

AGENDA
INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
September 21, 2016
5:30 P.M.

CALL TO ORDER

- | | | |
|-----------|---|----------------|
| 1) | APPROVAL OF AGENDA | 1 min. |
| 2) | PUBLIC COMMENT
<i>Public Comment Note: This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is asked to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. Please include your first and last name, a mailing address or a phone number (in the event we need to contact you). When your name is called, step up to the podium and give your name for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. Citizens testifying are asked to limit testimony to three minutes.</i>

<i>The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.</i> | 10 min. |
| 3) | RECOGNITION AND CELEBRATION - 2016 Rodeo Participants | 15 min. |
| 4) | INTRODUCTIONS - Attendees provide self-introductions | 10 min. |
| 5) | CAC SELF-ASSESSMENT (Jeff Gadman and Victor VanderDoes) | 30 min. |
| 6) | FIXED ROUTE SERVICE OVERVIEW (Dennis Bloom/Steve Swan) | 45 min. |
| 7) | GENERAL MANAGER REPORT | 10 min. |
| 8) | AUTHORITY/CAC ISSUES | 10 min. |

ADJOURNMENT

Intercity Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in FTA Circular 4702.

For questions regarding Intercity Transit's Title VI Program, you may contact the agency's Title VI Officer at (360) 705-5885 or bholman@intercitytransit.com.

If you need special accommodations to participate in this meeting, please call us at (360) 705-5860 three days prior to the meeting.

For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 705-5860.

Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 5
MEETING DATE: September 21, 2016**

FOR: Intercity Transit Authority and Citizen Advisory Committee

FROM: Jeff Gadman and Victor VanderDoes

SUBJECT: CAC Self-Assessment

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

Twenty members were eligible to complete the assessment and fourteen (70%) members participated.

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

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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** Supporting a positive working relationship and open communications between the CAC and the Authority helps the agency achieve all goals.
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- 8) **References:** 2016 CAC Self-Assessment Results.

CAC Self Assessment 2016

Wednesday, June 22, 2016

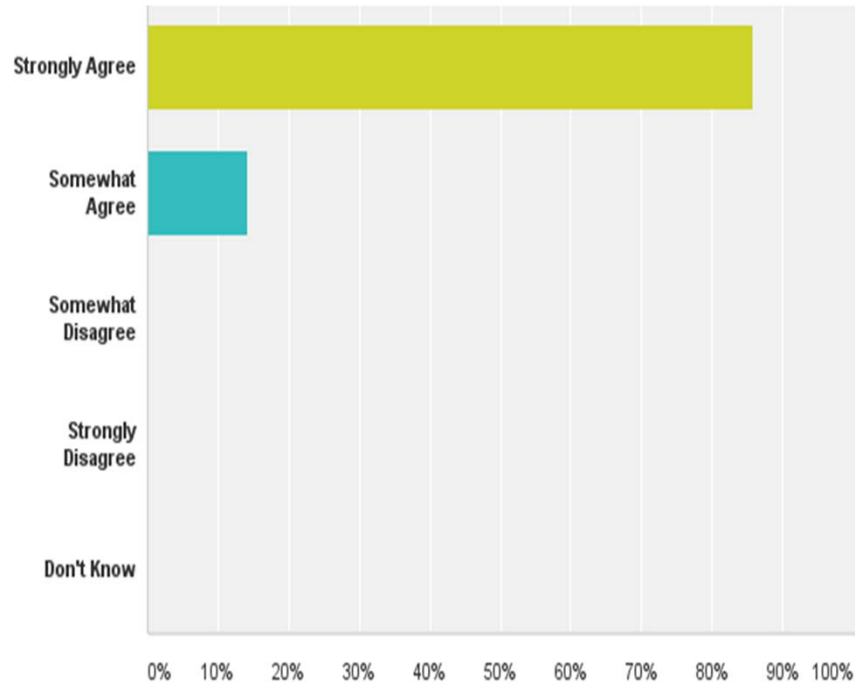
14

Total Responses

Date Created: Monday, May 16, 2016

Complete Responses: 14

Q1: We remained faithful to our purpose.

