

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
March 21, 2016
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative RYAN WARNER
<i>(Victor VanderDoes)</i> | 1 min. |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. April 6, 2016, Regular Meeting <i>(Michael Van Gelder)</i> | |
| | B. April 20, 2016, Work Session <i>(Victor VanderDoes)</i> | |
| | C. May 4, 2016, Regular Meeting <i>(Ariah Perez)</i> | |
| IV. | APPROVAL OF MINUTES - February 8, 2016 | 1 min. |
| V. | CONSUMER ISSUES CHECK-IN
<i>(This is to identify what issues you wish to discuss later on the agenda in order to allocate time).</i> | 3 min. |
| VI. | NEW BUSINESS | |
| | A. VILLAGE VANS PROGRAM UPDATE <i>(Erin Pratt)</i> | 30 min. |
| | B. DIAL-A-LIFT; TRAVEL TRAINING; AND BUS BUDDY UPDATE <i>(Emily Bergkamp)</i> | 60 min. |
| VII. | CONSUMER ISSUES - All | 20 min. |
| VIII. | REPORTS | |
| | A. February 17, 2016, Work Session <i>(Jan Burt)</i> | |
| | B. March 16, 2016, Work Session <i>(Carl See)</i> | |
| IX. | NEXT MEETING - April 18, 2016, AT 5:30 PM | |
| X. | ADJOURNMENT | |

Attendance report is attached.

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 coordinator at (360) 705-5857 or ntrail@intercitytransit.com. If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 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) 705-5857.

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
CITIZEN ADVISORY COMMITTEE
February 8, 2016

CALL TO ORDER

Chair VanderDoes called the February 8, 2016, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Victor VanderDoes; Vice-Chair Jan Burt; Kahlil Sibree; Billie Clark; Sue Pierce; Quinn Johnson; Ursula Euler; Jonah Cummings; Ron Hughes; Joan O'Connell; Michael Van Gelder; Walter Smit; Mitchell Chong; Charles Richardson; Lin Zenki; and Julie Hustoft.

Absent: Denise Clark; Aariah Perez; Carl See; and Leah Bradley.

Staff Present: Carolyn Newsome; Dennis Bloom; Ann Freeman-Manzanares; and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by EULER and JOHNSON to approve the agenda.

INTRODUCTIONS

VanderDoes introduced Authority member, DEBBIE SULLIVAN.

MEETING ATTENDANCE

- A. February 17, 2016, Work Session – Jan Burt
- B. March 2, 2016, Regular Meeting – Sue Pierce
- C. March 16, 2016, Work Session – Carl See

APPROVAL OF MINUTES

It was M/S/A by VAN GELDER and O'CONNELL to approve the minutes of the January 11, 2016 meeting.

CONSUMER ISSUES

- *Cummings* - Substitute buses.
- *Cummings* - Village Vans outreach to probation and parole officers.
- *VanderDoes* - Bus Buddies update.

NEW BUSINESS

- A. **REGIONAL TRANSPORTATION PLAN UPDATE** – (*Jailyn Brown*) Brown explained she was presenting an update to the Regional Transportation Plan (RTP) which functions much like a long range plan. About a year ago Thurston Regional Planning (TRPC) asked Intercity Transit (IT) for help getting a survey out to the public. The survey identifies regional transportation priorities over the next 20 years. The survey included a new investment

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calculator with a budget of \$500 and alternatives to choose from. Respondents could determine what was important and try to fit in the budgeted amount, or indicate they needed additional funding. Then they were directed to answer survey questions. Brown relayed TRPC received 1,499 responses to the survey and that anything over 400 is something to work with. The most successful group to respond was CTR. TRPC also had a huge increase when IT was pushing it out to people.

Brown discussed the responses to the section on what was important to people personally, and included 60% of respondents indicating bike lanes; sidewalks/crosswalks; trails; pavement repair; and other. The section on importance to Community included 60% of respondents indicating transit including intercounty bus & rail; vanpooling; park and ride; CTR; paratransit; rural transit; and keeping fleet in repair. The cost calculator was used by three quarters of those that responded and 85% of those indicated it was useful. Three-quarters of respondents indicated that the \$500 was not enough. Those responders indicated their final budget was between \$500 and \$1,000. When asked if using the calculator changed their priorities 56% said yes.

