entire \$500 on, and the majority said rail.

### **Topics of Interest**

Parkhurst said as TRPC was going through the data, items that came up for them were:

- A lot of conversation about coordination of services. Many people believe we should be working more closely with school districts.
- Conflicts: Desire for transit & density concerns
- Land Use Plans: Size of growth areas with limited revenue for transit expansion
- Climate Change: mitigation and adaptation
- CTR: possible program changes & campus pilot
- Technology: Autonomous vehicles, ridesharing services (Uber)

### **GENERAL MANAGER'S REPORT**

There are 203 active vanpool groups with 210 new riders enrolled between September 2014 and June 2015; 121 current riders participated to recruit new riders and one customer won the \$500 prize in that competition.

The new Intercity Transit website is expected to go live August 17.

Staff received proposals for the Survey, Market Segmentation and Communication conversation. Staff intends to bring a recommendation before the Authority at the August 19 meeting.

A new Youth Representative from North Thurston High School joined the Citizen Advisory Committee and attended the CAC meeting on July 20, 2015. Staff will begin further recruitment in September seeking more youth representation on the CAC.

Intercity Transit will participate in the United Way Day of Caring being held Friday, September 25. Authority and CAC members interested in joining the team should contact Pat Messmer by August 14.

Wednesday, August 12, 2015, is Transit Appreciation Day. Authority and CAC members are invited to attend between 10 a.m. and 4 p.m. The awards program begins at 12:04 p.m.

### **AUTHORITY ISSUES**

Warner said the CAC meets on August 17, and they will be discussing many of the same issues discussed at the Authority Planning Session. All are invited to join in on

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their conversation, and share thoughts about what the CAC thinks about the various issues.

Warner announced the Public Transportation Conference and Vendor Expo are being held in Vancouver, Washington August 23 through 26. The Bus and Maintenance Roadeos are being held on Sunday, August 22.

Melnick said he enjoyed the APTA Board Members' Conference and hopes to share experiences during the Authority Work Session.

Blake agreed the APTA Board Members' Conference was beneficial in many ways. He said he found all of the successes and challenges of the small and medium transit systems throughout the country very interesting.

Karen Messmer participated in the Lakefair Parade – another successful and fun event. She gave “kudos” to Operator, MJ, for driving the mini-bus and greeting and waving at the crowd and high-fiving with the kids the entire route.

**ADJOURNMENT**

**It was M/S/A by Councilmember Wood and Citizen Representative Messmer to adjourn the meeting at 7:35 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Nathaniel Jones, Chair**

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**Pat Messmer  
Clerk to the Authority**

**Date Approved: September 16, 2015.**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit



**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Special Meeting**  
**August 19, 2015**

**CALL TO ORDER**

Vice Chair Warner called the August 19, 2015, Special Meeting of the Intercity Transit Authority to order at 5:31 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Olympia Councilmember Nathaniel Jones; Vice Chair and Citizen Representative Ryan Warner; Thurston County Commissioner Bud Blake; City of Tumwater Councilmember Debbie Sullivan; City of Lacey Councilmember Jeff Gadman; Citizen Representative Karen Messmer; Citizen Representative Don Melnick; and Labor Representative Ed Bricker.

**Staff Present:** Ann Freeman-Manzanares; Dennis Bloom; Donna Feliciano; Kris Fransen; Laura Lowe; Pat Messmer; and Heather Stafford-Smith.

**Others Present:** Lin Zenki, Citizen Advisory Committee; Amy Buckler, City of Olympia.

**APPROVAL OF AGENDA**

**It was M/S/A by Citizen Representative Messmer and Citizen Representative Melnick to approve the agenda as presented.**

**CITIZEN ADVISORY COMMITTEE REPORT**

Lin Zenki reported the CAC met August 17. She said members discussed the transit survey, and Zenki said she had the opportunity to sit in on two interviews – one for Dial-A-Lift (DAL), and she found it very interesting, and the respondents provided good information and suggested several changes to the DAL program. Zenki said a lot of time was spent discussing the Authority Planning Session

*Councilmember Jones arrived.*

**PUBLIC COMMENT**

**SALLY RIVERS, 4805 Cushman Road NE, Olympia** commented that she owns two homes in Thurston County that are outside Intercity Transit's PTBA. She lives at Seashore Village mobile home park which consists of many seniors living in the park, and there is no transit/transportation services. There's another location without

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transportation service on the other side of Black Lake in the Evergreen Shores area. She said these areas are in desperate need of transportation. She asked the Authority to consider adding service to these portions of the county.

### **OLYMPIA'S DOWNTOWN STRATEGY**

Amy Buckler, Senior Planner from the City of Olympia presented the Downtown Strategy. She said the City of Olympia recently updated their Comprehensive Plan which describes the community's vision and goals for downtown Olympia. The Plan identifies downtown as the social, cultural and economic center of the region. The City wants downtown to remain attractive, sustainable, bike-friendly, walkable, with full shops, public spaces, landscaping and art. The Comprehensive Plan set a new goal to target 25% of the residential population growth downtown, which anticipates 5,000 new residents over the next 20 years.

To bring this vision to life, the city will kick-off a public process to form a Downtown Strategy to identify priorities over the next five years. The Downtown Strategy will be developed through an open and inclusive public process that brings people together to learn about downtown issues, share ideas and evaluate trade-offs.

The City took a look at the public and private investments that occurred downtown the past 20 years. The city and other public partners have invested up to \$200M to create great public spaces in downtown since 1993.

The Olympia City Council developed a scope for the Downtown Strategy which includes great public participation framework. Good strategies would reduce development uncertainties. For example many of the sites downtown are contaminated due to prior auto oriented and industrial land uses. That contamination can cause a risk for private investors/developers which creates uncertainty about cost. Another example on the public side is often there is controversy around projects that are being proposed because the public doesn't understand how they fit into the context of downtown. The city hopes to encourage private investment, enhancing public spaces (streets, sidewalks, alleys) with a real focus on walkability and also a more bike-friendly downtown; and accomplish all of this while preserving downtown's historic fabric.

The city has gone through great lengths to make downtown safe in the past three years. They established a Welcome Center; there's a Walking Patrol currently with four officers; the Downtown Ambassadors are available to direct the public to various services and respond to needs on the street; and the Downtown Project has been formed to help with the alcohol impact areas and local business initiatives.



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The city is now in the process of hiring an urban design consultant team to help with this process. Everyone is invited to attend an open house being held at City Hall at 6 p.m. on August 20, to meet the three team finalists.

Zenki said the cutouts in downtown Olympia are too small and steep for wheelchairs, and where concrete meets asphalt there are huge holes, and there's the potential for a wheelchair to tip. She said wheelchair rolling hasn't been well thought out in that area. As that area improves, she encourages having people in wheelchairs travel the area and test it. She also said bricks are decorative but are also bad for wheelchairs and walkers. Buckler agreed that the conditions are not wheelchair-friendly and she welcomes Zenki's participation in analyzing that. The Public Works Department recognizes this and are spending a lot of time grinding down the curbs.

Melnick said downtown Olympia has the potential to be a "jewel" of the county. He believes people with a diverse income level will, to some extent, dictate more strongly what they want in downtown Olympia. He said the city needs some retrospective in their planning now because that may reflect whether they will ever come. He thinks this is a concern and the city should think about how to gauge the perception of people who might come to Olympia. If you anticipate 5,000 more people coming to Olympia, you need to figure out what it is they might want in order to get them to come.

Jones said when the City of Olympia held their initial open house, the council chambers were filled and people were spilling out into the lobby – it was a great turnout. That tells Jones that people care and are concerned about downtown. Jones emphasized that the things on Buckler's "to do" list has a direct impact on transit. The whole package has a lot to do with Intercity Transit and how we interface, and all of that turns into a question to Buckler as to, "How does the Intercity Transit Board best bring their influence to Olympia's project?" Buckler responded that the "biggest bang for your buck" is participation in the workshops.

Buckler passed around a contact list. She said to stay tuned for a stakeholder group being formed consisting of no more than 15 people. She said the ability to comment online will also be available.

### **TRANSIT SURVEYS AND COMMUNITY CONVERSATIONS CONTRACT AWARDS**

Procurement and Capital Projects Manager, Laura Lowe, presented for consideration contract awards for transit surveys and a market segmentation study. Eight proposals were received and reviewed, and a team made up of staff from Planning, Marketing, Dial-A-Lift and Vanpool, along with the General Manager recommends contract award to Moore & Associates to conduct the Dial-A-Lift customer satisfaction survey; and to

## **Intercity Transit Authority Special Meeting**

**August 19, 2015**

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CJI Research Corporation to conduct the fixed-route and vanpool customer satisfaction surveys as well as the market segmentation study.

Messmer asked if these are related to the grant for the community conversations, and asked are we not spending the community conversation funding for these firms and will these firms conduct that survey. Freeman-Manzanares said we advertised for the project independently so a selection could be made independently, and staff continues to evaluate the proposals. There are two areas still outstanding – the community conversation and the worksite survey also known as the CTR Survey. The customer satisfaction and market segmentations surveys came in close to budget so if we decide to pursue the worksite study, we have to pursue additional funding as well. It was added as an ad-alt to this process that if they came in less than budget staff would jump on it, but that didn't happen so staff and TRPC continue to have conversations about the benefits we might gain. Staff will come back with a recommendation at a later date.

**It was M/S/A by Citizen Representative Melnick and Councilmember Gadman to authorize the General Manager to enter into a contract with Moore & Associates to conduct the Dial-A-Lift customer satisfaction survey in an amount not-to-exceed \$21,000; with CJI Research Corporation, to conduct the fixed-route and vanpool customer satisfaction surveys, and the market segmentation study in an amount not-to-exceed \$115,000.**

### **ADOPTION OF ANNUAL REPORT AND TRANSIT DEVELOPMENT PLAN**

Planning Manager, Dennis Bloom, asked the Board to adopt the 2014 Annual Report and approve the 2015-2020 Transit Development Plan (TDP). The public process included a public hearing on August 5, 2015. Two public comments were received; however, they were not specific to the TDP. Once adopted, the plan will be distributed to each of the jurisdictions, to private transportation vendors, and the state.

**It was M/S/A by Councilmember Gadman and Citizen Representative Warner to adopt the 2014 Annual Report and approve the 2015-2020 Transit Development Plan as presented for the public hearing held on August 5, 2015.**

### **2015 CITIZEN ADVISORY COMMITTEE RECRUITMENT**

Freeman-Manzanares presented a timeline and information on the process for conducting the 2015 CAC recruitment. The Board is asked to select an ad-hoc committee consisting of three Board members to participate with the CAC in the selection process. Advertising will begin in September, and includes ads on the sides of the buses and a number of other locations. Applications are due October 29. Interviews

## **Intercity Transit Authority Special Meeting**

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will be held in November. Board members Karen Messmer, Bud Blake, and Debbie Sullivan volunteered to participate on the ad-hoc committee.

### **COMMUNITY CONNECTIONS**

Freeman-Manzanares said there are important questions the Board needs to address, leading up to the preparation for the Annual Planning Session being held on Friday, August 21. They are: How do we best deliver on increasing demand for transit services in our community? How do we know there's increasing demand for transit in our area? How do we best communicate/engage our community? How do we best fund/finance our short and long-term goals?

Freeman-Manzanares passed out a spreadsheet entitled, "Community Connections." This list shows activities and organizations which staff participates. It starts at a national level showing a variety of boards and committees, and goes into state organizations in which Intercity Transit is a member. The list also shows how Intercity Transit interacts with the various cities, the county and the Economic Development Council, and the chambers of commerce.

### **GENERAL MANAGER'S REPORT**

Vanpools remain at 203.

July ridership was 247,698 passenger trips. That is a 3.6% decrease from July 2014. The overall year-to-date passenger trips total 2,573,171.

Congress did not pass a long-term transportation bill before the July 31 deadline. However, they did pass the short-term three-month funding extension to keep the highway trust and mass transit accounts going through October 29.

The Senate passed a three-year transportation bill before they left for their August recess.

Freeman-Manzanares will meet with Senator Murray's staff, Jo Eckert (DC staffer) and Kierra Phifer, at her Tacoma office on Thursday, August 27.

Intercity Transit started the budget process focusing on the Capital Budget. Staff will present this at the ITA/CAC Joint meeting to discuss where staff is in the budget process.

Freeman-Manzanares and several staff members will be attending the State Transportation Conference being held in Vancouver, WA. August 24 through August

## **Intercity Transit Authority Special Meeting**

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26. Intercity Transit's Maintenance and Operation teams will be competing in the Rodeo's on Sunday, August 23.

Transit Appreciation Day was a success. Thank you to Ryan Warner, who came in at 3 a.m. to serve breakfast to the Maintenance graveyard crew and all the Authority members who dedicated time to be present. It was much appreciated.