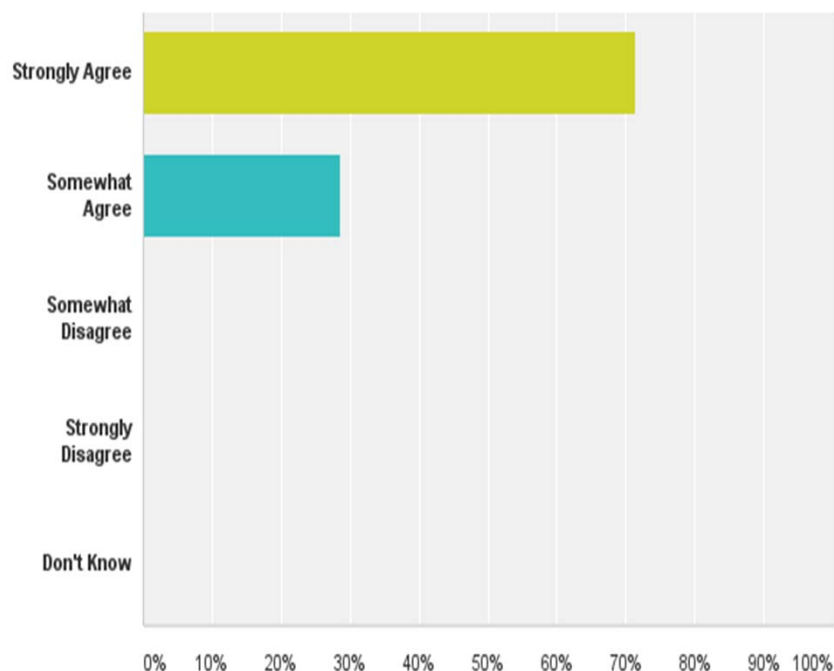


Answer Choices	Responses
Strongly Agree	85.71% 12
Somewhat Agree	14.29% 2
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 14	

Comments:

- I believe we worked hard to address issues and bring our ideas and opinions to IT and the ITA.
- We talk about transit issues and citizen concerns.

Q2: The Citizen Advisory Committee represents the community.



Answer Choices	Responses
Strongly Agree	71.43% 10
Somewhat Agree	28.57% 4
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 14	

Comments:

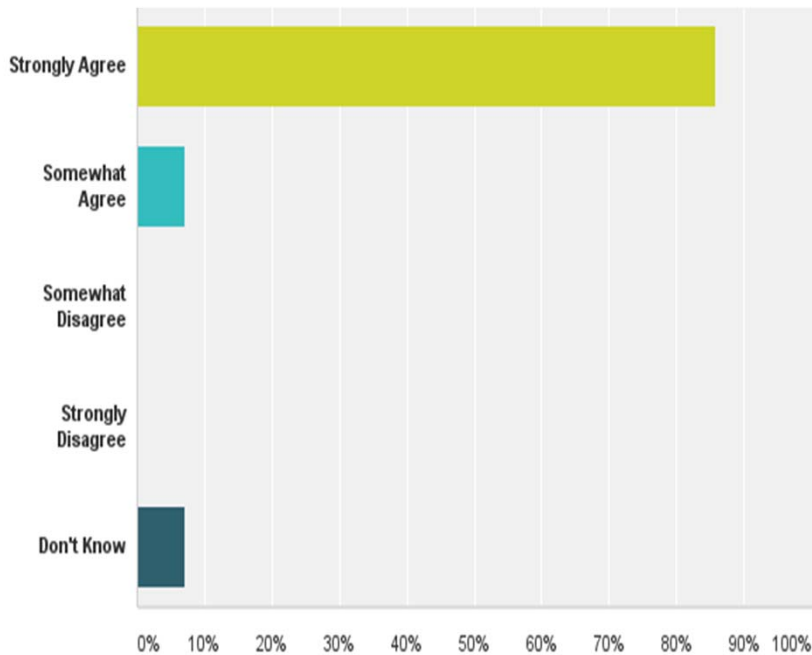
- What a great group of people we have. Different age groups, different ethnic backgrounds, different jobs, different areas of residence. And yet, SO much the same....all caring about our transit system. Yes, I DO think we represent the community.
- I feel this has really improved with representation of the new members. Feels there is a better mix of younger and older riders, as well as different services like the Dial-A-Lift, Express bus, and trunk routes.
- Specifically the community of marginalized groups. There are statistically more young and disabled persons than the overall average of the community (I think) and that's not a bad thing. Those are the voices often unheard, anyways.