Brown indicated when respondents were asked for one big solution the responses were split into 1/3 commuter rail; 1/3 combo of lower cost; and 1/3 light rail. Respondents are supportive of doing something, but don't agree on what it is. Expand travel options was the number one response. Respondents were asked how they think life will change in terms of transportation in the next 10 years. Responses were mixed and included walk; bicycle and bus more; drive less. Walking and carpooling were about the same. Brown shared one of the gaps in the survey was young people, including high school and college. She indicated it is typically a hard question for them to answer. The responses were qualified by retirement; telework; kids starting or stopping school; and fuel costs. Respondents were asked if they would pay more if they felt a priority was getting taken care of and 2/3 said yes. In this category there were 300 comments.

Brown explained that respondents to the survey live and work in Lacey; Olympia; and Tumwater. Half of those that responded were 35-54 and 1/3 were 55-64. More women responded than men, and were mostly Caucasian. Most income levels were reported at \$50-\$100k; and 1/3 reported earning more than \$100k. Brown indicated this may not represent those who need alternatives for transportation most, but is a good representation of those who pay taxes. There were 386 respondents who have information to share with IT and 252 of those indicated IT could contact them.

Richardson arrived.

Brown discussed how the information plays into the 20 year plan. In terms of growth it is predicated the area will have a 50% population growth. Commuting is expected to increase. Currently there are 15k coming into Thurston County and 30k going out, and by 2030 those numbers will double. There is also an aging demographic. Many are going to move into urban locations and there will be more needing supportive services. Safety will also change. First there were seat belts and then air bags revolutionized safety. Sustainability is also a factor and that means getting people to drive less, and use less energy. There will be changes in technology and people will be burning less fossil fuels.

Sibree arrived.

Brown relayed there are also some unknowns including housing; and the real question comes in with the millennials. Technology will change things but we don't know how. Things like Uber on-demand car driving systems, etc. Transportation finance is also up in the air and it is difficult for transit.

Brown indicated regional work on transportation includes maintenance; health/human services; energy; land use; economics; multimodal and technology. Transit services provide a necessary connection for people. Energy is affected by adding more buses to the fleet. Land use includes advocating for public facilities to be sited near transit lines. The Urban Corridors task force concentrates on siting land use projects along certain corridors. The economics includes enhancing public transportation funding and multimodal is looking at gaps and keeping an inventory of the system.

The RTP is required to be financially constrained. It does assume IT goes out for the last 1/10th of 1% or more if the legislature allows. The plan reflects projects at the Olympia Transit Center; Operations and Maintenance Base; service expansion; Tumwater Transfer Station; Park & Pool strategy; express strategy and RT service. The draft plan comment period will be April. The plan is scheduled for adoption in July and then into an action plan.

Brown answered questions.

Van Gelder – asked if Brown could provide a distinction between commuter rail, light rail, and something like MAX in Portland.

Brown – indicated passenger rail functions like Greyhound bus service. The Amtrak Cascade for instance, goes fast and doesn't make a lot of stops. Then there is commuter rail that runs in the morning and evening to get people to and from work; and that is what Sounder rail does. Then there is light rail, trolley and street cars. They typically run slower and have stops about every half a mile – like IT trunk routes. They have a 9-25 mph max. MAX in Portland is light rail and is used in a very different way. MAX runs out to the suburbs and comes back into town. Our region won't get there anytime soon but when it does it will need to connect to IT.

Van Gelder – indicated it is very difficult for a community our size to support such an intensive network. People have that picture in their mind of what their optimum is and it takes a lot to get there.

Brown – remarked Portland has a lot more density.

Hustoft – asked about connecting to Centennial station to get to the train.

