

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
February 11, 2013
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Joe Baker, Yelm City Councilmember, Authority Member <i>(Steve Abernathy)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. February 20, 2013, Work Session <i>(Mackenzie Platt)</i> | |
| | B. March 6, 2013, Regular Meeting <i>(Jill Geyen)</i> | |
| IV. | APPROVAL OF MINUTES - January 14, 2013 | 1 min. |
| V. | CONSUMER ISSUES CHECK-IN | 3 min. |
| | <i>(This is to identify what issues you wish to discuss later on the agenda in order to allocate time).</i> | |
| VI. | NEW BUSINESS | |
| | A. Tour Maintenance & Operations Facilities <i>(Rhodetta Seward)</i> | 30 min. |
| | B. Procurement Overview <i>(Marilyn Hemmann)</i> | 10 min. |
| | C. Technologies Affecting Fuel Economy and Maintenance Costs <i>(Karl Shenkel)</i> | 15 min. |
| | D. Bus Stop Project Update <i>(Dennis Bloom)</i> | 15 min. |
| | E. How Advisory Committees From Other Transit Systems Operate <i>(Rhodetta Seward)</i> | 15 min. |
| VII. | CONSUMER ISSUES - All | 20 min. |
| VIII. | REPORTS | |
| | A. January 16, 2013, Work Session <i>(Don Melnick)</i> | |
| | B. February 6, 2013, Regular Meeting <i>(Roberta Gray)</i> <i>Highlights to be Distributed at meeting.</i> | |
| IX. | NEXT MEETING - March 18, 2013 | |
| X. | ADJOURNMENT | |

Attendance Report is Attached

**MINUTES
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
January 14, 2013**

CALL TO ORDER

Member Gray called the January 14, 2013, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Valerie Elliott; Sreenath Gangula; Jill Geyen; Roberta Gray; Faith Hagenhofer; Julie Hustoft; Don Melnick; Joan O'Connell; Mackenzie Platt; Charles Richardson; Carl See; Kahlil Sibree; Victor VanderDoes; Michael Van Gelder; and Midge Welter.

Absent: Steve Abernathy; Dani Burger; Wilfred Collins; and Meta Hogan.

Staff Present: Ann Freeman-Manzanares; Heather Stafford; and Shannie Jenkins.

APPROVAL OF AGENDA

It was M/S/A by Melnick and Hustoft to approve the agenda.

INTRODUCTIONS - Karen Stites, Labor Representative, Authority Member was introduced.

MEETING ATTENDANCE

- A. January 16, 2013, Work Session - Don Melnick**
- B. February 6, 2013, Regular Meeting - Roberta Gray**

APPROVAL OF MINUTES - It was M/S/A by Elliott and O'Connell to approve the minutes of November 19, 2012, as presented.

CONSUMER ISSUES CHECK-IN - Issues for discussion later in the meeting include:

- Welter - *incident on bus;*
- Van Gelder - *bus stop location, and*
- Melnick - *bus stop location at Panorama City.*

CAC MEETING MINUTES

January 14, 2013

Page 2 of 5

NEW BUSINESS

A. General Manager Hiring Process Update - Stafford presented an update and timeline on the recruitment of the new General Manager hiring process. In October, the Authority approved hiring a search firm. The Authority Chair appointed three Authority members to an intra-agency committee: Chair Marty Thies, Vice Chair Ed Hildreth, and Citizen Representative Ryan Warner. Agency staff members on the committee include Human Resources Director, Heather Stafford; Senior Human Resources Analyst Christine DiRito; Human Resources Analyst Shannon Hofstetter; and Procurement/Capital Projects Manager Marilyn Hemmann. The purpose of this committee is to select and recommend to the Authority a search firm, and then put a process together.

A proposal packet was available November 20, with a deadline to submit proposals on December 17. We received several qualified proposals. Staff is checking references for the top firms which will then be asked to interview. The committee will forward the top firm to the Authority at the February meeting for contract award. Interviews for General Manager candidates are anticipated for some time in the month of April. Depending on the successful candidate, the agency hopes to have a General Manager begin in June or July.

Hustoft asked if the search firms being considered are local companies. Stafford responded, we advertised nationally. With our budget and the scope of services needed, it limits some firms. We are looking for a firm that can complete the process from start to finish, creating the job description, and sourcing the candidates all the way to the final selection.

Platt arrived.

Van Gelder asked Stafford to remind the committee of the selection criteria and consideration used to select a search firm. Stafford reported the firm's application packet and capabilities is 40%; approach to achieve a successful outcome is 30%; and 30% is the proposed price. Melnick asked how the budget was estimated. Stafford responded the budget was a full discussion at the Authority meetings and also with consultation with other executive search firms. It is fairly standard for a firm to charge 30% of the final salary of the successful candidate as their fee. We also asked for a guarantee or warranty of services.