Q2: The Citizen Advisory Committee represents the community.

Additional Comments:

- We have a diverse group of people from all walks of life.
- We represent the community, but are not necessarily representative of the community. People who work nights, for instance, would have more difficulty volunteering as they would need to take the time off of work, despite many being regular transit users. I don't know if this is a problem or not -- I think it would depend on whether those groups who would struggle to attend CAC meetings feel like their concerns are still being addressed. Maybe a question for the next ridership survey.

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

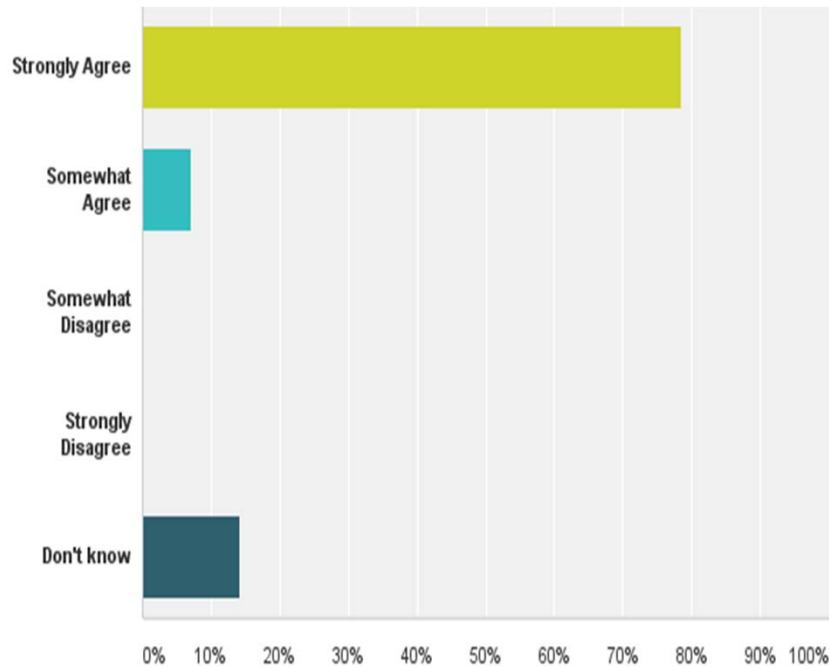


Answer Choices	Responses
Strongly Agree	85.71% 12
Somewhat Agree	7.14% 1
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	7.14% 1
Total Respondents: 14	

Comments:

- Well, I know that IT staff and various other groups keep us in the information loop through presentations at our meetings of all that is going on within IT and the community. With the information/knowledge gained by us, hopefully we provide IT with a place to get a 'community type' pulse on various issues.
- I definitely agree Intercity Transit benefited, but always hard to measure if the community directly benefitted. That said, by helping inform Intercity Transit decisions, I think the community benefits.
- The suggestions we input are often times things IT as an organization has not thought of yet.
- I like to think so. However, whether our input is useful to Intercity Transit seems like a question for the staff. Whether the community has benefited from our input depends on our ability to identify the needs of the community and bring them forward, and whether those needs are then addressed in a way that the community finds satisfactory -- these seem like questions suited for the next ridership survey.