Brown – indicated Centennial Station is not in an inconvenient spot. It is the only train station outside of a central business district or downtown location. The most direct route for a train station was given away when the freeway was built.

Chong – asked about giving people more options for their transportation alternatives, and giving them a summary of costs.

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Brown – responded that it is important to get people to understand what they are willing to pay for choices. With transportation funding the money has to be the right color to pay for the right color service. That's why we tried the budget calculator this time.

Freeman-Manzanares – remarked she loved the calculator and it was promising that 56% changed after the education piece.

Brown – added it was a very quick education piece.

Freeman-Manzanares – indicated WSDOT is spending money on trains increasing their speeds. The turn-around time for a train is very small. When they start talking about adding stations they decrease that time.

Cummings – stated if you are looking to reach the millennials try Olympia Power & Light.

Brown – remarked IT is pretty media savvy and TRPC is learning.

VanderDoes – asked if the loss of jobs in the fuel industry has pushed down the drive for new transportation technologies like electric, etc.; and what were some of the off the wall comments technology wise.

Brown – indicated historically as gas prices go down people buy gas hogging cars and when they go back up they by gas sipping cars and they also ride the bus. Battery technology is changing rapidly, and there are many things driving that. She believes there are some interesting transportation things coming even if oil stays cheap.

Freeman-Manzanares – stated WSDOT has started to focus on throughput of people instead of vehicle throughput, and this is a big step in the right direction. She also indicated when IT buys a vehicle they may keep it for 17 years, so it is important to buy the right type.

Brown – stated IT has stayed current with technology like knowing where buses are with real-time information; vehicle communication to maintenance on what's wrong; counting passengers; video cameras and using smart lighting technology.

Freeman-Manzanares – stated the CAC has 3 high school students.

Smit – stated they should go to social media.

O'Connell – added get an intern.

Euler – inquired about Uber type technology that could be modified to work for transit.

Bloom – responded there is software for on-demand services so you can call a bus and some transit systems in the Salem area are giving it a try.

Brown – indicated the biggest obstacle in the survey was people wanted buses to come to their house.

Freeman-Manzanares – added this does feed them into the transit systems and IT is really creative in figuring out how to move people.

Brown – inquired as to who Uber is trying to work with using a different business model.

Bloom – remarked IT is streaming information on where buses are and Uber is one of those services.

Brown – indicated some ride Uber to work/home in Seattle instead of paying for parking.

- B. SURPLUS VAN GRANT PROGRAM** (*Carolyn Newsome*) Newsome shared information about the release of the 2016 Surplus Van Grant Program applications. She indicated staff sends applications out to all entities that have indicated an interest in the program, as well as all past recipients. Marketing staff sends it out on social media. Each year IT makes up to 4 vans available. Recipients must be providing transportation with the vans, as transportation is 50% of the weight in the review process for the grant applications. The applications are also on IT's website. Newsome indicated it is one of the things she likes most about her job. She indicated there are two open houses scheduled for February 11 and 16.

Newsome relayed some stories about how recipients use the vans. Senior Services for South Sound uses their van to transport seniors to the center for a nutrition program and social activities. This not only enhances their physical health but also their emotional health. She also said Pacific Peaks Girl Scout uses their van to transport a group of girls to visit their mothers who are incarcerated at Purdy Correctional facility.

Newsome stated Catholic Community Services has donated their van to another service organization. She asked for CAC members to share information about the program and ask anyone interested to contact her for additional information.

Newsome answered questions.

VanderDoes – inquired about Parks & Recreation programs for disabled using the Community vans to transport participants and that it would eliminate some DAL rides.

Newsome – indicated all they would need is a sponsor.

- C. BUS STOP PROJECT OVERVIEW** (*Dennis Bloom*) Bloom indicated the presentation would provide an update on the enhancements and improvements. He indicated IT has an inventory of 944 bus stops (transit centers not included), within the PTBA. There are 278 (29%) stops with shelters; 105 (11%) stops with benches; and 561 (59%) stops with pole/sign. The inventory includes 721 fully accessible ADA bus stops; 160 stops are considered functional, meaning they meet some of the requirements don't have 8' depth from the curb. The federal requirements mandate a minimum of 5' wide and 8' deep. IT currently has 63

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bus stops that are not ADA accessible. If someone who qualifies under ADA can't use that stop because it is not accessible, they qualify for DAL.