### **AUTHORITY ISSUES**

Melnick, Blake and Warner reported on their experience at the APTA Board Members' and Board Support Conference held in Denver July 17 through July 21.

Melnick said he learned a great deal and highly recommends other Authority members attend future conferences. He said emphasis was focused on the Denver experience, and didn't compare to Intercity Transit. Melnick shared some of the statistics.

Blake said he learned the difference between a large system compared to a small or medium system, and obtained the perspective on how the three systems work/don't work. He noted Denver focuses a lot on Transit Oriented Development. Another thing that stuck out in his mind was the philosophy, "Stop harping on getting people out of cars. Instead focus on the goodness of transit."

Warner said there was a workshop about outreaching to Millennials, and one of things he took away is what Millennials really want more than anything is diverse choices. They want to be able to take the bus, have access to a car, ride a bike, and they talked about the need for connections to technology. He also said he's attended several of these conferences, and they usually focus on what the "locals" are doing, but that information needs to remain in context to what Intercity Transit does.

Clerk of the Board, Pat Messmer, attended the APTA Board Support portion of the conference for the first time. The Board Support attended several workshops, but the ones of most interest included: Is it Personal or Personality; dealing with the different generations within the workplace; and a presentation from Claudia Folska, from RTD, called, "The Blind Side of Communication."

Jones said the State Public Transportation Plan is out and available for comment and wants to know if Intercity Transit will comment on the Plan. Freeman-Manzanares said several staff members have participated in the process. Staff will provide a copy of the draft comments. Anyone wishing to participate can go to:

[www.voiceofwashingtonstate.org/](http://www.voiceofwashingtonstate.org/)

**Intercity Transit Authority Special Meeting**

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Freeman-Manzanares said the Olympia Hearing Examiner came out with a decision on the Medela Rezone proposal in favor of higher density use in that area. This property is located between Pacific Avenue and Boulevard Road SE. Staff will share that information as well.

Baker thanked the Board and staff for the get-well card. He also thanked Freeman-Manzanares for attending the farewell party held for Yelm's City Administrator, Shelly Badger.

**ADJOURNMENT**

**It was M/S/A by Councilmember Baker and Councilmember Gadman to adjourn the meeting at 6:48 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Nathaniel Jones, Chair**

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**Pat Messmer  
Clerk of the Board**

**Date Approved: September 16, 2015**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit

PERIOD DATES: 7/26-8/8/2015					PAYDATE 8/14/2015		PERIOD DATES: 8/9-22/2015					PAYDATE 8/28/2015	
	CODES		PAY PERIOD CHECK NO.	1ST CHECK AMOUNT	TSI TRANSFER AMOUNT		CODES		PAY PERIOD CHECK NO.	2ND CHECK AMOUNT	2ND TRANSFER AMOUNT		
3	FIT		EFT	73,425.61		3	FIT		EFT	73,627.48			
4	MT		EFT	20,188.24	93,613.85	4	MT		EFT	20,179.88	93,807.36		
5	A2/35	Life Ins.	Check Dave 2nd	2,063.39	0.00	5	A2/35	Life Ins.	Check Dave 2nd	4,069.31	0.00		
6	D3/31	Disability In	Check Dave 2nd	1,474.38	0.00	6	D3/31	Disability In	Check Dave 2nd	1,986.09	0.00		
7	HE/37	Health In1st	Check Dave 2nd	15,131.00	0.00	7	HE/37	Health In1st	Check Dave 2nd	286,049.00	0.00		
8	TH/39	Taxed Hlth	Check Dave 2nd	0.00	0.00	8	TH/39	Taxed Hlth	Check Dave 2nd	0.00	0.00		
9	CC/61	Child Care	Hfstttr/Brngmp	384.3		9	CC/61	Child Care	Hfstttr/Brngmp	384.3			
10	GN/08	Garnish	CHECK last	929.36		10	GN/08	Garnish	CHECK last	1,190.91			
11						11							
12	CS/09	DSHS	EFT	1,677.95	1,677.95	12	CS/09	DSHS	EFT	1,654.87	1,654.87		
13	CS/09	ExpertPay	EFT	0.00	0.00	13	CS/09	ExpertPay	EFT	0.00	0.00		
14	D1/98	D.Dep. #1	ACH WIRE every	9,619.15	9,619.15	14	D1/98	D.Dep. #1	ACH WIRE every	9,777.65	9,777.65		
15	D2/97	D.Dep. #2	ACH WIRE every	16,047.23	16,047.23	15	D2/97	D.Dep. #2	ACH WIRE every	15,978.27	15,978.27		
16						16							
16	GT/63	G.Ed.Tult	Check every	247.00		16	GT/63	G.Ed.Tult	Check every	247.00			
17	HS/59	Health Svgs	ACH Wire every	155.00	155.00	17	HS/59	Health Svgs	ACH Wire every	155.00	155.00		
18	DC/97	Vgrd EE	Wire	43,197.11		18	DC/97	Vgrd EE	Wire	44,069.89			
19	DC/22	Vgrd ER	Wire	29,100.01	72,297.12	19	DC/22	Vgrd ER	Wire	29,804.07	73,873.96		
20	L2/29	401k Ln#2	Wire	4,749.99		20	L2/29	401k Ln#2	Wire	4,749.99			
20	LN/29	401k Ln #1	Wire	9,576.17	14,326.16	20	LN/29	401k Ln #1	Wire	9,576.17	14,326.16		
22		TTL VNGRD		86,623.28		22		TTL VNGRD		88,200.12			
23	LI/02	L&I	EFT Quarterly	26,238.43		23	LI/02	L&I	EFT Quarterly	26,470.97			
24	MD/51	Mch.UnDue	Check last	1,321.47		24	MD/51	Mch.UnDue	Check last	1,348.65			
25	MI/52	Mac.Initlon	Check last	58.88		25	MI/52	Mac.Initlon	Check last	140.99			
26	MS/60	Payroll Corr check		0.00		26	MS/60	Payroll Corr check		0.00			
	GL/11	GTLife		38.10			GL/11	GTLife		213.20			
27	TF/				0.00	27	TF/				0.00		
28	TF/	Tx.Fr.Benefit	Employer	50.00	0.00	28	TF/	Tx.Fr.Benefit	Employer	0.00	0.00		
29	PA/66	Proj.Assist	Check last	510.00		29	PA/66	Proj.Assist	Check last	502.00			
30	PN/04	PERS EE	EFT	43,996.88	0.00	30	PN/04	PERS EE	EFT	44,704.87	0.00		
31	PN/04	PERS ER	EFT	79,992.88	123,989.76	31	PN/04	PERS ER	EFT	81,334.35	126,039.22		
32		TTL PERS		123,989.76		32		TTL PERS		126,039.22			
33	R3/20	ICMA Ln#2	WIRE	605.39	0.00	33	R3/20	ICMA Ln#2	WIRE	605.39	0.00		
	RC/24	ICMA EE	WIRE	5,226.54			RC/24	ICMA EE	WIRE	5,286.91			
35	RI/23	ICMA Roth	WIRE	414.61	414.61	35	RI/23	ICMA Roth	WIRE	414.61	414.61		
36	RL/21	ICMA Ln#1	WIRE	1,045.60	1,650.99	36	RL/21	ICMA Ln#1	WIRE	1,045.60	1,650.99		
37	RR/25	ICMA ER	WIRE	3,093.47	8,320.01	37	RR/25	ICMA ER	WIRE	3,134.70	8,421.61		
38		TTL ICMA		9,971.00	10,385.61	38		TTL ICMA		10,072.60	10,487.21		
39	SD/26	457 ST EE	EFT	11,553.55		39	SD/26	457 ST EE	EFT	11,574.64			
40	SR/27	457 ST ER	EFT	6,142.97	17,696.52	40	SR/27	457 ST ER	EFT	6,135.72	17,710.36		
41	ST/67	ShTrmDisab	EFT	3,308.63	3,308.63	41	ST/67	ShTrmDisat	EFT	0.00	0.00		
42	UC/45	Un COPE	Check 1st	124.00		42	UC/45	Un COPE	Check 1st	-			
	UA/44	Un Assess	Check last	0.00			UA/44	Un Assess	Check last	582.00			
	UD/42	Un Dues	Check last	5,371.70			UD/42	Un Dues	Check last	5,276.40			
44	UI/41	Un Initlatn	Check last	10.00		44	UI/41	Un Initlatn	Check last	0.00			
45	UT/43	Un Tax	Check last	2,949.80		45	UT/43	Un Tax	Check last	0.00			
46	UW/62	United Way	Check last	506.50		46	UW/62	United Way	Check last	488.50			
47	WF/64	Wellness	Check last	351.50		47	WF/64	Wellness	Check last	348.50			
48		NET PAY (dir. Deposit)	ACH Wire every	446,613.41	446,613.41	48		NET PAY (dir. Deposit)	ACH Wire every	447,897.14	447,897.14		
		Paychecks		1,430.24				Paychecks		1,755.60			
49		TOTAL TRANSFER (tie to Treasurer Notifications)			\$809,730.39	49		TOTAL TRANSFER (tie to Treasurer Notifications)			\$811,707.20		
50		TOTAL PAYROLL*:		\$868,920.44		50		TOTAL PAYROLL*:		\$1,142,760.62			
51		GROSS EARNINGS:		719,511.63		51		GROSS EARNINGS:		732,241.58			
52		EMPR MISC DED:		139,314.69		52		EMPR MISC DED:		400,429.10			
53		EMPR MEDICARE TAX:		10,094.12		53		EMPR MEDICARE TAX:		10,089.94			
54		TOTAL PAYROLL*:		\$868,920.44		54		TOTAL PAYROLL*:		\$1,142,760.62			
55		TOTAL PAYROLL FOR AUGUST 2015				55		TOTAL PAYROLL FOR AUGUST 2015		\$2,011,681.06			
56		ACH WIRE TOTAL		472,434.79		56		ACH WIRE TOTAL		473,808.06			

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 08/07/2015

Thru Date: 08/07/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00019271	8/7/2015	01305	ACCESS INFORMATION MANAGEMENT	\$849.92	
00019272	8/7/2015	01405	ADVANCE GLASS INC	\$953.42	
00019273	8/7/2015	01780	AMALGAMATED TRANSIT UNION 1765	\$20,074.55	
00019274	8/7/2015	01885	AMERICAN LANDSCAPE SERVICES, LLC	\$3,916.80	
00019275	8/7/2015	01895	AMERICAN PETROLEUM ENVIRONMENTAL S	\$235.00	
00019276	8/7/2015	01960	AMERICAN SEATING COMPANY	\$152.97	
00019277	8/7/2015	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$90.92	
00019278	8/7/2015	02380	ARAMARK UNIFORM SERVICES	\$787.90	
00019279	8/7/2015	02580	ASSOCIATED PETROLEUM	\$380.93	
00019280	8/7/2015	02825	AUTO PLUS - OLYMPIA	\$103.74	
00019281	8/7/2015	03350	BERNIE'S CUSTOM PAINT, INC.	\$796.12	
00019282	8/7/2015	03680	BLUMENTHAL UNIFORMS & EQUIPMENT	\$2,219.20	
00019283	8/7/2015	04040	BUD CLARY CHEVROLET	\$146,100.00	
00019284	8/7/2015	05280	CAPITAL LAKEFAIR INC	\$3,419.00	
00019285	8/7/2015	05740	CED	\$295.33	
00019286	8/7/2015	05945	CENTURYLINK COMMUNICATIONS LLC	\$118.95	
00019287	8/7/2015	05962	CHEHALIS COLLISION CENTER	\$577.80	
00019288	8/7/2015	06040	CITY OF LACEY	\$754.62	
00019289	8/7/2015	06120	CITY OF OLYMPIA UTILITIES	\$4,392.99	
00019290	8/7/2015	06610	COMMERCIAL BRAKE & CLUTCH	\$1,860.90	
00019291	8/7/2015	07150	CROSSROADS COLLISION CENTER	\$756.81	
00019292	8/7/2015	07220	CUMMINS INC	\$10,597.70	
00019293	8/7/2015	07543	DANIEL, CURT	\$283.65	
00019294	8/7/2015	07617	DAVID M HOWE TRUSTEE	\$249.24	
00019295	8/7/2015	09805	FLEET PRIDE	\$68.25	
00019296	8/7/2015	10605	GENFARE	\$81.22	
00019297	8/7/2015	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
00019298	8/7/2015	10660	GILLIG LLC	\$13,108.61	
00019299	8/7/2015	10863	GRAYS HARBOR TRANSIT	\$195.00	
00019300	8/7/2015	11550	IMAGE COMPASS	\$1,242.00	
00019301	8/7/2015	11905	JANEK CORPORATION	\$1,403.52	
00019302	8/7/2015	11930	JERRYS AUTOMOTIVE TOWING	\$92.48	
00019303	8/7/2015	13510	LES SCHWAB TIRE CENTER	\$122.28	
00019304	8/7/2015	13850	MASON TRANSIT AUTHORITY	\$779.00	
00019305	8/7/2015	14590	MOHAWK MFG & SUPPLY	\$457.46	
00019306	8/7/2015	14750	MULLINAX FORD	\$1,025.37	
00019307	8/7/2015	14760	MUNCIE TRANSIT SUPPLY	\$2,024.30	
00019308	8/7/2015	14900	NAPA AUTO PARTS	\$224.01	
00019309	8/7/2015	15585	OLYMPIA FOOD CO-OP	\$65.00	
00019310	8/7/2015	16170	OLYMPIC COLLECTIONS INC	\$1,286.23	
00019311	8/7/2015	16593	PACIFIC OFFICE AUTOMATION	\$1,092.49	
00019312	8/7/2015	16595	PACIFIC POWER GROUP LLC	\$453.53	
00019313	8/7/2015	16695	PATTISON WATER COMPANY	\$96.93	
00019314	8/7/2015	16765	PETRO CARD	\$38,677.89	
00019315	8/7/2015	17392	QUALITY PARKING LOT SERVICES LLC	\$1,256.64	
00019316	8/7/2015	17710	RIGHT WAY SPRING CO	\$415.66	
00019317	8/7/2015	17824	S & A SYSTEMS INC	\$244.80	
00019318	8/7/2015	17900	SCHETKY NW SALES INC	\$1,345.89	
00019319	8/7/2015	17965	SEATTLE AUTOMOTIVE DIST.	\$2,306.23	
00019320	8/7/2015	18030	SENIOR SERVICES S SOUND	\$212.50	
00019321	8/7/2015	18145	SIX ROBBLEES INC	\$138.95	
00019322	8/7/2015	18197	SMART TALENT	\$1,145.38	
00019323	8/7/2015	18355	SOUND TRANSIT	\$55,293.96	
00019324	8/7/2015	18651	STORMANS (LICENSING)	\$1,426.00	