Hagenhofer arrived.

CAC MEETING MINUTES

January 14, 2013

Page 3 of 5

See asked if the selected firms to be interviewed need experience. Stafford said we are looking for companies with executive level recruitment experience and those having worked with benefit districts or transit agencies. Van Gelder suggested some face time with employees. Stafford commented there will be involvement with staff, but we are not sure what that looks like yet.

B. Discounted Bus Pass Program – Freeman-Manzanares reported this is the third year the Authority approved a Discounted Bus Pass Program Award. Staff received 13 applications for the 2013 budget prior to the deadline, and one late application came in after the deadline; however, before the Authority made their decision at their December meeting. The Authority awarded grants to all 14 agencies. Since then, staff received three additional qualifying requests. The question is do agencies need to apply by the application deadline? Should applications received after the deadline be denied? The question to CAC members is should there be a clear cut grant application deadline or should we do a rolling application process?

Gray asked if we used all the money available last year. Freeman-Manzanares reported \$139,000 in grants was awarded out of the \$200,000 budgeted. Gray asked if the goal was to use all the money allocated or hold to a deadline. Geyen asked what would be the difference in the process supporting a rolling application process. There is no difference in the process. O’Connell feels using the rolling process is a big benefit to agencies. She feels some agencies don’t get the word in time and since this is a service offered to the community with low income, she doesn’t see the need for a deadline. Freeman-Manzanares feels a deadline is still necessary in case the requests went over the \$200,000. Gray feels we should have a deadline with a “first come - first serve” basis, and feels it should not be “ever ending.” Melnick concurs with continuing to administer the program until funds are depleted. Elliott asked what happens to the funds if we don’t use all the \$200,000. Freeman-Manzanares responded any funds not expended go back into the budget, and the Authority will review the amount needed for the following year. See asked if applications go through the end of the year. They end the last day of the calendar year.

C. Identify Future Agenda Items for CAC Meetings

- Richardson – Updates on the planning process for the Olympia Transit Center.
- Melnick – Discussion about the bus maintenance facility expansion. Suggests a public-private partnership with the City on the Martin Way & Pattison intersection.
- Elliott – Hear how the Hawks Prairie Park-and-Ride will be used for buses, not just for car and vanpools.
- Gray – Ongoing coordination with Sound Transit on the I-5 corridor.

CAC MEETING MINUTES

January 14, 2013

Page 4 of 5

- Geyen – Continue to hear how the commute to Tacoma will affect Intercity Transit.
- VanderDoes – Smart Phone apps DAL can use for appointment scheduling.
- Elliott – Wants staff to keep in mind not all people use technology, such as Smart Phones.
- See – Discuss how we can better improve outreach to the citizens of Thurston County. Get input from other CAC committees on things they are doing.
- Van Gelder – Discuss how Advisory Committees from various transit agencies operate. Bring groups together on a regional basis and listen to other proposals on how they operate differently than Intercity Transit.
- Hustoft – Improvements made to extend services in certain areas.
- O’Connell – Have staff give presentations using visuals, for example, service planning, to show why routes don’t go certain places.

CONSUMER ISSUES

Welter – There was an incident on the bus last Thursday afternoon with one of the Boardwalk residents. The female resident boarded the bus with her walker and did not realize she was supposed to put it safely away. The Operator took the walker and aggressively closed it, bending the walker. Freeman-Manzanares took notes and will research the incident.

Van Gelder – Suggests moving the bus stop inbound East on 5th Avenue, near Sylvester. It is the stop closest to the old Corrections Building. There are cross walks on either side of the intersection. When the bus pulls up to the stop, cars proceed through the cross walk and cannot see pedestrians.

Melnick – The bus stop location at the back gate of Panorama City was brought up at recent meetings. A stop on Golf Club Loop would be more convenient for all residents, but mainly those with scooters. Dennis Bloom did follow up with the CEO at Panorama and said it may be awhile before a stop is in place. Melnick met with the CEO and that issue was not discussed. Panorama has approximately 1100 residents and the potential to increase ridership; however, needs accessible bus stops along Golf Club Road. A stop with a shelter would be the best solution. The property is owned by Panorama City, so that should not be an issue. Freeman-Manzanares will touch base with Bloom and follow up.

Hagenhofer – The 94 stops at the Red Wind Casino; however, passengers going to other places must walk quite a distance. She feels an additional bus stop is needed near the Resmart. She also reported the lights on the bus are dark and make it hard to read.

CAC MEETING MINUTES

January 14, 2013

Page 5 of 5

Elliott – Recently, while on bus 62A and 47 on Meridian, she observed the nicest bus driver. He informed the passengers to be careful of the ice when exiting the bus. He was also helpful to passengers at the Olympia Transit Center.