Bloom reviewed the bus stops by jurisdiction including Olympia with 388 (41%); Lacey with 202 (21%); Thurston County with 183 (19%); Tumwater with 116 (12%); WSDOT with 30 (3%); and Yelm with 25 (3%). Bloom provided stop inventory comparison data and Intercity Transit matches well with like agencies such as C-Tran; Kitsap Transit; Whatcom Transit; and Yakima.

Bloom indicated a transit trip begins before the rider gets on the bus. The directive from the ITA is to try and make stops accessible and as accommodating for riders as possible. He reviewed the process for analyzing and selecting stops for improvements including passenger volume; frequency of service; trip generation; transit dependent; and prominent location to score the bus stops. Staff also uses 3 in-house databases to score the bus stops. If a stop already has a shelter and it falls below the threshold they don't take the shelter away.

Bloom reviewed the tasks of the Stops and Zones committee and the types of projects they review. They are tasked with reviewing projects county-wide. During 2015 the committee reviewed 212 projects, and of those 26 had transit considerations and 14 received specific comments. Staff receives stop requests from customers; operators; customer service; and the Operations Communications & Policy Committee (OCPC). They meet on a weekly basis and bring forward any issues they see.

Bloom shared the priorities for stop enhancement funding 2005-2016. This includes upgrading any existing sheltered stop not meeting ADA criteria; improve landing pads and safety; and installing shelters at locations identified in internal review/scoring process. IT has completed 288 stop location improvements including adding/upgrading shelters; landing pads; shelter pads; and solar lighting. The cost of those enhancements is \$1,682,027, and includes 5 regional grants and local funds over the 10 year timeframe.

Bloom reviewed before and after photos of stops at Cooper Point (Rt 48); Cooper Pt./20th NW (Rt 48); and solar lighting installation at Martin Way (Holly Motel). Other stop enhancements include 44 new stops for local jurisdiction roadway projects and 42 bus stops in new developments or frontage improvements along transit routes, both with ADA accessibility.

Bloom reviewed local road project examples including 18th Ave in Olympia that added a pad so pedestrians can use the bike lanes; sidewalks were also added on other side of street to include a curb cut for accessibility. The City of Tumwater on North ST added cemented pads. Thurston County recently completed the Yelm Highway project with a number of stops and enhancements.

Bloom reviewed some land use development examples on Capital Mall Drive (Rt 47) and at Yelm Hwy/Rich Rd where staff requested a pathway for better access to bus stops. Department of Enterprise Services added their own shelter designed with aesthetics to match their facility.

Bloom detailed the Bus stop amenities including 274 stops with mounted trash bins; 278 with shelters; and 105 with benches. Bus stop maintenance requires 5 FTE's. He also shared the installation costs for a typical stop with a shelter which runs \$16,943, and if it includes

solar lighting it would be an additional \$2,200. He discussed amenity considerations including bike rack/shelter possibilities to improve the bike to bus connection.

Bloom provided information on the upcoming Tumwater Square project. The project is a partnership with IT and the City of Tumwater. Funding includes \$31,050 in local funds and \$198,950 in CMAQ grant funds for a total budget of \$230,000. This will be served by Rural Transit and DAL vans, along with routes 12, 13, 43 & 68. Currently there is not a lot of street lighting and that creates a dangerous situation. The city is redeveloping this area, changing the look and feel. Improvements include sidewalks; pedestrian bulbouts; and pads for bike/shelters. Tumwater is going to do the design, engineering. The improvements will allow ADA accessibility depth; doubles the length; adds shelters; and enhance safety at the pedestrian crossings with bulb outs.

Bloom answered questions.

O'Connell – inquired about how shelters are sited.

Bloom – staff attempts to orient the opening to keep it out of the wind.