# Intercity Transit

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Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 08/07/2015

Thru Date: 08/07/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00019325	8/7/2015	21610	TETRA TECH INC	\$27,212.29	
00019326	8/7/2015	21930	TIRES INC	\$1,103.71	
00019327	8/7/2015	21950	TITUS-WILL CHEVROLET	\$1,506.02	
00019328	8/7/2015	23400	U S BANK CORPORATE PAYMENT SYSTEMS	\$100,569.48	
00019329	8/7/2015	23405	U S BANK or CORPORATE PAYMENT SYSTEM	\$5,554.54	
00019330	8/7/2015	23660	UNITED WAY OF THURSTON COUNTY	\$1,549.50	
00019331	8/7/2015	23740	USSC LLC	\$771.71	
00019332	8/7/2015	23820	VERIZON WIRELESS	\$2,931.84	
00019333	8/7/2015	24000	W W GRAINGER INC	\$434.69	
00019334	8/7/2015	24100	WA ST DEPT OF ECOLOGY 1	\$100.54	
00019335	8/7/2015	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$10,720.48	
00019336	8/7/2015	24280	WA ST DEPT OF L & I RIGHT TO KNOW	\$710.00	
00019337	8/7/2015	24750	WA ST GET PROGRAM	\$247.00	
00019338	8/7/2015	25380	WASHINGTON GARDENS	\$315.52	
00019339	8/7/2015	25540	WASHINGTON STATE RIDESHARING ORG	\$1,500.00	
00019340	8/7/2015	25852	WEST COAST COATING CONSULTANTS LLC	\$6,840.00	
00019341	8/7/2015	25858	WESTCARE CLINIC LLC PS	\$619.00	
00019342	8/7/2015	26410	XPIO CORPORATION	\$2,400.00	
<b>Total:</b>				<b>\$491,336.36</b>	



# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 08/21/2015

Thru Date: 08/21/2015

Check #	Check Date	Ref #	Name	Amount	Voided
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00019346	8/21/2015	01405	ADVANCE GLASS INC	\$743.10	
00019347	8/21/2015	01780	AMALGAMATED TRANSIT UNION 1765	\$124.00	
00019348	8/21/2015	01820	AMERICAN DRIVING RECORDS INC	\$341.68	
00019349	8/21/2015	01885	AMERICAN LANDSCAPE SERVICES, LLC	\$1,338.64	
00019350	8/21/2015	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$186.19	
00019351	8/21/2015	02380	ARAMARK UNIFORM SERVICES	\$737.20	
00019352	8/21/2015	02580	ASSOCIATED PETROLEUM	\$553.57	
00019353	8/21/2015	02825	AUTO PLUS - OLYMPIA	\$139.13	
00019354	8/21/2015	02990	B&B SIGN COMPANY LLC	\$279.51	
00019355	8/21/2015	03240	BATTERIES PLUS	\$28.18	
00019356	8/21/2015	03250	BATTERY SYSTEMS, INC	\$974.53	
00019357	8/21/2015	03350	BERNIE'S CUSTOM PAINT, INC.	\$1,958.10	
00019358	8/21/2015	03680	BLUMENTHAL UNIFORMS & EQUIPMENT	\$845.23	
00019359	8/21/2015	04040	BUD CLARY CHEVROLET	\$29,348.00	
00019360	8/21/2015	05220	CAPITAL ELECTRIC INC	\$373.33	
00019361	8/21/2015	05340	CAPITOL COURIER SERVICE	\$365.75	
00019362	8/21/2015	05940	CENTURYLINK COMMUNICATIONS LLC	\$2,923.11	
00019363	8/21/2015	06060	CITY OF OLYMPIA	\$648.30	
00019364	8/21/2015	06580	COMBUSTION ENGINEERING	\$1,512.81	
00019365	8/21/2015	06610	COMMERCIAL BRAKE & CLUTCH	\$1,063.71	
00019366	8/21/2015	07150	CROSSROADS COLLISION CENTER	\$1,149.36	
00019367	8/21/2015	07220	CUMMINS INC	\$0.00	<input checked="" type="checkbox"/>
00019368	8/21/2015	07220	CUMMINS INC	\$6,604.69	
00019369	8/21/2015	07500	D G PARROTT AND SONS	\$2,025.00	
00019370	8/21/2015	07925	DIAMOND MANUFACTURING	\$200.75	
00019371	8/21/2015	09805	FLEET PRIDE	\$6.70	
00019372	8/21/2015	09820	FLEET-NET CORP	\$714.00	
00019373	8/21/2015	10580	GENE'S TOWING INC	\$738.45	
00019374	8/21/2015	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
00019375	8/21/2015	10660	GILLIG LLC	\$5,945.21	
00019376	8/21/2015	10758	GORDON THOMAS HONEYWELL GOV AFFAIR	\$6,000.00	
00019377	8/21/2015	10820	GRAPHIC COMMUNICATIONS	\$196.79	
00019378	8/21/2015	11048	HARGIS ENGINEERS INC	\$460.00	
00019379	8/21/2015	11765	INTERCITY TRANSIT PETTY CASH	\$941.88	
00019380	8/21/2015	11785	INTERNATIONAL ASSOCIATION OF MACHINIS	\$2,787.88	
00019381	8/21/2015	11810	INTERSTATE BATTERY	\$232.72	
00019382	8/21/2015	11905	JANEK CORPORATION	\$617.98	
00019383	8/21/2015	12870	KONE INC.	\$512.44	
00019384	8/21/2015	12915	KRXY OLYMPIA BROADCASTERS INC	\$1,200.00	
00019385	8/21/2015	13440	LAW LYMAN DANIEL KAMERRER BOGDANOVI	\$650.40	
00019386	8/21/2015	13485	LEMAY MOBILE SHREDDING	\$113.30	
00019387	8/21/2015	13555	LIBBY ENVIRONMENTAL, LLC	\$350.00	
00019388	8/21/2015	13661	LOOMIS	\$416.41	
00019389	8/21/2015	14590	MOHAWK MFG & SUPPLY	\$249.30	
00019390	8/21/2015	14750	MULLINAX FORD	\$1,500.53	
00019391	8/21/2015	14900	NAPA AUTO PARTS	\$230.54	
00019392	8/21/2015	15255	NORTHWEST PUMP & EQUIPMENT	\$64.24	
00019393	8/21/2015	16200	OLYMPIC REGION CLEAN AIR AGENCY	\$600.00	
00019394	8/21/2015	16490	PACIFIC DISPOSAL INC	\$625.11	
00019395	8/21/2015	16595	PACIFIC POWER GROUP LLC	\$12,491.66	
00019396	8/21/2015	16765	PETRO CARD	\$80,110.45	
00019397	8/21/2015	16820	PIERCE COUNTY SECURITY	\$15,882.29	
00019398	8/21/2015	16873	PITNEY BOWES GLOBAL FINANCIAL SERV LL	\$228.48	

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 08/21/2015

Thru Date: 08/21/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00019399	8/21/2015	17290	PUGET SOUND ENERGY	\$11,474.16	
00019400	8/21/2015	17420	R&R TIRE COMPANY, INC.	\$7,599.90	
00019401	8/21/2015	17505	RAINIER DODGE INC	\$133.57	
00019402	8/21/2015	17560	RE AUTO ELECTRIC INC	\$110.32	
00019403	8/21/2015	17900	SCHETKY NW SALES INC	\$627.30	
00019404	8/21/2015	17965	SEATTLE AUTOMOTIVE DIST.	\$2,122.40	
00019405	8/21/2015	18068	SHINING EXAMPLE INC	\$303.33	
00019406	8/21/2015	18145	SIX ROBBLEES INC	\$1,395.76	
00019407	8/21/2015	18160	SKILLINGS CONNOLLY INC	\$4,938.77	
00019408	8/21/2015	18197	SMART TALENT	\$1,501.50	
00019409	8/21/2015	18420	SOUTHGATE FENCE INC	\$522.24	
00019410	8/21/2015	18510	SRG PARTNERSHIP INC	\$537.50	
00019411	8/21/2015	18651	STORMANS (LICENSING)	\$317.50	
00019412	8/21/2015	18705	SUNBELT RENTALS	\$890.69	
00019413	8/21/2015	18711	SUNSET AIR INC	\$357.60	
00019414	8/21/2015	18940	TENNANT COMPANY	\$893.90	
00019415	8/21/2015	21830	THURSTON COUNTY SOLID WASTE	\$83.00	
00019416	8/21/2015	21930	TIRES INC	\$252.97	
00019417	8/21/2015	21950	TITUS-WILL CHEVROLET	\$0.00	<input checked="" type="checkbox"/>
00019418	8/21/2015	21950	TITUS-WILL CHEVROLET	\$4,149.33	
00019419	8/21/2015	21980	TOTAL BATTERY & AUTOMOTIVE SUPPLY	\$121.27	
00019420	8/21/2015	22010	TOYOTA OF OLYMPIA	\$70.46	
00019421	8/21/2015	22325	TTL PARTNERS LLC	\$3,397.00	
00019422	8/21/2015	22420	TUMWATER PRINTING	\$1,904.98	
00019423	8/21/2015	23410	U S BANK VOYAGER FLEET SYSTEMS	\$38,094.34	
00019424	8/21/2015	23740	USSC LLC	\$66.34	
00019425	8/21/2015	24750	WA ST GET PROGRAM	\$247.00	
00019426	8/21/2015	25163	WARNER, RYAN	\$194.26	
00019427	8/21/2015	25858	WESTCARE CLINIC LLC PS	\$329.00	
<b>Total:</b>				<b>\$271,741.44</b>	

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>05125 CAMPBELL, BRENT</b>										
00	07/16 - 18/15	DI	8/7/2015			113.23	113.23	113.23		113.23
00	261100	DI	8/7/2015			76.10	76.10	189.33		189.33
<b>10205 FREEMAN-MANZANARES ANN</b>										
00	04-07/15	DI	8/7/2015			241.96	241.96	241.96		431.29
<b>11308 HOFSTETTER SHANNON</b>										
00	7/31/15	DI	8/7/2015			192.30	192.30	192.30		623.59
<b>11740 INTERCITY TRANSIT ADVANCED TRAVEL</b>										
00	07/2015	DI	8/7/2015			2,033.47	2,033.47	2,033.47		2,657.06
<b>11770 INTERCITY TRANSIT PROJECT ASSISTANCE</b>										
00	2015JULY	DI	8/7/2015			1,551.00	1,551.00	1,551.00		4,208.06
<b>11775 INTERCITY TRANSIT WELLNESS</b>										
00	2015JULY	DI	8/7/2015			1,073.50	1,073.50	1,073.50		5,281.56
<b>14385 MESSMER, PAT</b>										
00	07/17-21/15	DI	8/7/2015			1,379.70	1,379.70	1,379.70		6,661.26
<b>14455 MIDSTOKKE, MICHAEL</b>										
00	2015CDL	DI	8/7/2015			89.00	89.00	89.00		6,750.26

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>03810 BRANDT, JESSICA</b>										
00	08/2-4/15	DI	8/21/2015			403.00	403.00	403.00		403.00
<b>11308 HOFSTETTER SHANNON</b>										
00	08/14/15	DI	8/21/2015			192.30	192.30	192.30		595.30
<b>11740 INTERCITY TRANSIT ADVANCED TRAVEL</b>										
00	8/2015	DI	8/21/2015			1,565.65	1,565.65	1,565.65		2,160.95
<b>11775 INTERCITY TRANSIT WELLNESS</b>										
00	2015TAD	DI	8/21/2015			104.50	104.50	104.50		2,265.45
<b>12863 KOLAR, DAVE</b>										
00	08/11-12/15	DI	8/21/2015			70.00	70.00	70.00		2,335.45
<b>14385 MESSMER, PAT</b>										
00	08/21/15	DI	8/21/2015			73.03	73.03	73.03		2,408.48
<b>15120 NEWSOME CAROLYN</b>										
00	07/24-29/15	DI	8/21/2015			922.33	922.33	922.33		3,330.81

**INTERCITY TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE  
JOINT MEETING  
AGENDA ITEM NO. 5-D  
MEETING DATE: September 16, 2015**

**FOR: Intercity Transit Authority and Citizen Advisory Committee**

**FROM: Jeff Peterson, 705-5878**

**SUBJECT: Transit Pass Printing and Delivery**

---

1) **The Issue:** Consideration of a contract for the printing and delivery of monthly passes, daily passes, and reduced fare stickers.