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

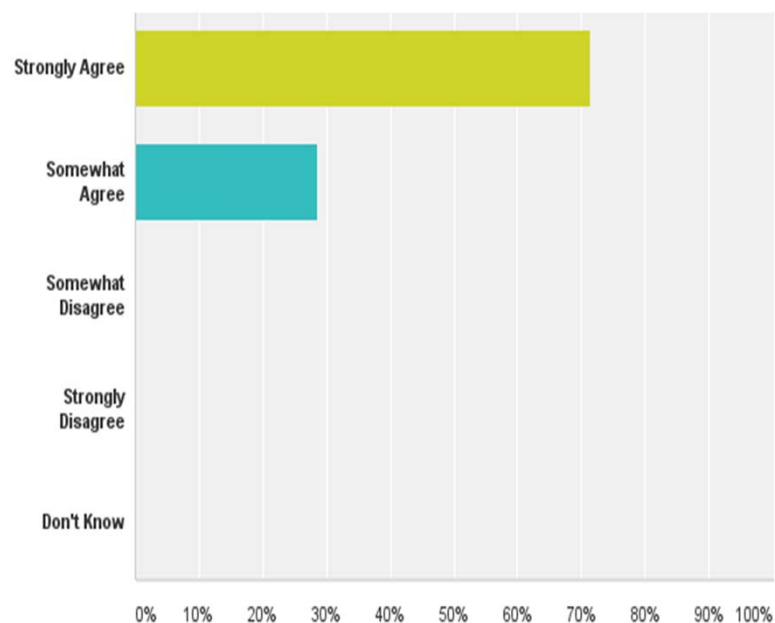


Answer Choices	Responses
Strongly Agree	78.57% 11
Somewhat Agree	7.14% 1
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't know	14.29% 2
Total Respondents: 14	

Comments:

- I hope we provide them with valuable input on issues they address.
- Yes, even if just as a sounding board. We provide perspectives they may not otherwise hear, and ideas along the way as well.
- This seems like a question to ask Transit Authority decision-makers.

Q5: Our meetings are run well.

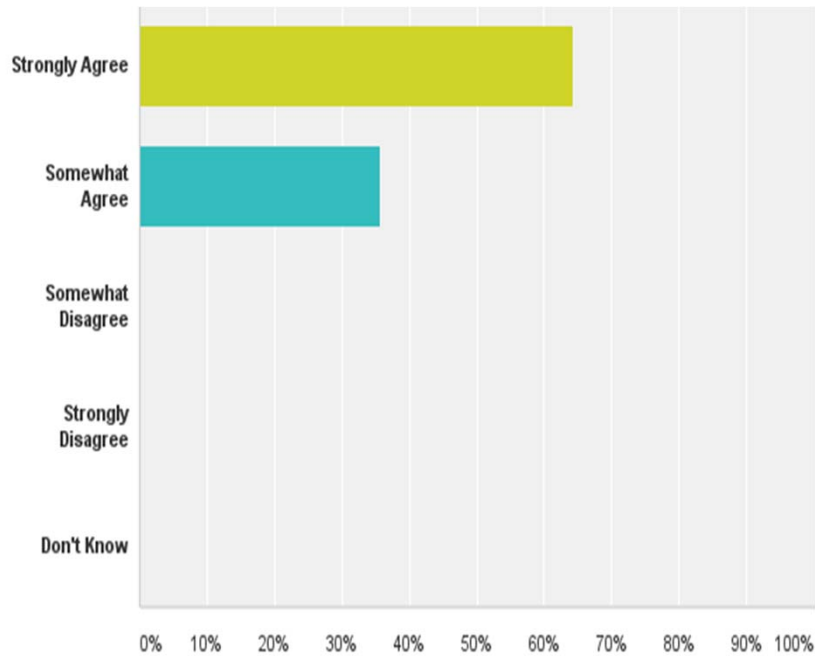


Answer Choices	Responses
Strongly Agree	71.43% 10
Somewhat Agree	28.57% 4
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 14	

Comments:

- I wonder why we have a check in about authority/ customer issues at the start of the meeting, and then have the discussion later. Most of the time the check in covers the matter, or takes as much time as the later discussion. Sometimes it feels rushed at the end, or the CAC member has already left the meeting due to schedule or transportation. The reason given in the past that we need to gauge the time required just doesn't make sense to me.
- I'm thankful that we always start on time. I know some of the meetings have run long but the material is always important. It is important too, to let everyone have a voice which can take extra time. I believe we do well at staying on subject and keeping things moving.
- Despite going long at times, yes. Everyone seems to have a comfort level with speaking up, which reflects well on our Chair & Vice-Chair, and IT staff too.
- Mostly on time and mostly business with some time for fun. Which is better than 100% business.