Bloom – indicated as part of Tumwater's Master Plan the area will move over to Capitol Way eventually, but that could be 20 years out. A roundabout will significantly improve traffic in the area.

D. BUS AND FACILITY CAMERA OVERVIEW – (*Ann Freeman-Manzanares*) Freeman-Manzanares introduced David Dudek, Operations Supervisor. She indicated over the years the authority had approved contracts for camera design; purchase; and installation. IT has received kudos from the community and police partners on the camera system. Several media outlets have used the video. The video has also reduced claims with our insurance. Before the cameras were installed, legal and disciplinary action was difficult, but the video takes that away. Passenger falls were 80% of our claims, but with our camera system most of those situations have been eliminated. Having video is also a great tool in reconstructing accidents. The video helps us make good choices about fighting a lawsuit or settling a claim.

Freeman-Manzanares shared a schematic for the Olympia Transit Center (OTC) which opened in 1994. The cameras were installed in 2004. Currently there are 29 cameras, mostly outside. She reviewed a display of the camera feeds as they come into dispatch on a real-time basis from the two transit centers. She shared a schematic on the Lacey Transit Center (LTC) which opened in 1995. Last year fiber became available and the authority approved a new camera system. Currently there are 14 cameras at the LTC. The technology is newer than the OTC, and it provides a much clearer image.

Freeman-Manzanares provided a schematic of the Pattison facility which opened in 1985. Currently there are 14 cameras on the site. The cameras help show vehicles coming into and out of the facility. They have also helped with people wandering around the property. Recently they helped identify a burglar who had stolen laptops from the IS trailer. She provided a display of the cameras as they come into the maintenance supervisor's area on a real-time basis.

Freeman-Manzanares showed schematics of the Martin Way Park & Ride lot which was expanded in 2011 when a camera system was incorporated. Currently the park and ride has

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16 cameras. She provided a schematic of the Hawks Prairie Park & Ride which opened in 2013. This park and ride has 23 cameras and the technology has improved greatly since the first park and ride install. Both locations have sensitive license plate capture cameras.

Freeman-Manzanares relayed the mobile system was installed on buses in 2008. IT has 71 coaches and each has 10 cameras. The video includes metadata in footage to detail events like braking, etc. There is signage inside vehicles that indicate you're being recorded. There are 35 DAL vehicles and each of those has 6 cameras.

Freeman-Manzanares provided some examples of the cameras solving crimes. The first instance was a man who robbed a Wendy's and then got on the bus. Footage shows him counting and stashing cash and changing clothes. Then there was the man who stole a vehicle with two children in it and then boarded a bus. He was recently convicted. In this case the Lacey Police Department called us and they came and printed the bus. The video shows the car abandoned, the man running across the street and boarding the bus. The video show him paying with a \$2.00 bill which was easy for the police to locate and print.

Freeman-Manzanares gave kudos to the operations supervisors; operators; fixed route manager Mark Sandberg; and Operations and Maintenance Director Jim Merrill.

Freeman-Manzanares provided some examples of the bus video including the car-jacking/kidnapping; a car running a red light and hitting a police car; a vanpool incident; a driver's quick reaction to a fallen cyclist; a toddler in the middle of College Street barely being missed by a bus; and a vehicle crash on I-5.

David Dudek provided live camera feeds of the LTC, OTC, Pattison facilities.

Freeman-Manzanares answered questions.

Smit – inquired if cameras can be seen from supervisor vehicles.

Dudek – responded they can be viewed anywhere with a browser.

O'Connell – asked if there are laws around it.

Freeman-Manzanares – indicated video is only downloaded pursuant to an incident or if someone files a public records request. Video is stored at the park and rides for approximately 30 days; and on vehicles for approximately 10-14 days.

Cummings- asked if audio is available.

Freeman-Manzanares – responded it is only on the front of the bus by the operator.

Pierce – asked about blind spots at the Martin Way Park and Ride.