---

2) **Recommended Action:** Authorize the General Manager to enter into a one year Contract with Tumwater Printing for the provision of monthly passes, daily passes, and reduced fare stickers. The contract amount will not exceed \$24,552.00, including taxes. The contract will allow for two optional extension years.

---

3) **Policy Analysis:** The procurement policy states the Authority must approve any expenditure over \$25,000. Although the initial year's contract amount is less than \$25,000, the total contract amount for all three years will exceed \$25,000.

---

4) **Background:**

The current printing contract expires on September 30, 2015. There are no remaining contract extension options. A Request for Bid for Transit Pass Printing and Delivery was released on August 10, 2015. We received two bids by the submittal deadline of August 25, 2015.

Tumwater Printing submitted the low bid. Staff verified that Tumwater Printing provided a responsive and responsible bid. The proposed pricing is similar to current pricing. Tumwater Printing has the current contract and produces quality products and services to Intercity Transit.

Based on Intercity Transit's experience, staff recommends contract award to Tumwater Printing.

---

5) **Alternatives:**

A. Authorize the General Manager to enter into a one year Contract, with two one-year options to extend with Tumwater Printing for the provision

of monthly passes, daily passes, and reduced fare stickers in an amount not-to-exceed \$24,552.00, including taxes, for the initial one-year period.

- B. Defer action. A decision to delay may impact our ability to provide bus passes and fare stickers for Transit customers.

---

6) **Budget Notes:** The annual budget for printing and delivery of transit passes and stickers is \$28,000. This bid is approximately \$3,000 under budget.

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7) **Goal Reference: Goal #2:** *"Provide outstanding customer service."*

---

8) **References:** N/A.

**INTERCITY TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE  
JOINT MEETING  
AGENDA ITEM NO. 5-E  
MEETING DATE: September 16, 2015**

**FOR:** Intercity Transit Authority and Citizen Advisory Committee

**FROM:** Laura Lowe, 705-5833

**SUBJECT:** Surplus Property

- 
- 1) **The Issue:** Whether or not to declare property surplus.
- 
- 2) **Recommended Action:** Declare the property listed on Exhibit "A" as surplus.
- 
- 3) **Policy Analysis:** Resolution No. 23-81 states the Authority must declare property surplus to our needs prior to sale.
- 
- 4) **Background:** Staff is requesting the Authority declare the attached list of Facilities items surplus. These items are surplus to our needs and will be offered for direct purchase by other public agencies. Items not sold in this manner will be sold competitively through public auction to achieve the highest rate of return. The value is estimated at \$778.00
- 
- 5) **Alternatives:**
- A. Declare the items surplus. Staff determined there is no longer a need to retain these items.
  - B. Declare a portion of the items surplus.
  - C. Defer action. Storage availability on-site and the cost of off-site storage is an issue.
  - D. Retain all items. Storage availability on-site and the cost of off-site storage is an issue.
- 
- 6) **Budget Notes:** All funds generated by the sale of surplus property are deposited in the Intercity Transit cash account.
- 
- 7) **Goal Reference:** Not specifically identified in the goals.
- 
- 8) **References:** Surplus Property – Exhibit "A" September 2015.





**INTERCITY TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE  
JOINT MEETING  
AGENDA ITEM NO. 5-F  
MEETING DATE: September 16, 2015**

**FOR:** Intercity Transit Authority and Citizen Advisory Committee

**FROM:** Jeff Peterson, 705-5878

**SUBJECT:** Purchase of Passenger Shelters

- 
- 1) **The Issue:** Consider the purchase of 14 passenger shelters with kiosks.
- 
- 2) **Recommended Action:** Authorize the General Manager to issue a purchase order to Handi-Hut, Inc. for 14 passenger shelters with kiosks. The purchase order would not exceed \$60,406, including taxes and freight.
- 
- 3) **Policy Analysis:** The procurement policy states the Authority must approve any contract over \$25,000.
- 
- 4) **Background:** Intercity Transit has an existing, competitively bid contract with Handi-Hut, Inc. for passenger shelters. The contract identifies three different shelter configurations that serve our needs in various applications throughout our service area.
- This purchase is to replenish inventory.
- 
- 5) **Alternatives:**
- A. Authorize the General Manager to issue a purchase order to Handi-Hut, Inc. for 14 passenger shelters with kiosks. The purchase order would not exceed \$60,406, including taxes and freight.
- B. Defer action will delay the installation of shelters.
- 
- 6) **Budget Notes:** The 2015 facility inventory budget has \$143,331 remaining to replenish items. This purchase is within budget.
- 
- 7) **Goal Reference:** **Goal #2:** *"Providing outstanding customer service."*
- 
- 8) **References:** N/A.

**INTERCITY TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE  
JOINT MEETING  
AGENDA ITEM NO. 6  
MEETING DATE: September 16, 2015**

**FOR:** Intercity Transit Authority and Citizen Advisory Committee

**FROM:** Ben Foreman, 360-705-5813, bforeman@intercitytransit.com

**SUBJECT:** 2016 Draft Budget Calendar and Budget Progress to Date

- 
- 1) **The Issue:** Update the Authority on the 2016 budget process.
- 
- 2) **Recommended Action:** Information only.
- 
- 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and comment on the draft budget as it is being formulated. The draft budget documents will rest heavily on the 2016-2021 Draft Strategic Plan (SP that the Authority has been working on over the last several months. The proposed SP will be finalized by the Authority later this year. The SP states the Authority's wishes as to service levels which are the prime driver of our proposed expenses for 2016. The 2016 budget, which flows from the Strategic Plan, is tentatively scheduled for Authority adoption on November 18, 2015.
- 
- 4) **Background:** The draft budget calendar outlines the various steps that will be taken to ensure that the Authority can comfortably adopt Intercity Transit's 2016 Budget on November 18, 2015. As always, this budget calendar is considered as a "draft," or a living document, and will probably be subjected to changes to reflect the needs of the Authority and/or staff.
- 
- 5) **Alternatives:** N/A.
- 
- 6) **Budget Notes:** N/A.
- 
- 7) **Goal Reference:** The annual budget impacts all agency goals.
- 
- 8) **References:** Budget Calendar 2016 and 2016 Capital as of August 24, 2015.

**2016 Budget Schedules**

<b>WHEN</b>	<b>Who</b>	<b>Lead</b>	<b>Budget</b>
<b>Wednesday, May 27, 2015</b>	<b>Budget Coordinating Committee</b>	<b>Ann, Ben Leslie</b>	<b>Prepare Draft 2016 Budget Calendar</b>
<b>Wednesday, August 19 2015</b>	<b>Capital Group</b>	<b>Ben</b>	<b>Develop Capital Program for Budget and Strategic Plan</b>
<b>Friday, September 4, 2015</b>	<b>1st 2016 Budget Team Meeting (By Email)</b>	<b>Ben/Leslie/Ann</b>	<b>Email Budget Team Addressing the Following:</b> 1.) Identify budget issues. 2.) Review TDP and Budget Target. 3.) Review Capital Projects. 4.) Review Budget Schedule. 5.) Present Salary, Wages and Benefits (including uniforms, tool allowance and tuition reimbursement for ATU and IAM) 6.) Address GWI 7.) Address Training and Development.
<b>Wednesday, September 16, 2015</b>	<b>Authority/CAC Meeting</b>	<b>Ben</b>	<b>Capital Presentation</b>
<b>Friday, September 18, 2015</b>	<b>Budget Team Action Point</b>	<b>Budget Team</b>	<b>All 2016 Projects in the Budget Tool - Roll-Over Projects, Other Operating Expenses, Non-recurring Operating Expenses, Capital Expenses and New Projects (staffing, capital and operating) project sheets complete and entered in budget tool.</b>
<b>Monday, September 21, 2015</b>	<b>2nd 2016 Budget Team Meeting</b>	<b>Budget Team</b>	1.) Identify remaining dollars available. 2.) Discussion/agreement new projects.
<b>Tuesday, September 29, 2015</b>	<b>3rd 2016 Budget Team Meeting, If Necessary</b>	<b>Ben/Leslie/Ann</b>	<b>Conclude Budget Team Activities</b>
<b>Wednesday, October 7, 2015</b>	<b>Intercity Transit Authority - Board Meeting</b>	<b>Ben</b>	<b>Set Public Hearing Date for Budget for Wednesday, November 4, 2015</b>

**2016 Budget Schedules**

<b>WHEN</b>	<b>Who</b>	<b>Lead</b>	<b>Budget</b>
<b>Wednesday, October 14, 2015</b>	<b>Budget Team Action Point</b>	<b>Budget Team</b>	<b>Projections for 2015 need to be completed and entered into the budget tool so we can generate our estimated 2015 expenses. This is also the cutoff for identifying and entering your roll-over projects into the 2016 budget tool.</b>
<b>Wednesday, October 21, 2015</b>	<b>Intercity Transit Authority Workshop - Special Meeting</b>	<b>Ben /Leslie</b>	<b>Draft Budget Presentation/Budget Books Available to the Authority and to the Public</b>
<b>Monday, November 2, 2015</b>	<b>CAC</b>	<b>Ben</b>	<b>Draft Budget Presentation</b>
<b>Wednesday, November 4, 2015</b>	<b>Intercity Transit Authority - Board Meeting</b>	<b>Ben</b>	<b>Draft Budget Public Hearing</b>
<b>Wednesday, November 18, 2015</b>	<b>Intercity Transit Authority - Board Meeting</b>	<b>Ben</b>	<b>Adopt 2016 Budget</b>

## Recap for Capital and Other Major Expenses

2016

<b>DAL Van Replacement</b>	2	150,673	301,346
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<b>Vanpool - Rreplacements</b>	38	29,645	1,126,510
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### Information Systems

Projectors-Normal replacements			5,500
Laptops			10,000
Ethernet Switches (14/7 YR)			10,000
Adobe Software Upgrades			10,000
VMWare Software (8 Units/5 Yrs)			25,000
Personal Computers			30,000
Servers - Standard (10 @ 5 yr cycle)			30,000
Windows OS replacement (PC Operating Systems)			55,000
Servers - High Performance (8 @ 5 yr)			70,000
Office Upgrades (130/5yrs)			120,000
Phone System Replacement			150,000
Mobile Security System			250,000

### Facilities

LTC Interior Painting (10 yrs)			5,000
Exterior Painting All Facilities (7 yrs)			25,000
Pattison Carpet Replacement			50,000
Pattison Office Window Replacement			125,000
Interior Painting Pattison (10 yrs)			275,000
Pattison Facility Rehabilitation Projects			3,500,000

### Intelligent Transportation Systems Projects

Fare boxes/Smartcards			50,000
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### Shop Equipment

Hotsy Parts Washer			15,000
Tire Machine			25,000
Refrigerant Recovery - Two Units			20,000

### FACILITIES & LAND

Bus Stop Improvements Facilities			100,000
Bus Stop Improvements - Planning			175,000
Tumwater Square Improvement Project			230,000

<b>TOTAL</b>			<b>6,788,356</b>
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**INTERCITY TRANSIT AUTHORITY  
CITIZEN ADVISORY COMMITTEE  
JOINT MEETING  
AGENDA ITEM NO. 7  
MEETING DATE: September 16, 2015**

**FOR:** Intercity Transit Authority and Citizen Advisory Committee  
**FROM:** Nathaniel Jones and Victor VanderDoes  
**SUBJECT:** CAC Self-Assessment

- 
- 1) **The Issue:** Review the results of the Citizen Advisory Committee yearly self-assessment and discuss how the CAC interacts and advises the Authority.
- 
- 2) **Recommended Action:** Discuss the results of the assessment and how the CAC interacts and advises the Authority.
- 
- 3) **Policy Analysis:** The CAC conducts a self-assessment annually and presents the results to the Authority at the September joint meeting.
- 
- 4) **Background:** Each May, the Citizen Advisory Committee conducts a self-assessment and shares the results with the committee at their June meeting, and with the Authority at the joint meeting held in September.