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

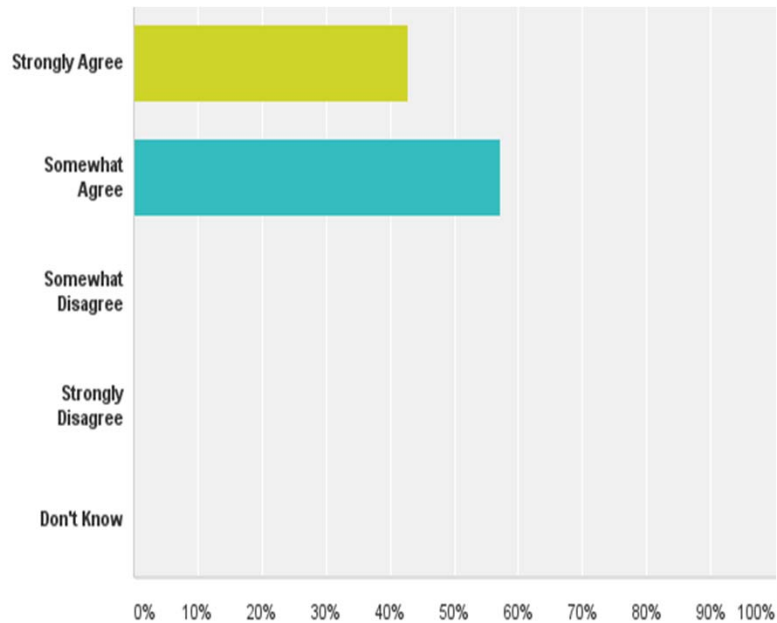


Answer Choices	Responses
Strongly Agree	64.29% 9
Somewhat Agree	35.71% 5
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 14	

Comments:

- Always room for improvement...will continue to attend additional Authority meetings when possible and prepare for CAC by fully reading agenda items ahead of the meeting.
- I'm happy with my role, but I'm unhappy that I've not been able to regularly attend. No fault to the CAC though.
- I wish I had more time to devote to the Committee and more capacity to engage in deeper studies of the issues.
- By participating in the committee I have fulfilled my goal to expand service to the Hawks prairie area.

Q7: I am prepared for meetings.

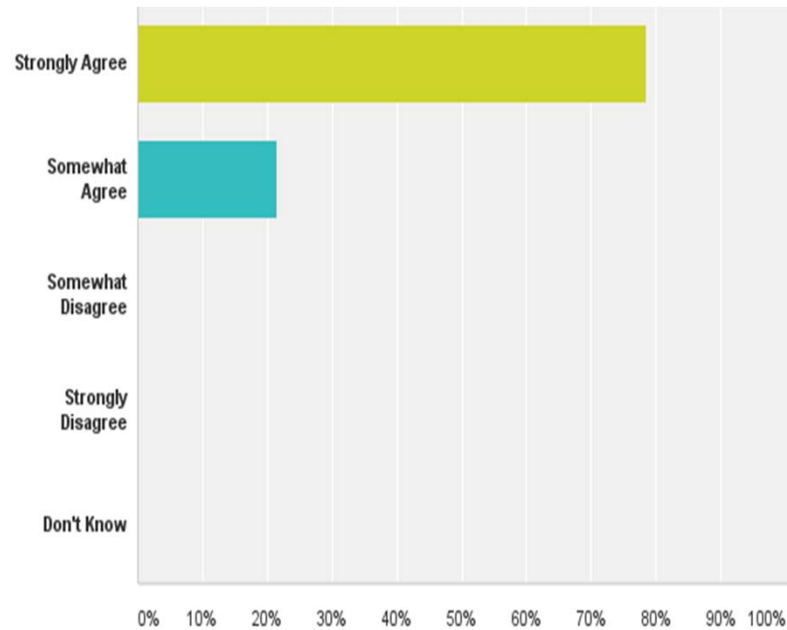


Answer Choices	Responses
Strongly Agree	42.86% 6
Somewhat Agree	57.14% 8
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 14	

Comments:

- I read the agenda ahead of the meeting and to listen closely to presentations, taking notes and asking any questions.
- I read up before the meetings, but can be hard to know the status of discussions when I've missed a recent meeting(s).
- While the monthly agenda and materials are available in e-form and on the website, are all the presentations together with the agenda etc., posted on IT's webpage for those that are interested?
- Even though I don't have much time to read the packet, oftentimes the material itself isn't too heavy to sift through before the meeting either way.