Freeman-Manzanares – indicated there are some. IT has received kudos from the Lacey Police because vehicle theft has gone down significantly since cameras were installed.

CONSUMER ISSUES

- *Cummings* – wanted to know if there was a way to get information on substitute buses to the OneBusAway app.

Bloom – it is pushed out live when the replacement bus gets to the first stop.

- *Sibree* – suggested the CAC have a subcommittee to help us collect information from millennials.

Freeman-Manzanares – relayed that IT recently did survey work and the committee will receive a report on that soon.

- *Cummings* – suggested the Village Vans program provide some outreach to local probation and parole officers. He was on the 13 recently and overheard a conversation about difficulties with transfers and a person possibly losing their job. This seems like the perfect thing for village vans.

Freeman-Manzanares – indicated Village Vans picks up passengers with transitional work release and also IT now provided additional bus service to the ARC. They also take advantage of our discounted bus pass program. They have been vocal in their advocacy of our Discounted Bus Pass program. A person recently spoke about how important the program is at an authority meeting.

- *VanderDoes* – asked for an update on the Bus Buddies.

Freeman-Manzanares – indicated she would find out and let him know.

REPORTS

- *Hustoft* – provided the report from the February 3, 2016, Regular Authority meeting indicating there was an election of officers; the authority welcomed two new members of the ITA from Yelm and Olympia. Staff also shared the DAL survey results.
- *Freeman-Manzanares* – provided the General Manager's report including that Jeff Gadman was elected the new chair of the ITA; and the board also welcomed Clark Gilman from the City of Olympia and Molly Carmody from the City of Yelm. Freeman-Manzanares shared the vanpool division has 97 new riders in the current vanpool promotion. Last week they had a \$500 drawing. Vanpool is struggling a bit with the cost of fuel so low. She asked members to share the program when they are able and to remember that many employers pay employees fees. Freeman-Manzanares recently participated in the EDC strategic planning process. It is important to talk with new businesses and to ensure siting occurs where we have transit service. She participated in the WSTA legislative conference and last week had the opportunity to testify at the Senate Transportation committee. IT was well represented and had 16 people present and signed in to testify. She relayed thanks to the CAC members who provided testimony – Walter Smit; Sue Pierce; and Jonah Cummings. Aria Perez also submitted a letter in support. Several members of the ITA testified along with other transit supports. There was no testimony in opposition. We worked with our

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state advocate who helped organize the witnesses for testimony at the hearing. Staff will know soon if the bill survives and makes it for a full vote.

NEXT MEETING: March 21, 2016, back to regular meeting schedule of 3rd Monday of the month.

ADJOURNMENT

It was M/S/A by VAN GELDER and BURT to adjourn the meeting at 8:15 pm.

Prepared by Nancy Trail

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**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-A
MEETING DATE: March 21, 2016**

FOR: Citizen Advisory Committee

FROM: Erin Pratt, 705-5831

SUBJECT: Village Vans 2015 Program Update

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- 1) **The Issue:** Provide a 2015 Status Report.
 - 2) **Recommended Action:** Information only.
 - 3) **Policy Analysis:** At least annually, staff provides the Authority and Citizen Advisory Committee status reports on various programs the agency provides.
 - 4) **Background:** The concept of the Village Vans Program developed during collaboration of over 40 community human service organizations in the late 1990's. These groups participated in research activities to identify gaps in services to families with low or no income for reaching economic independence. In Intercity Transit's continuing quest to provide better, more reliable and innovative services, this organization took leadership in developing an effective and efficient program to help close the transportation gap.
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The service, which began in February 2002, continues today facilitating access to work support activities and other necessary locations. In 2004, staff designed a Customized Job Skills Training program that doubles Village Vans' important impact by using eligible volunteer Drivers and Administrative Assistants who receive current work experience, job search coaching and skill building instruction. Passengers are able to travel to critical resources and volunteers receive significant support in advancing their professional development in reaching their employment goals.

Through an on-going assessment of transportation needs of low income citizens and quality customer care, Village Vans provides a responsive and innovative service that facilitates customer transitions to economic independence. Employed families contribute to the economic and social sustainability of our community through enhanced stability and health with less demand on limited human service resources.