Twenty members were eligible to complete the assessment and sixteen (80%) members participated.

This joint meeting provides a perfect opportunity to discuss what is working well and what could work better.

- 
- 5) **Alternatives:** N/A.
- 
- 6) **Budget Notes:** N/A.
- 
- 7) **Goal Reference:** Supporting a positive working relationship and open communications between the CAC and the Authority helps the agency achieve all goals.
- 
- 8) **References:** 2015 CAC Self-Assessment Results.

# CAC Self Assessment 2015

Thursday, June 11, 2015

# 16

**Total Responses**

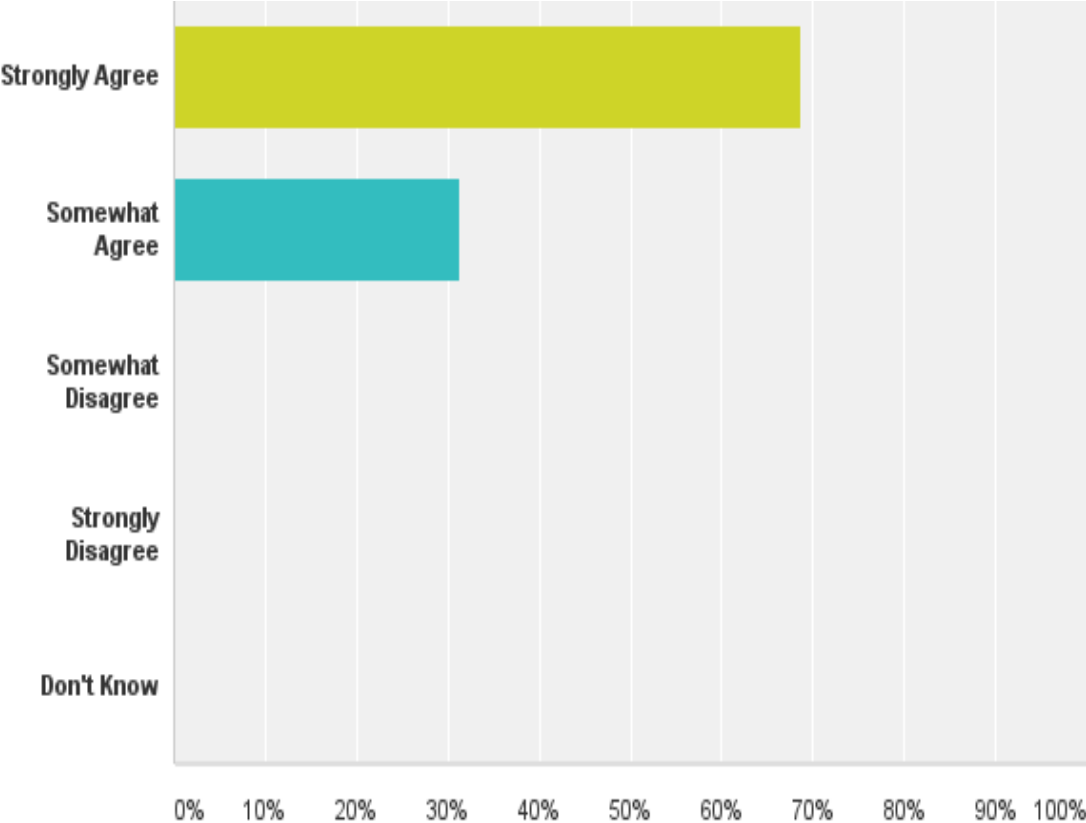
Date Created: Thursday, April 30, 2015

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

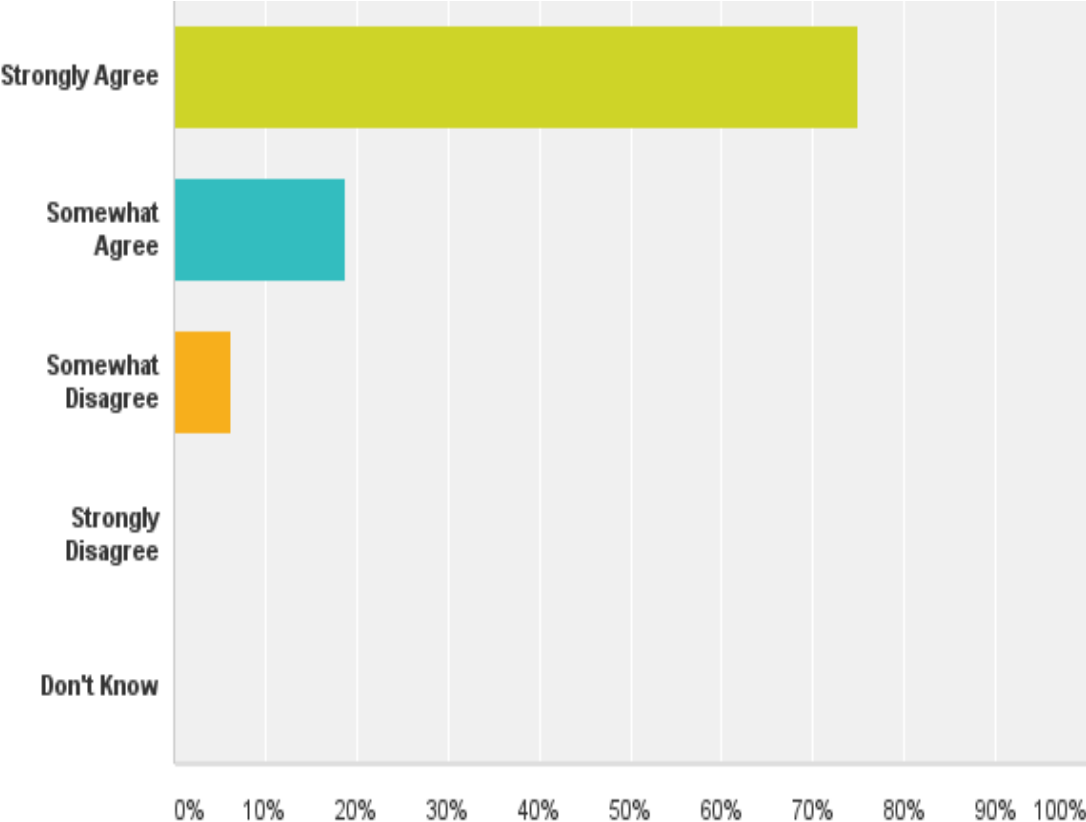
Answer Choices	Responses
Strongly Agree	68.75% 11
Somewhat Agree	31.25% 5
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 16</b>	

## 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

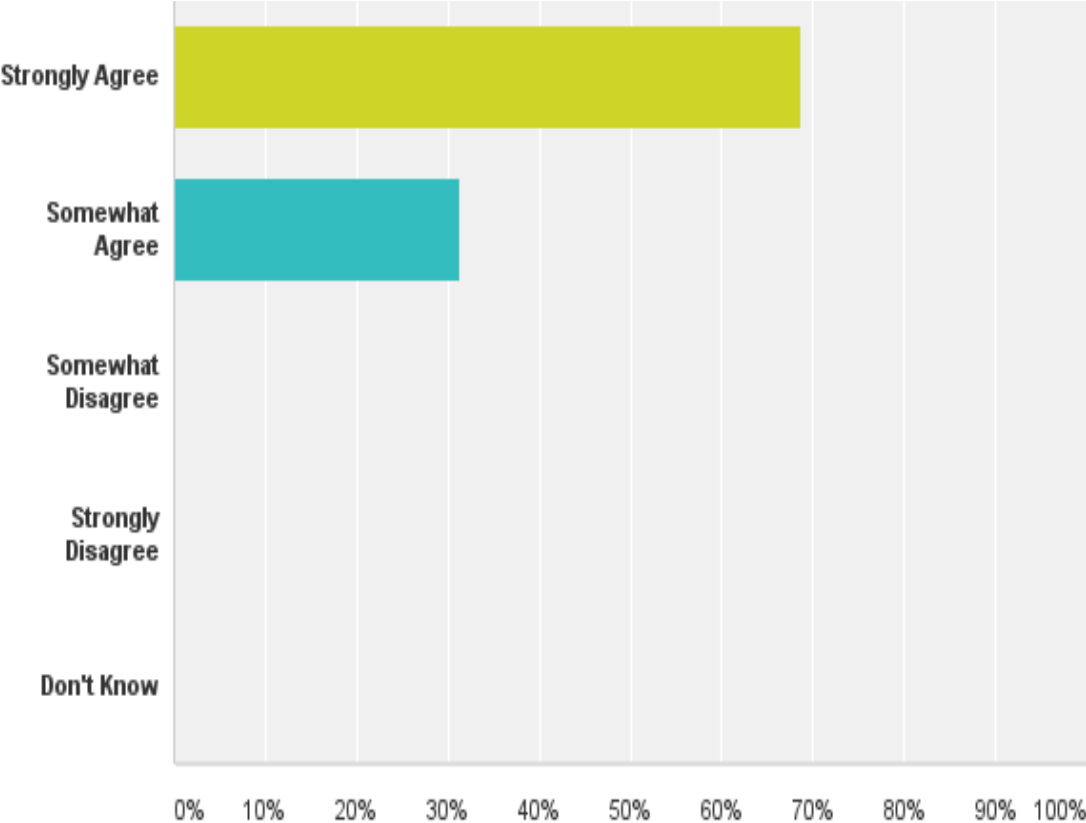
Answer Choices	Responses
Strongly Agree	75.00% 12
Somewhat Agree	18.75% 3
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 16</b>	

### 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

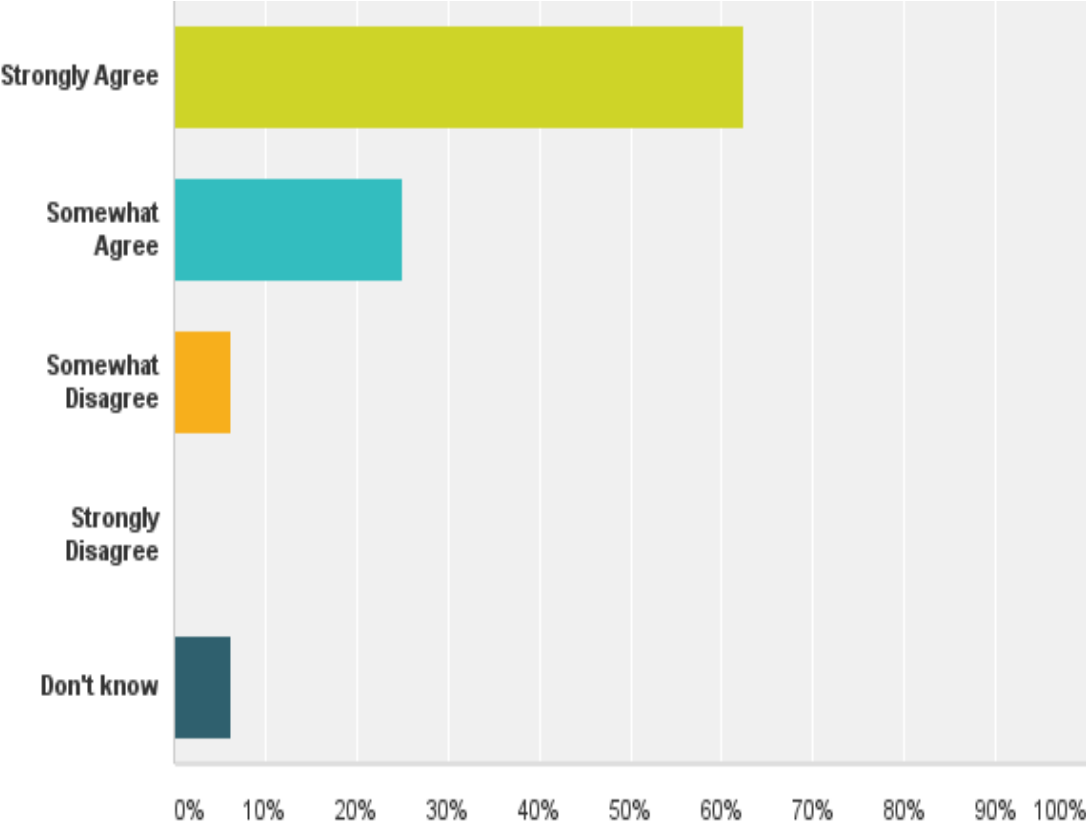
Answer Choices	Responses	
Strongly Agree	68.75%	11
Somewhat Agree	31.25%	5
Somewhat Disagree	0.00%	0
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
<b>Total Respondents: 16</b>		