See – Wonders if the fire on a Sound Transit bus recently has been an issue on our buses. Pierce County is voting on reducing service tonight for Pierce Transit. He would like to have an update at next month's meeting on what impact these reductions will have on Intercity Transit.

REPORTS

- A. **December 5, 2012, Regular Meeting** - No one attended the meeting. Meeting highlights were referenced.
- B. **January 2, 2013, Regular Meeting** - No one attended the meeting. Meeting highlights were referenced.

NEXT MEETING: February 11, 2013, (second Monday). Rhodetta will schedule a tour of the Maintenance and Operations Dispatch areas as part of the meeting.

ADJOURNMENT

It was M/S/A by Melnick and Richardson to adjourn the meeting at 6:14 p.m.

Prepared by Shannie Jenkins, Executive/HR Assistant

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-A
MEETING DATE: February 11, 2013**

FOR: Citizen Advisory Committee

FROM: Rhodetta Seward, 705-5856

SUBJECT: Tour of Maintenance & Operations Facilities

1. **The Issue:** To provide the Citizen Advisory Committee (CAC) members an opportunity to see aspects of the Maintenance facility and Operations and Dial-A-Lift areas.

2. **Recommended Action:** Information only.

3. **Policy:** Citizen Advisory Committee members are provided an orientation when they first come on board; however, this does not include a tour of the facilities. Today's tour may add value to their initial orientation and will fill in some of the gaps when staff answers questions of CAC members.

4. **Background:** CAC members from time-to-time request tours of the Intercity Transit facilities. The Maintenance and Operations areas are two areas where considerable change occurred over the past few years with the addition of technology and new equipment. It changed how we do business in many ways.

A tour of the maintenance area will include seeing the new bus wash, the fuel line process, the component room and spare engines, the automotive bays, the steam bay, the coach bays, the facility shop, the supervisors' desk and dispatching work, the inventory area and more.

The tour of the operations area will include seeing the Dial-A-Lift dispatching area, the Operators' communication area and the dispatch area which includes radio dispatch, sign-in, scheduling and the digital video recording equipment. Members will also be able to observe the Olympia Transit Center while in the dispatch area.

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

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

7) **Goal Reference:** This addresses all goals of the agency by assisting CAC members becoming more fully informed to help achieve the goals.

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-B
MEETING DATE: February 11, 2013**

FOR: Citizen Advisory Committee

FROM: Marilyn Hemmann, 705-5833

SUBJECT: Procurement Overview

1) **The Issue:** Present overview of the 2013 Procurement plan.

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

3) **Policy Analysis:** The Procurement division plans, organizes and manages a wide range of procurements from goods and services, to agency vehicles, to capital construction projects. As part of the procurement process, the division is responsible for administering many of the contracts and providing consultation and oversight for others once they are awarded. It is also responsible for managing the acquisition and inventory of vehicle parts and the disposal of surplus property.

All agency purchases must be obtained competitively. All projects listed at \$10,000 or more in the agency budget must go through a formal solicitation and award process. When the Authority approves the annual budget each year, Procurement, with the assistance of each Department, prioritizes all projects and develops a schedule for how the projects can be accomplished. The plan must accommodate any ongoing projects continuing from the previous year and any renewals for multi-year contracts.

So far this year, there are 76 projects, contract renewals and project research items on the division's master list. The projects range in size from major capital projects such as the Olympia Transit Center expansion and the Hawks Prairie Park-and-Ride, to procurements for new hybrid coaches and other staff vehicles, to the yearly purchase of transit guides.

4) **Background:** The Procurement division consists of the Procurement Manager and two Procurement Coordinators. It also includes the Inventory division consisting of the Inventory Supervisor, the Inventory Specialist and the Inventory Assistant.

5) **Alternatives:** N/A

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

7) **Goal Reference:** In 2013, the range of projects pursued by Procurement will support all of the agency goals.

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-C
MEETING DATE: February 11, 2013**

FOR: Citizen Advisory Committee

FROM: Karl Shenkel, 705-5884

SUBJECT: Technologies Affecting Fuel Economy and Maintenance Costs

1) **The Issue:** Review current and future technologies affecting fuel economy and maintenance costs.

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

3) **Policy Analysis:** Staff provides periodic updates on fleet performance.

4) **Background:** Intercity Transit staff monitors fleet performance thru budget analysis and performance databases in Fleetnet. Fleetnet reports track fuel economy and maintenance costs. Data is based on budget analysis for 2012.

Cost per mile (CPM) is an overall cost model which encompasses all charges to a particular vehicle or fleet of vehicles. Those costs are broken down into categories including fuel, materials and labor. Individual fleet performance can be compared in current and past fleets. With this information, staff can determine if purchasing a fleet type should continue or be replaced with a modern fleet with newer technologies. Some technologies prove to be cost effective enough to allow for a retrofit of existing fleets with the overall goal of economy and lower emissions.