Q8: I feel comfortable contributing at the meetings.



Answer Choices	Responses
Strongly Agree	78.57% 11
Somewhat Agree	21.43% 3
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
Total Respondents: 14	

Comments:

- Yes, for the most part.
- Yes, definitely.
- I've been here more than half a decade, why would I not be?
- If anything, I want to thank the staff for humoring me!

Q9: Additional Comments.

Comments:

- It's a pleasure serving on this committee.
- Thank you to the Chair and Vice-Chair for guiding us month to month, and to the staff for thoughtful presentations.
- We have often said that instead of just presentations--which are generally very useful--more efforts could be made to bring issues to the fore that would encourage greater and more in-depth discussion. One such effort was the question posed a couple of years ago about how should IT handle regional service (though the question was really broader. And IT staff do provide "transit 101". But perhaps there are other topics or issues that both the TA and IT staff would like more discussion about. Perhaps a presentation and discussion on how operators are trained...in customer service ...or ADA sensitivity.
- Yes, providing 2 additional rain and wind shelters in Yelm going out bound across the street from the Olympia Federal Credit Union and in front of the Cattlemen Cafe. Dennis Bloom and I have talked about this a few times, but I have yet to hear from him that it will be installed at those locations and a timetable for installation. Dennis Bloom tells me he is aware of the need for a shelter at these locations but yet I have no idea if and when to expect the rain and wind shelters at the above mentioned sites. Please have someone get back to me. Thank you, Kahlil Sibree 360-458-3875.
- Is it inappropriate to use CAC participation to try to get a job at Intercity Transit?
- I generally bring things up as I hear from community members.
- Future tech.
- I would really love to interact with employees that work everyday in transit. Having their opinion would give me a good sense weather the decisions made by the CAC are being implemented and if they think it makes a difference. I would also like to know more about the community involvement and charity work Intercity Transit is involved in on a continuous basis.
- I have told them for years that we need a 1 hour later bus coming into Yelm for the kids that get off work at 10 pm from working in Olympia and Lacey. They need a 10:45 pm or 11:00 pm bus going into Yelm. The kids are forced to buy a car too soon and pay high insurance they cannot afford. If we want young people to use public transportation we must accommodate their needs with a late bus and the ridership will increase over time.

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 6
MEETING DATE: September 21, 2016**

FOR: Intercity Transit Authority and Citizen Advisory Committee

FROM: Dennis Bloom, Planning Manager, 705-5832
Steve Swan, Senior Planner, 705-5834

SUBJECT: Fixed Route Service Overview

1) **The Issue:** Provide an overview of the fixed route system, review previous system plan recommendations and discuss considerations taken into account for current and future fixed route service in preparation of the upcoming short and long range planning process.

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

3) **Policy Analysis:** The Planning Division supports the agency's efforts to develop, maintain, and improve fixed route service. Service is developed following general design principles established by the Authority in the Strategic Plan to guide development and service choices appropriate for our community.

Our goal is to address the needs of customers and the communities we serve.

4) **Background:** Staff will provide the Authority and Citizen Advisory Committee an overview of the elements involved in service planning. Whether it's monitoring service performance, adjusting service schedules and routes, supporting temporary detours for events and road closures, or creating the work assignments that our bus operators perform each day, there are numerous issues that contribute to developing and maintaining our public transit routes.

Reviewing system performance is the initial step in any process that considers system changes. Staff will provide information on current system characteristics as well as past service analysis and alternatives to support agency strategic planning discussions.

Our goal is to address the needs of customers and the communities we serve. One of the most critical elements the CAC advises on, and the Authority defines, is how best to deliver service within the confines of our financial capabilities.

The strategic design principles provide a mechanism to define how decisions are made.

5) **Alternatives:**
A) Delay presentation.

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

7) **Goal Reference: Goal#1:** *“Assess the transportation needs of our community throughout the Public Transportation and Benefit area.”* Intercity Transit Authority, staff, and the public will have access to clear and comprehensive information related to the transportation needs of our Public Transportation Benefit Area.

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