#### 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
<b>Total Respondents: 16</b>		

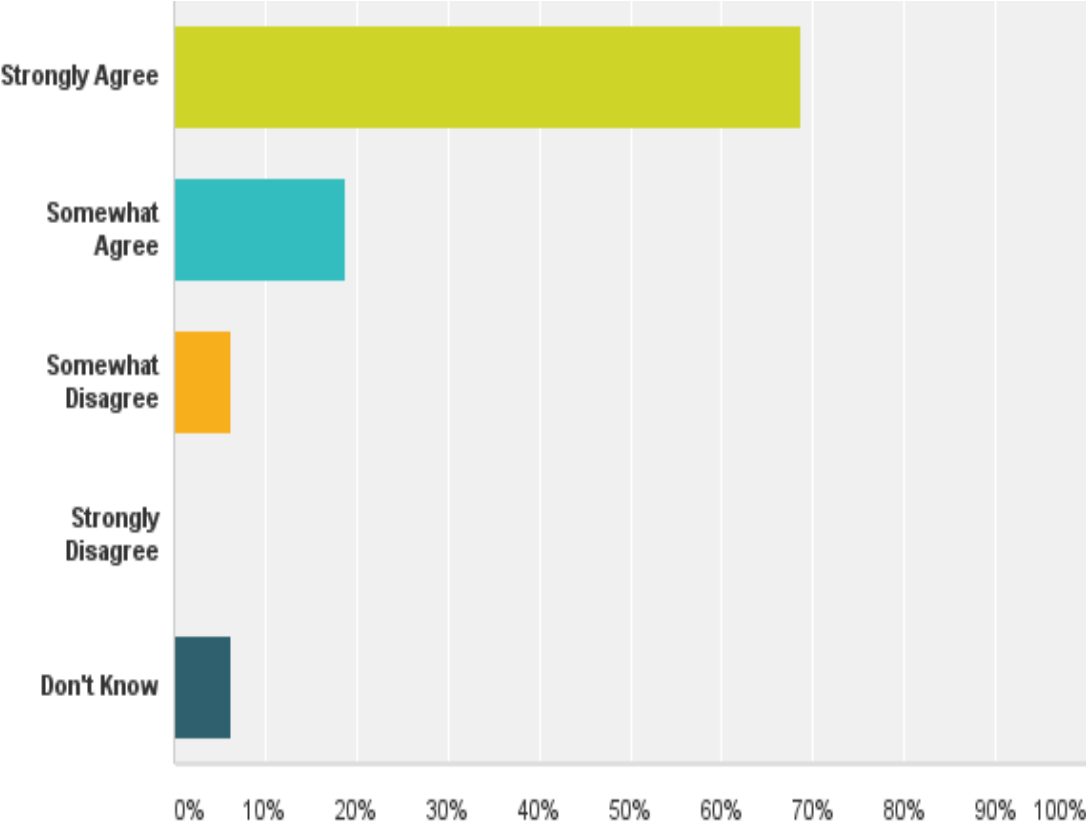
### Comments:

- 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

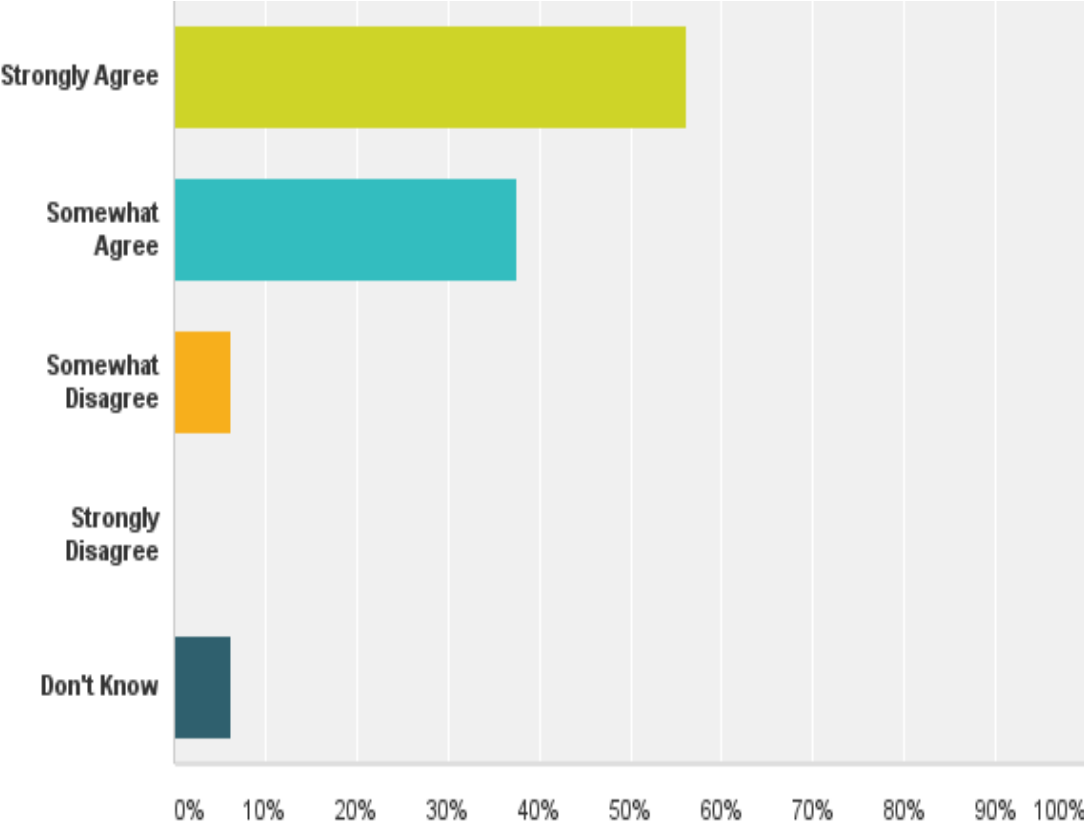
Answer Choices	Responses
Strongly Agree	68.75% 11
Somewhat Agree	18.75% 3
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	6.25% 1
<b>Total Respondents: 16</b>	

### 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

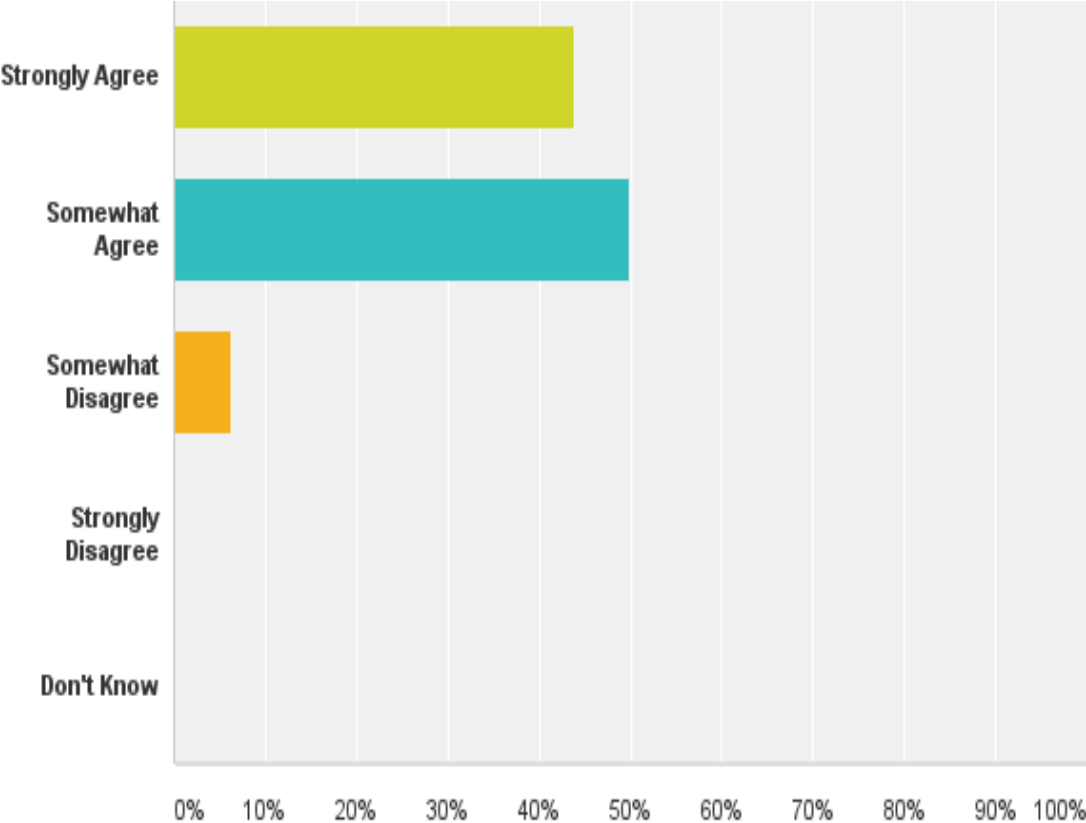
Answer Choices	Responses
Strongly Agree	56.25% 9
Somewhat Agree	37.50% 6
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	6.25% 1
<b>Total Respondents: 16</b>	

### 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

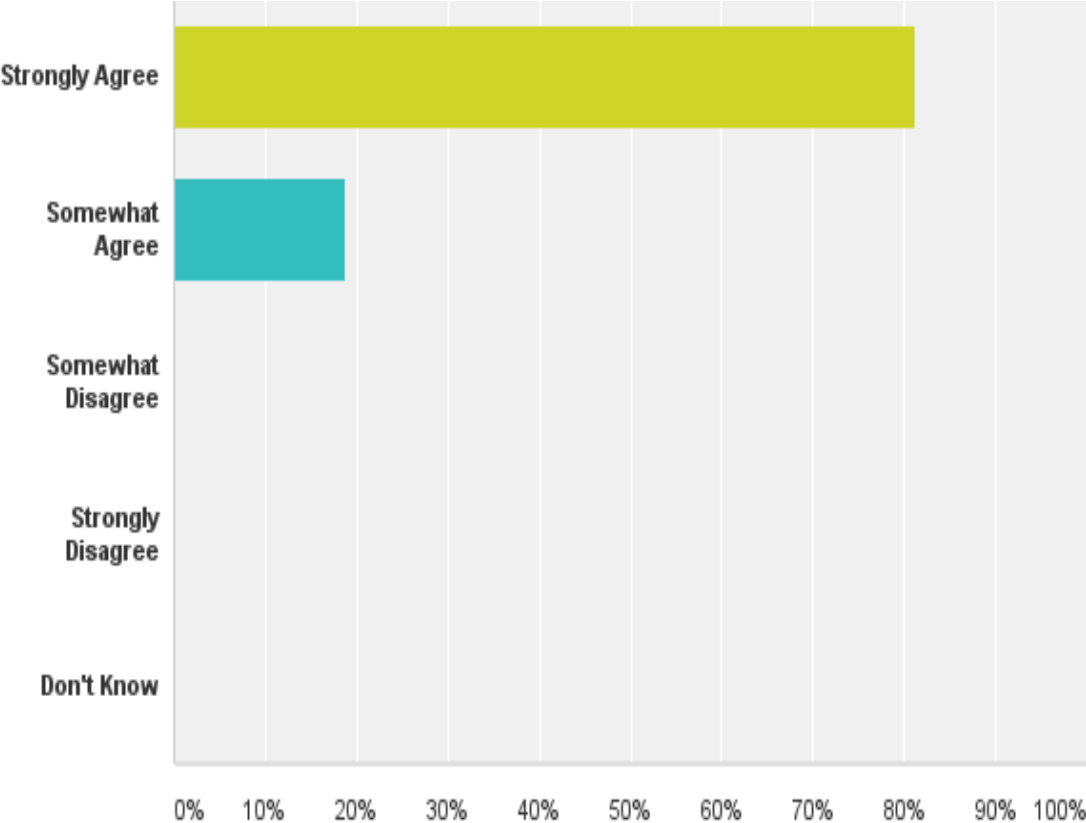
Answer Choices	Responses
Strongly Agree	43.75% 7
Somewhat Agree	50.00% 8
Somewhat Disagree	6.25% 1
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 16</b>	

## 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
<b>Total Respondents: 16</b>	

### Comments:

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



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## 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

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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 AUTHORITY  
CITIZEN ADVISORY COMMITTEE  
JOINT MEETING  
AGENDA ITEM NO. 8  
MEETING DATE: September 16, 2015**

**FOR:** Intercity Transit Authority and Citizen Advisory Committee

**FROM:** Ann Freeman-Manzanares, 705-5838

**SUBJECT:** ITA Annual Planning Session Debrief and Discussion

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1) **The Issue:** Provide an opportunity for the Authority to share information about the annual planning session and seek input from the CAC.