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

6) **Budget Notes:** Intercity Transit was one of 19 agencies in the nation to receive the Innovative Public Transportation Workforce Development Grant (Ladders of Opportunity Initiative) for \$200,000. This is a 50% matching grant.

7) **Goal Reference:** **Goal 1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal 2:** "Provide outstanding customer service." **Goal 4:** "Provide responsive transportation options within financial limitations."

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

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-B
MEETING DATE: March 21, 2016**

FOR: Citizen Advisory Committee

FROM: Emily Bergkamp, Dial-A-Lift Manager, 705-5893

SUBJECT: Dial-A-Lift, Travel Training & Bus Buddy Update

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- 1) **The Issue:** Provide the Citizen Advisory Committee (CAC) an update on Intercity Transit's family of accessible services, including the results of the 2015 Dial-A-Lift (DAL) Customer Satisfaction Survey.

 - 2) **Recommended Action:** For Information and Discussion.

 - 3) **Policy Analysis:** The Authority budgeted for, and authorized the commission of, a DAL customer satisfaction survey. The results of that survey will be presented to the CAC. Additionally, the DAL Manager provides program updates to the Authority at least twice per year, and more often as requested.

 - 4) **Background:** DAL, Travel Training and the Bus Buddy Program are vital services of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.

DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so. The Bus Buddy Program is a partnership with Catholic Community Services and provides the support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed route.

On August 19, 2015, the Authority authorized a contract with Moore and Associates, an independent research firm, to conduct a Customer Satisfaction Survey of current riders and non-riders of its DAL Americans with Disabilities Act paratransit service. CAC member Lin Zenki played an integral role in selecting Moore and Associates. The surveys were conducted utilizing a telephone methodology, with complementary online data collection, during October and November 2015. Two survey instruments were utilized; one targeted current riders and another targeted eligible riders who are not currently using the service. Such data can help guide service evaluation and identify potential areas of improvement, and serve as a comparison to previous survey

results. Intercity Transit strives to conduct DAL customer surveys every three to five years. The most recent DAL customer survey was conducted in 2011.

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

6) **Budget Notes:** Intercity Transit entered into a contract with Moore & Associates to conduct the DAL customer satisfaction survey in an amount not-to-exceed \$21,000. The contract was completed within the budgeted amount, which is less than authorized in the budget.

7) **Goal Reference:** *Goal #1, "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." Goal #2, "Provide outstanding customer service." Goal #3, "Maintain a safe and secure operating system." Goal #4, "Provide responsive transportation options within financial limitations." Goal #5, "Align best practices and support agency activities and sustainable technologies." Goal #6, "Encourage use of services."*

8) **References:** 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys. The survey can be found at the following link:
http://www.intercitytransit.com/SiteCollectionDocuments/2015%20Intercity%20Transit%20DAL%20Survey_Final%20Report.pdf

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CAC	Members	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Leah	Bradley			Absent	Absent			Absent	Absent			MEETING CANCELLED		Absent
Jan	Burt							Absent	Absent					
Mitch	Chong		Absent				Absent						Absent	
Billie	Clark													
Denise	Clark						Absent							Absent
Jonah	Cummings													
Ursula	Euler		Absent						Absent	Absent				
Ron	Hughes													
Julie	Hustoft				Absent	Absent							Absent	
Quinn	Johnson			Absent	Absent			Absent	Absent					
Joan	O'Connell													
Ariah	Perez							Absent	Absent		Absent			Absent
Sue	Pierce			Absent										
Charles	Richardson			Absent	Absent		Absent	Absent					Absent	
Carl	See		Absent						Absent	Absent	Absent			Absent
Kahlil	Sibree								Absent					
Walter	Smit													
Victor	VanderDoes													
Michael	Van Gelder						Absent	Absent		Absent	Absent			
Lin	Zenki	Absent							Absent				Absent	

= Joint meeting does not count against required meeting attendance