



2026 CAC Self Assessment Survey Results

Focus & Purpose

"The Community Advisory Committee remains focused on its purpose and responsibilities."

Strongly Agree: 7 (50%)
Somewhat Agree: 7 (50%)

Takeaway: 100% agreement overall. Members feel the committee maintains clarity on its purpose, though one member noted that conversations can occasionally get sidetracked by topics better handled by customer service.

Community Perspectives

"The Community Advisory Committee reflects a broad range of community perspectives."

Strongly Agree: 11 (78.5%)
Somewhat Agree: 3 (21.5%)

Takeaway: High consensus. Members feel there is a good mix of backgrounds and experiences, though some noted there is always room to reach wider audiences.

Valuable Input

"The Community Advisory Committee provides valuable input to Intercity Transit and the Authority Board."

Strongly Agree: 5 (36%)
Somewhat Agree: 6 (43%)
Somewhat Disagree: 2 (14%)
Other Response: 1 (7%)

Takeaway: Generally positive (79% agreement), but two members disagreed, expressing that not all output feels impactful or that lived experiences aren't always reflected in final decisions.

Input Considered in Decision-Making

"I believe the Community Advisory Committee's input is considered during Intercity Transit's decision-making process."

Strongly Agree: 5 (36%)
Somewhat Agree: 4 (28.5%)
Somewhat Disagree: 2 (14%)
Don't Know: 2 (14%)
Other Response: 1 (7.5%)

Takeaway: Most divided response in the survey. While nearly two-thirds agree, almost a third are either unsure or feel input isn't fully weighed by leadership/board members.

Well Organized & Good Use of Time

"Community Advisory Committee meetings are well organized and make good use of members' time."

Strongly Agree: 10 (71.5%)
Somewhat Agree: 3 (21.5%)
Other Response: 1 (7%)

Takeaway: Very strong satisfaction with overall structure and meeting management.

Timely Meeting Materials

"Meeting materials and information are provided in time for me to prepare."

Strongly Agree: 12 (85.5%)
Somewhat Agree: 1 (7%)
Somewhat Disagree: 1 (7.5%)

Takeaway: Almost unanimous agreement. The single disagreeing vote relates to technical formatting issues (desiring non-PDF format readable on phones).

Perspectives Heard & Respected

"I feel that my perspectives are heard and respected during committee meetings."

Strongly Agree: 10 (71.5%)
Somewhat Agree: 3 (21.5%)
Other Response / Blank: 1 (7%)

Takeaway: High degree of psychological safety and confidence that members are treated with respect by staff and peers.

Comfort Contributing

"I feel comfortable contributing to committee discussions."

Strongly Agree: 12 (85.5%)

Somewhat Agree: 2 (14.5%)

Takeaway: 100% positive agreement. Members feel safe speaking up and sharing both positive and negative experiences.

Overall Satisfaction

"Overall, I am satisfied with my experience serving on the Community Advisory Committee."

Strongly Agree: 10 (71.5%)

Somewhat Agree: 4 (28.5%)

Takeaway: Unanimous satisfaction overall.

Would Recommend Serving

"I would recommend serving on the Community Advisory Committee to others."

Strongly Agree: 11 (78.5%)
Somewhat Agree: 2 (14.5%)
Other Response: 1 (7%)

Takeaway: Overwhelmingly positive sentiment and willingness to advocate for the CAC to prospective members.

What the CAC is Doing Well

Key Themes & Quotes:

Staff & Facilitation: Repeated praise for communication from Amanda, Nicole, Ray, and committee chairs.

"Communication from Amanda and Nicole is straightforward and very understandable."

"They keep us so together :)"

Listening & Inclusion: *"Very well organized and orderly before and during meetings."*

"Respecting each other."

"Listening to a variety of members."

Information & Scope: Members appreciate learning about the organization's full scope of services.

Suggestions for Improvement

Key Themes & Quotes:

More Active / Interactive Collaboration

Repeated praise for communication from Amanda, Nicole, Ray, and committee chairs.

"Less presentations that are shortened highlight reels... more time allotted for brainstorming."

"ITA staff demo-ing technical tools... talking with us (on a bus) about how we like to get on/off."

More Time for Roundtable Discussions

"Allow more time for the Roundtable discussions. These are very rich discussions and need the time to unfold organically."

Suggestions for Improvement Pt. 2

Key Themes & Quotes:

Authentic Impact & Closing the Loop

"To more authentically center the CAC as part of IT's decision-making process... Questions and concerns were sometimes dismissed with PR-speak."

"Follow up on questions/recommendations and provide them timely."

Meeting Logistics & Formats

"Text reminders about meetings rather than email notifications."

"If I could pick a copy of information sent by PDF [I] can't do on my phone."

"Improve on allowing those that are online to be involved with those that are in person."