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

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3) **Policy Analysis:** The Authority traditionally holds a planning session annually to review issues identified by members and staff.

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4) **Background:** The Authority and staff participated in a day long planning session on August 21, 2015. The Authority and staff took part in a number of learning exercises and addressed three “burning” questions for the agency.

1. How do we best deliver services to our growing community?
2. How do we best communicate/engage our community?
3. How do we best fund/finance our short and long range goals?

This joint meeting provides a perfect opportunity to share information from the annual planning session, gain additional insight from those present as well as seek additional input from the CAC.

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

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

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7) **Goal Reference:** The ITA Planning Session Debrief and Discussion allows us the opportunity to share the conversation, and gain additional input from the ITA as well as the CAC as we look to the future. Supporting open communications between the CAC and the Authority helps the agency achieve all goals.

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8) **References:** Planning Session Notes.

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**Notes**  
**INTERCITY TRANSIT AUTHORITY**  
**PLANNING SESSION**  
**August 21, 2015**

**Members Present:** Chair and City of Olympia Councilmember Nathaniel Jones; Vice Chair and Citizen Representative Ryan Warner; Thurston County Commissioner Bud Blake; City of Tumwater Councilmember, Debbie Sullivan; City of Lacey Councilmember Jeff Gadman; City of Yelm Councilmember, Joe Baker; Citizen Representative Karen Messmer; Citizen Representative Don Melnick; and Ed Bricker, Labor Representative.

**Staff Present:** Ann Freeman-Manzanares; Dennis Bloom; Donna Feliciano; Ben Foreman; Kris Fransen; Jim Merrill; Heather Stafford-Smith; and Pat Messmer, Recording Secretary.

**Others Present:** Facilitator Paula Dillard from Ascent Partners.

**WELCOME/OPENING COMMENTS**

Chair Jones welcomed everyone to the 2015 Planning Session.

**MEETING - PURPOSE & GOALS**

Facilitator Paula Dillard provided an overview of the agenda and objectives for the day, explaining the process, tools and exercises she would use.

**GUIDELINES FOR PARTICIPANTS**

Dillard explained the role as Facilitator and the participants' role. Dillard reviewed the meeting guidelines and then asked participants to share their guidelines for engaging in respectful communication. Participants said they would like the group to:

- Respect differences of opinion
- Disagree without dissention
- Listen respectfully and with patience
- Understand and appreciate everyone's communication style

**WHAT IS STAFF'S ROLL TODAY?**

Dillard explained staff's roll in today's exercises is to provide support to the Board, and engage in any way to share knowledge and provide clarity to the Board during discussions.

**WHO'S IN THE ROOM?**

This was an "ice breaker" exercise. Participants formed a line in the order of the date they joined the Authority or were hired by Intercity Transit. Participants provided self-introductions.

## **FIVE DISCIPLINES OF LEARNING ORGANIZATIONS**

Dillard quoted from Peter Senge, "An organization that is continually expanding its capacity to create its future." The five disciplines are:

1. Personal Mastery: Clarifying what is most important to us, and mastering the ability to achieve it.
2. Shared Visioning: Building a sense of commitment in a group, based on what people want to create.
3. Mental Modeling: Reflecting on our internal pictures of the world to see how they shape our actions.
4. Team Learning: The capacity for collective intelligence.
5. Systems Thinking: Putting pieces together and seeing the whole.

## **RECONNECTING WITH MISSION, VISION, GOALS & STRATEGIES**

Mission, Vision, Values (MVV) – MVV statements are not just pieces of paper hung up on the wall. They are the guiding documents. They speak to your organizational goals, strategies and values. Seeking alignment with your MVV is important. *"Alignment creates focused energy in an organization leading to better outcomes at the strategic (task) and relationship (people) levels."*

## **CREATING A SHARED CONTEXT**

Based on past Authority meeting discussion leading up to the annual planning session, Freeman-Manzanares addressed the three "burning questions" which will be repeated throughout the day. The three questions to be focused on are:

1. "How do we best deliver on increasing demand for services to our community?"
2. "How do we best communicate/engage our community?"
3. "How do we best fund/finance our short and long-term goals?"

Freeman-Manzanares reminded the group of the upcoming processes (customer satisfaction and market segmentation surveys, community conversation, short and long range plan development) and how those fit into today's agenda. We'll be talking to the stakeholders about what they need from us to help them be successful.

The short term question in which Freeman-Manzanares hopes to get Authority direction is whether to proceed with an additional sales tax option.

Freeman-Manzanares pointed out that positioned around the room were displays showing the financial forecasts discussed at previous Authority meetings, along with various maps of the PTBA showing a variety of demographics with an overlay of our fixed route services. This helps us identify how we touch areas of the community with a particular demographic such as residential and employment density, age and income levels.

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### ENVISIONING OUR CHANGING FUTURE - GROUP EXERCISE

Authority members and staff were assigned to join one of four groups to begin an exercise called "Shared Visioning of the Future." Each group's goal was to write two news "headlines" pertaining to Intercity Transit. One headline they **wanted** to see in the local news; and one headline they **did not want** to see in the local news.

#### **Group 1 (Jim Merrill, Dennis Bloom, Jeff Gadman, and Karen Messmer)**

***Want to see:*** Intercity Transit more than just a bus service - Diverse services available to community. It shows we also offer vanpools, community vans, village vans, bike racks on buses, etc. We provide opportunity for people to get around how they choose.

***Do not want to see:*** Intercity Transit ignores safety concerns raised by riders.

#### **Group 2 (Kris Fransen, Ryan Warner, Joe Baker and Debbie Sullivan)**

***Want to see:*** Intercity Transit supports emergency response to rescue effort. It reflects how we are there for the community when needed. That goes along with full-spectrum transit service.

***Do not want to see:*** Intercity Transit drivers walk! Bus service stops! This headline says we don't care about our employees. On a positive note, it could show that our employees are our top-level most important resource and if we don't take care of them, this sort of situation could become reality.

#### **Group 3 (Don Melnick, Ed Bricker, Heather Stafford-Smith and Ann Freeman-Manzanares)**

***Want to see:*** Intercity Transit remains best transit system in the nation. Excellent examples:

- Good stewards
- Responsive to community needs
- Employer of choice
- Amazing community asset
- Efficient delivery of service

***Do not want to see:*** Intercity Transit employees' behaving badly. Lack of transparency dealing with: HR, Safety, Public Resources, Accidents, Customer Service

#### **Group 4 (Bud Blake, Donna Feliciano, Ben Foreman and Nathaniel Jones)**

***Want to see:*** Intercity Transit recognized for trusted full-spectrum transit service (credible, reliable, feasible costs), integrated, innovative, quality service, and mobility.

***Do not want to see:*** Intercity Transit forced to cut valuable services.

Dillard pointed out the "themes" as a result of this exercise that the group should hold onto as they move forward in discussing the three "burning" questions.

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- The good headlines are already things Intercity Transit does and that points to how well the agency works. Every time the Authority makes a decision, they must focus on the mission/vision statements. They remain the target.
- The negative headlines are creating “anti” mission/vision statements. The Authority always needs to be aware of these and avoid.
- Be constantly vigilant about doing the “wants” such as being transparent, listening to what the community needs, having open engagement between staff, the Authority, the CAC and the community. Building a foundation of trust is an ongoing goal. So if a negative thing should happen, the community would be prepared to trust Intercity Transit beyond just one incident.
- The community at large doesn’t understand the complexity and effort of what it takes to run a transit agency. The Agency needs to create a “ground of information” to help the community understand that we are maxed out in terms of resources and cannot provide additional services at this time. In fact with reduced federal grant opportunities, we won’t be able to continue to provide the services we are today. Establish the “why” we would need to ask for additional funding dependent upon what the community needs or wants us to provide. The community conversation should include an education piece about all of the diverse things Intercity Transit offers.
- There’s a real difference between these four groups. This talks about transit’s impact on community, (emergency response or simply the availability of transit); and then there’s the capability of the agency itself, the organization.

Dillard summarized: The group needs to refer to the above statements when discussing the “burning questions.” She reminded the group they’ll be talking about how to engage the community; talk about funding; talk about how to meet the demands of increasing services and what she is hearing from the group is “hold on to the services we’re currently providing now” because it’s meaningful and creates a future state the group wants to create.

### **“Building Awareness of our Mental Models”**

Dillard presented a slide entitled, “Building Awareness of our Mental Models.” “How we climb the **Ladder of Inference.**” She said people walk around with perceptions that are created by their surroundings. She showed a photo describing the different phases of processing this information of perception called “Emotional Reaction/Energy.” It’s to help the group understand where they come up with the different opinions and ideas, and where their strong emotions may be coming from (past or present experience). This exercise helps the group become aware of their own thinking and reasoning.

Dillard presented, “**Team & Individual Learning**” and “**Finding a Balance between Advocacy & Inquiry.**” She explained that “generative thinking” takes time. She said Western culture is wired to do a lot of “telling” and “asking” or in some cases because

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what we think our role is, we can't just observe – if you see information you may have to tell somebody about it. We want to shoot for “high advocacy for what we know;” and “high inquiry” about what other people know and this creates this “generative conversation and ideas.”

Dillard polled the group to share their thoughts of the group session thus far – what they feel excited about – what has resonated.

Messmer said Intercity Transit is a healthy organization in a broad sense – it's so fun to be here, creative, really likes what happens, and the second part of that for her is how do we use that creativity and capacity that we have to serve and achieve the things in the community that we want to achieve? How do we use that energy to do community service?

Freeman-Manzanares appreciated the headline exercise. It was good to spend time, as a group, envisioning those ultimate positive headlines and understand, from each group's perspective how the negative is envisioned. It reminds us of how important it is to hang on to our values, vision and mission and create the positive we want to see.

Jones liked the ice-breaker where everyone lined up and did self-introductions. He liked finding out the number of years staff and the Authority members have been with the agency and the depth of experience and knowledge.

Gadman said what we're proving is everyone is very trusting of each other. What impresses him is that everyone is so supportive of each other. Everyone keeps the lines of communication open. It's clear that our goals involve how best to serve our community.

Warner appreciates that the elected officials are not looking out for just their individual jurisdictions, but looking out for the entire PTBA as a whole. That's important to the success of the agency and our community.

Jones said Intercity Transit provides a sort of interjurisdictional venue where the jurisdictions are working with each other and it sets a tone and ability for the Authority to have those kinds of relationships across jurisdictions in other settings as well. It helps the community as a whole in many ways to have those connections. He said Thurston County is changing – looking back decades ago there wasn't this interconnection.

Sullivan likes that the Authority looks at staff as partners as opposed to people they direct. It's a healthy approach to accomplishing this important work.

Feliciano said she likes this format because it allows us to gain a broader perspective.



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Merrill likes that this enhances staff's ability to perform by having a good relationship with the Board and the labor unions.

### **ANSWERING BURNING QUESTIONS - GROUP EXERCISE**

Dillard explained why she calls these the "burning" questions. She said when she spoke with Authority members individually, these were the common themes that resonated strongly among the nine members. These are the things the Authority worries about.

Dillard said this exercise is not "strategic planning" but instead "priority setting and direction setting." Reviewing, reconfirming and realigning so staff (and the Authority) can finish the work they need to do to move forward.

The group broke into three separate groups with each group taking on one of the "burning" questions. Board members were asked to select the one "burning" question they have the most energy and interest in. Staff members were asked to select a burning question they can best support. The group assembled as follows:

**Question 1: How do we best deliver on increasing demand for services in our Community?** (Jim Merrill, Ryan Warner, Karen Messmer, Joe Baker, Dennis Bloom, and Jeff Gadman)

**Question 2: How do we best communicate/engage our community?** (Educate, stakeholder input, board/staff roles) (Bud Blake, Heather Stafford-Smith, Kris Fransen, Don Melnick, and Donna Feliciano)

**Question 3: How do we best fund/finance our short and long-term goals?** (Debbie Sullivan, Ben Foreman, Nathaniel Jones and Ed Bricker)

**The three groups were asked to consider:**

- Pre-work/meetings/work sessions
- Today's MVV and goals / strategies review
- Headlines (want/don't want)
- What has been working well
- What has not been working well
- What would you recommend to do more/less of or a new strategy/direction

*The group recessed for lunch.*

Everyone regrouped to report out and facilitate a Q & A with the larger group.