Intercity Transit staff also consult with other agencies and Original Equipment Manufacturers (OEM's) on new and upcoming technologies that lower emissions while increasing fuel economy. This information source allows Intercity Transit to compare manufactures' claims to real work data collected by like-minded industry peers.

5) **Alternatives:** N/A

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

7) **Goal Reference:** This item addresses the following goals:
Goal 2: *“Provide outstanding customer service.”* Goal 5: *“Align best practices and support agency sustainable technology and activities.”*

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-D
MEETING DATE: February 11, 2013**

FOR: Citizen Advisory Committee
FROM: Dennis Bloom (705-5832)
SUBJECT: Bus Stop Project Update

1) **The Issue:** Staff will present the current process utilized for improvements to bus stops.

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

3) **Policy Analysis:** Intercity Transit completed two significant projects associated with improving access to bus stops and investing in passenger amenities. The Intercity Transit Authority approves these capital investments.

4) **Background:** Since 2004, Intercity Transit has been successful in receiving two regional grants through Thurston Regional Planning Council's awarding of federal Enhancement funds for bus stop improvements. These grants and local match have provided close to \$750,000 in improvements throughout Intercity Transit's service district.

The Transit Authority approved the use of local funds to match these grants and directly funded other stop improvements through the agency's annual budget process. In making these funds available, these improvements increased ADA accessible and, where warranted, added shelters and similar passenger amenities for our customers and riding public. In short, the adage that "a ride begins before you get on a bus," has been the focus over the past eight years in making these improvements.

Staff will provide an update on the past process for identifying these bus stop improvements, current efforts to make additional improvements and in particular, the effort to increase rider safety by installing solar lighting inside of shelters.

5) **Alternatives:** N/A

6) **Budget Notes:** The 2013 Facilities budget includes \$35,000 to provide solar lighting in approximately 15 shelters.

7) **Goal Reference:** Goal#4: *"Provide responsive transportation options."* Ends Policy: Customers and staff will have access to programs and services that benefit and promote community sustainability.

8) **References:** Slide show and materials will be available at the meeting.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-E
MEETING DATE: February 11, 2013**

FOR: Citizen Advisory Committee

FROM: Rhodetta Seward, 705-5856

SUBJECT: How Advisory Committees From Other Transit Systems Operate

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1. **The Issue:** At the January 14, 2013, Citizen Advisory Committee (CAC), members suggested looking into finding out how Committees around the state operate.

 2. **Recommended Action:** Information only.

 3. **Policy:** The Citizen Advisory Committee was created by the Authority. Any proposed changes to the CAC are eventually approved by the Authority.

 4. **Background:** For many years, an annual statewide Citizen Advisory Committee conference was offered each fall. Intercity Transit sent several members to the conference each year, and hosted the conference in Thurston County twice. After the loss of sales tax revenue with Initiative 695, many systems faced cutting service and staff. Along with these cuts were other budget cuts including travel expenses. The CAC budgets were cut and the statewide conference faced less and less attendance and after a couple of years, a decision was made to cancel it, and hope one day it could resume.

Since then, some correspondence has been sent to agencies asking if a conference were hosted, would they send CAC members, and apparently the response continued to be very lacking.

At the January 14, 2013, meeting of the CAC, there was interest by Intercity Transit's members to:

- get input from other CAC committees on things they are doing;
- identify how other advisory committees from various transit agencies operate; and
- bring groups together on a regional basis and listen to other proposals on how they may differ from Intercity Transit.

Staff did research on this and will present some findings.

5. **Alternatives:** N/A

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

7. **Goal Reference:** Increasing information and awareness for CAC members impacts all goals of the agency.

8. **References:** N/A

Attendance Tracking

		2	3	4	5	6	7	8	9	10	11
CAC	Members	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
Steve	Abernathy								Absent	Joint	Absent
Dani	Burger									Joint	
Wilfred	Collins									Joint	
Valerie	Elliott									Joint	Absent
Sreenath	Gangula									Joint	Absent
Jill	Geyen		Absent							Joint	
Roberta	Gray									Joint	
Faith	Hagenhofer				Absent					Joint	Absent
Meta	Hogan	Absent					Absent			Joint	
Julie	Hustoft	Absent				Absent				Joint	
Don	Melnick	Absent								Joint	
Joan	O'Connell			Absent						Joint	
Mackenzie	Platt									Joint	Absent
Charles	Richardson	Absent							Absent	Joint	
Carl	See									Joint	
Kahlil	Sibree	Absent		Absent		Absent				Joint	
Midge	Welter									Joint	
Victor	VanderDoes										
Michael	Van Gelder								Absent	Joint	