**Question 1: How do we best deliver on increasing demand for services in our Community?** (*Jim Merrill, Ryan Warner, Karen Messmer, Joe Baker, Dennis Bloom, and Jeff Gadman*)

- How do we define increased demand?
  - a) Could mean a variety of changes not just volume increase. Population, land use, other demographics.
- Demand for what? What is considered service?
  - a) This is not just about fixed route and DAL services, although those are the driver for our budget. Service is a broad term that means people have the ability to get where they need to go. How do we best serve the needs of those in our community? (Provide transportation choices that support an accessible, sustainable, livable, healthy, prosperous community).

## **RECOMMENDATION**

Build Public/Community/Private Partnerships

- A. Need to build organizational capacity to do this
  - a. Example: Jubilee was provided an opportunity to address a transportation dilemma by having a community van.
  - b. Proposing broad-based transportation opportunities - we're not just a bus company anymore. We have options to provide but not as much as requested for lack of resources. We're going to leverage available resources but need to build a structure to make that happen. We get existing staff to make that their job. Go out to the PTBA and build partnerships and relationships.

What do partners bring to the table?

- B. We come to the table to offer assistance so others can meet their goals. Whether that is getting employees and students to jobs and school, or getting clients to court and medical appointments. We are missing the other side of the equation in that we need to be asking our partners - what are they doing to help us help them. What are they willing to do and support to help us all accomplish a greater vision. Can you provide something related to your customers or employees getting to and from this site? This wouldn't be a requirement but if we're going to create partnerships we're building an expectation there is some benefit they're gaining and bringing something to the table. And IT is leveraging the service we already have along with their capacity and ideas and what will work for them.
- C. This does not necessarily include fixed route to a certain location. It could be readjusting current routes and service. It could mean providing support through scheduling and prioritizing transportation at a higher level.
- D. IT leverages our services and expertise well.
  - a. Do we need to build on our internal structure to help support these activities?
- E. IT can support other transportation opportunities.

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- a. If we can help an organization get started and maintain services that connect with existing routes.
- F. We need to determine appropriate level of service
  - a. Our current method is counting individuals who board the bus or DAL of how we measure service we're providing. In reality with this new additional layer of partnering how do we count that? How do we insure we are best serving customers that have no other transportation options as well as choice riders? We also need to discuss within our existing service what are the appropriate level, size and shape.
- G. Facility challenge
  - a. We cannot expand service until we rehabilitate and expand our maintenance and operations facility. How to innovate to maximize capacity? Staff is continually working to improve methods and making it work but we've moved beyond the seams. If we do not receive grant funding to rehabilitate and expand, what is the fall back plan? Are we willing to get smaller in terms of service offered because we don't have a place to support the needs of the operation?

### WRAP UP / DECISION

- Where does IT lead, and where does IT support?
  - Are there businesses or others willing to arrange service that will connect up with IT service on a regular basis if it supports their cause? How might this or other scenarios of support play out?
- Ask what services are needed.
  - This helps identify role for each partner
- What parts of service expansion can be the responsibility of others?
  - What does each partner provide?

It's important as a Board and staff to acknowledge that we can be open and creative in how we provide mobility services. The community can tell us how they want us to respond to a variety of needs. We can take the lead but also acknowledge where we can be supporters and partners in the community and provide a secondary role in providing transportation. Intercity has a lot of expertise and could do a really good job providing support to community partners. It's important to acknowledge what our role is going to be.

**Question 2: How do we best communicate /engage our community?** (*Bud Blake, Heather Stafford-Smith, Kris Fransen, Don Melnick, and Donna Feliciano*)

The challenge = Ways to communicate with the community has changed significantly.

Came up with this formula: Outreach + recruitment = success divided by services.

- Why?

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- How?
  - Outreach (twitter, HOA, Board/public)
- Who?
  - People, and community at large
- What?
  - Successes – changing the behavior of that individual or group of people to say, “I didn’t know transit could do that for me.” Or, “I didn’t realize transit does that for others.”
- Engagement
  - Services (security, cleanliness, on time performance )
- Options/solutions in messaging
- Increase community (engagement) Outreach – talk & listen – 2-way communication (educate and learn)
- Multi-pronged approach – what will it take to change behaviors?
  - Community Connection - “Mentoring” campaign – “Ride the bus with Bud”
  - Social media / blogs
  - Speakers bureau (Toastmasters and facilitation skills)
    - “Invite ourselves” – “Nicely aggressive”
  - Surveys/market research
  - Go to where they are (schools, retirement community, worksites)
  - Meaningful involvement in community organizations
  - Newsletter (monthly)
  - Internal (employee) communication (programs, services)
  - Bus ads
  - Media relations
- What’s working? Not working?
- Testimonials/personalized story-telling
  - Need to do more outreach, sooner than later
  - What Intercity Transit does well is go to where “they” are. Schools, Panorama, and to continue to do more of this.
- Educate the public what it takes to run a transit agency, what the challenges are
- Heather Stafford-Smith said, “In the HR world, you should be out selling yourself as an employer of choice before you have the opening, then that way you generate interest, and when you have an opening people come running. The same thing as our situation, we need to figure in that education; we need to be purposefully and intentionally communicating. We talked about making sure you know the purpose for communicating - is it to inform, is it to persuade, is it to change behavior and then are you asking, are you telling, are you informing. There is a deployment strategy that happens, and multiple communication strategies but all of that together you know how to do, who or the media, that’s where we get that purposeful communication for a

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reason not just we can do those and hundred other things. Just because you can do it doesn't mean you should be. We should be doing things that have a return on their investment that is worth staff time, gets you what you need and gets us providing the services that we can."

Gadman asked, "Did you come up with any ideas on how to distribute this information to employees and the Board so they become the advocates for IT?"

Dillard said she thinks what she's hearing is before we say what we're going to do, we have to have a clear strategy. A clear project plan (i.e. this is how we're going to talk to businesses; how we're going to talk to employees). Have the goals of your communication and engagement program and then you can clarify the best roles for people and get tactical. The customer satisfaction and market segmentation surveys that are going out this fall will be informative.

Messmer thinks this conversation about the messaging is very helpful as well as the concept that there are different layers of methodologies including wherever conversations are happening. We should absolutely be thinking about the CAC and the Board being involved with this in a big way. If staff is going to give a presentation or going to meetings, invite the CAC and Board and get them involved with those kinds of engagements so they're hearing a story from someone other than staff. It's all about stories.

**Question 3: How do we best fund / finance our short and long-term goals?** (*Debbie Sullivan, Ben Foreman, Nathaniel Jones and Ed Bricker*)

The first thing this group did was identify what the increased needs are. They determined that:

- A. DAL's needs will increase total cost. How do you stabilize and maintain the funding to meet the needs of this no-denial service and what are those needs going to be in the future.
- B. Right size will not be the same in the future, what will it be?
- C. What funding sources will be available to make funding stable? Is it going to be locally dependent or can we count on state and federal support? We have the option to look at additional sales tax. Is that our only option?
- D. What is the message and what data will apply (i.e. surveys, etc.).
  - a. Are we going out for the additional sales tax and when?
  - b. Do we ask for additional sales tax authority?
  - c. Is the survey going to meet all our needs?
  - d. How you market this will be crucial and the timing is important.
- E. It's hard to determine what is short-term/what is long-term? The group decided short-term is 2-3 years and long-term would be after that point.

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- F. Long-term will require action and needs to be considered but short term is pressing.
- G. Volatility of long-term solutions and how do you defend against the uncertainty of what's going to happen in the future. Are there other funding sources?
- H. The dynamics of the Board changes over time. How do changes of the Board affect decisions the current Board makes?
- I. What is the vision of the ITA in 2-5 years if no action taken by Board?
- J. There are so many financial variables that are outside of IT's control. Hard to plan for the future of the agency and the community when the sources of income and expenditures (namely sales tax and fuel) are so volatile.

Messmer wants to talk about the conversation with the community as we want to provide services to, how we envision those services being provided. Ask "how can you help us with the concept of people getting around and how can you help us with the partnership that we can have." Let's ask them how we can work together to do something. We don't need to be the sole service provider - and if someone else can do it well they can be an innovator or entrepreneur, and IT can help. The success of the community being able to move around is our ultimate outcome and if we're not the sole provider, that's okay.

Dillard wrapped this segment up by pointing out how the three burning questions are connected.

*Joe Baker and Ed Bricker left the session.*

### **WHERE ARE WE AT? SETTING/REALIGNING SHORT & LONG-TERM PRIORITIES**

#### **Question 1:**

- Warner said, "Where do we go based on this group's recommendations?" "Was anything decided or needs additional staff work?" This will require more conversation, and the idea of some sort of business community liaison is something the Board should look into; and what would that position look like?
- Messmer said where we're at with delivering increasing demand for services is talking about those partnerships and working with the community and leveraging and changing the concept. As more of that communication/conversation goes on it connects to our community conversation which is adding that layer of what we described as service.
- Dillard summarized by asking, "Does the organization need to make this decision - where does Intercity Transit lead and where does Intercity Transit support?" "Is this an organizational priority?" Warner said he believes that's

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more ongoing and we'll be developing partnerships throughout time and we need to look at each individual partnership and determine whether to take the leadership or does the partnership organization have the capacity to do it themselves if Intercity Transit gives them support. Dillard summarized that the leadership isn't in the decision-making.

- Gadman said it's about community education. Getting the word out there, marketing ourselves, talking about what we do right and that can be facilitated in things we're already doing - just change the focus.
- Jones said he's hearing we need to be more creative about customizing a package of education services and that should include major employers and worksites.
- Melnick asked if there any resources (i.e. transit agencies) we can connect with. We can't be the only transit agency facing these challenges. Freeman-Manzanares said APTA, WSTA, WSRO, ACT and others are great resources to connect on these matters.

### **Question 2:**

- There's a human connection and we need to make that connection. Blake wants people thinking about the bus, and be happy to take the bus. Personalize it with story-telling. Teach the public how to ride transit.
- One of the challenges we have is land use planning. It's not necessarily conducive to public transit. Everything is so spread out that it's more difficult and expensive to reach all those that need or want to use the service. So the public gets that locked in their mind and they think there's no way the bus can get them where they need to go when they need to be there. How do we continue to tell our story our own way?
- Staff, Authority and the CAC should take responsibility to coach/mentor members of the public about taking the bus. Be a bus buddy.
- There are different layers of audience and they have a different story that strikes them.
- Strategic marketing plan has to reach all people.
- Every communication has to have the message we want to tell.

### **Question 3:**

- Freeman-Manzanares said she's been playing with the idea of what was added to the strategic plan last year which rolled into the community conversation. Looking at the remainder of 2015 and then through winter/spring and even summer of 2016, pursuing our community conversation and short and long range plan. There is a good deal of community engagement involved in both of those processes. Issues: It will take time to pursue the customer satisfaction and

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marketing segmentation surveys. The community conversation and short and long range planning follow this process. It would be disingenuous to plan for a sales tax measure before we complete these processes. August 2016 is the presidential primaries. November 2016 is the presidential election. We could look to February, March, August or November of 2017 if that is the appropriate direction. We can also continue to request additional local options through the state legislature.

- Messmer likes the concept of having the community conversation and the planning discussions with an open-ended outcome regarding how we finance these efforts. Let's not have a predetermined outcome in terms of a sales tax ballot. Be thorough with our conversation and have the feedback and use that to frame what we're offering and what it takes to provide that.
- Jones said it's going to be difficult to gain any attention in 2016 because there will be a lot of focus on the presidential election. He is hopeful about this round of federal discussions about surface transportation and there's the possibility we'll see bus and bus facility funding. He's concerned this still won't solve our problem. We still have a significant hole. We are still looking for additional authority in some form or we need to cut service.
- Sullivan asked for clarity regarding the outreach – is that for getting feedback from the community or is this about educating the community? She's uncomfortable an August 2016 primary or anything that has to do with the presidential election.
- Freeman-Manzanares said we could explore approaching the legislature in the next session for additional local options.

Dillard relayed the basic concepts of the conversation were to focus on our strategic planning, surveys and community conversation and legislative outcomes and opportunities in 2015/2016 and look to 2017 to take an issue to the ballot if warranted.

Messmer said we are faced with the challenge of asking for something that doesn't even fill the gap; or asking for what it will take to provide us the opportunity to provide more service.

Jones suggested it's not too soon to put together a strategic process that includes all of this community engagement.

### **ACTION PLANNING & NEXT STEPS**

Dillard asked if there are other follow up items, timelines, due dates or roles around the other items. For example:

“When does the Board need to hear back on the business development resource?”

“When will you come up with your strategic plan and report back to the Board?”



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Gadman said from the business development resource, he would like Freeman-Manzanares to get with staff and report back with a recommendation on how best to implement it.

Freeman-Manzanares said staff can come up with a game plan with what this might look like in a timely way so we can move forward and achieve it in the next 18 months.

**ADJOURN**

Meeting adjourned at 3:15 p.m.

Prepared by Pat Messmer, Recording Secretary/  
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