

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
January 14, 2013  
5:30 PM**

**CALL TO ORDER**

- |              |   |                |
|--------------|---|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>   | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>  | <b>1 min.</b>  |
|              | <b>A. Karen Stites, Labor Representative, Authority Member</b> ( <i>Steve Abernathy</i> )                   |                |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>   | <b>3 min.</b>  |
|              | <b>A. January 16, 2013, Work Session</b> ( <i>Don Melnick</i> )   |                |
|              | <b>B. February 6, 2013, Regular Meeting</b> ( <i>Roberta Gray</i> )   |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - November 19, 2012</b>  | <b>1 min.</b>  |
| <b>V.</b>    | <b>CONSUMER ISSUES CHECK-IN</b>   | <b>3 min.</b>  |
|              | <i>(This is to identify what issues you wish to discuss later on the agenda in order to allocate time).</i> |                |
| <b>VI.</b>   | <b>NEW BUSINESS</b>   |                |
|              | <b>A. General Manager Hiring Process Update</b> ( <i>Heather Stafford</i> )                                 | <b>10 min.</b> |
|              | <b>B. Discounted Bus Pass Program</b> ( <i>Ann Freeman-Manzanares</i> )                                     | <b>20 min.</b> |
|              | <b>C. Identify Future Agenda Items for CAC Meetings</b>   | <b>20 min.</b> |
|              | <b>(No agenda form - members sharing of ideas)</b>  |                |
| <b>VII.</b>  | <b>CONSUMER ISSUES - All</b>  | <b>20 min.</b> |
| <b>VIII.</b> | <b>REPORTS</b>  |                |
|              | <b>A. December 5, 2012, Regular Meeting</b> ( <i>No one attended - highlights attached</i> )                |                |
|              | <b>B. January 2, 2013, Regular Meeting</b> ( <i>No one attended - highlights attached</i> )                 |                |
| <b>IX.</b>   | <b>NEXT MEETING - February 11, 2013 (second Monday)</b>   |                |
|              | <b>Rhodetta will schedule tour of Maintenance and Operations Dispatch areas as part of meeting.</b>         |                |
| <b>X.</b>    | <b>ADJOURNMENT</b>  |                |

**Attendance Report is Attached**

**MINUTES  
INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
November 19, 2012**

**CALL TO ORDER**

Chair Abernathy called the November 19, 2012, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Steve Abernathy; Dani Burger; Valerie Elliott; Sreenath Gangula; Jill Geyen; Faith Hagenhofer; Meta Hogan; Julie Hustoft; Mackenzie Platt; Charles Richardson; Carl See; Kahlil Sibree; Victor VanderDoes; Michael Van Gelder; and Midge Welter.

**Absent:** Wilfred Collins; Catherine Golding; Roberta Gray; Don Melnick; and Joan O'Connell.

**Staff Present:** Ann Freeman-Manzanares; Rhodetta Seward; Ben Foreman; and Shannie Jenkins.

**APPROVAL OF AGENDA**

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

**INTRODUCTIONS**

Ed Hildreth, Intercity Transit Authority Vice-Chair was introduced. New CAC member, Victor VanderDoes was introduced and shared a few words about himself.

*See arrived.*

**MEETING ATTENDANCE**

- A. December 5, 2012, Regular Meeting - Joan O'Connell**
- B. December 19, 2012, Work Session - Midge Welter**

**APPROVAL OF MINUTES**

It was M/S/A by Van Gelder and Geyen to approve the minutes of October 15, 2012, as presented.

CAC MEETING MINUTES

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**CONSUMER ISSUES CHECK-IN**

Members indicated they would like to address the following issues later:

Elliott - *a couple of words about a recent trip*

Geyen - *route request*

Hustoft- *using the bell to request a stop*

See - *question about vanpools to the South*

Seward on behalf of Melnick - *requested an update on the GM recruitment*

*Sibree arrived.*

**NEW BUSINESS**

**A. 2013 Budget - New Projects/Position** - Foreman discussed the new projects and positions recommended by staff. These items were presented to the Authority and accepted at the November 7, 2012, meeting. He also explained the budget process utilized by the employee budget committee. He reviewed the following accepted items:

- General Wage Increase - Non Reps \$128,500
- General Wage Increase - Unions 134,000
- Transit Signal Priority 931,584
- Olympia Grant Project 16,000
- Tumwater Grant Project 10,000
- Executive Search for General Manager 39,000
- Martin Way Park-and-Ride Pavement Repair 35,000
- Furniture 11,557
- Boardroom Projection Equipment 5,800
- Upgrade Forklift 10,000
- Martin Way Park-and-Ride Camera 24,000
- Operators Furniture-Pattison/OTC 22,000
- Increase Staff Hours for Village Vans 15,650
- Solar Lighting Units 35,000
- Internal Staff Development 10,000
- LTC - Security Cameras 280,000
- Analytical Service Software 70,000
- Travel Training Coordinator 78,200

The total recommended projects/positions is \$1,856,291.00.

*Platt arrived.*

## CAC MEETING MINUTES

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Six items were not recommended by staff at this time; they may be brought forward later on. Foreman briefly reviewed those six projects.

Van Gelder asked about the pavement repair at Martin Way Park-and-Ride. Freeman-Manzanares responded there is a lot of clay on the property and only so much could be removed. The engineers made their best guess and put down material to keep the parking lot levels. We've had some sinkage and now need to go back and add crushed rock.

**B. 2013 - 2018 Final Strategic Plan** - Freeman-Manzanares presented the Final 2013-2018 Strategic Plan. The plan was approved by the Authority at the November 7 meeting. The final document is the outcome of several months of meetings with the Authority and the Citizen Advisory Committee. Some issues noted by Freeman-Manzanares are:

- ✓ Maintain fixed route service levels and continue to consider improvements to increase productivity.
- ✓ Increase Dial-A-Lift service by 2,000 annual hours.
- ✓ Continue to grow the vanpool program by 10 groups per year.
- ✓ Consider increasing the sales tax in 2013 or 2014.
- ✓ Pursue Transit Signal Prioritization Pilot Project.
- ✓ Complete design and construction of the Olympia Transit Center expansion project.
- ✓ Pursue ISO 14001 certification.
- ✓ Design and install a security camera system at the Lacey Transit Center.
- ✓ Delay Pattison Facility rehabilitation and expansion until funding for construction can be identified.

Elliott asked how the failing of the Pierce Transit tax initiative will affect us. Freeman-Manzanares responded the Authority already voted to add some routes. Some conversations with Pierce Transit need to happen as we are unable to add any additional service. Abernathy reported changes will be phased in, with plans to reduce service by 53% in February 2014. There is some discussion of them potentially going back out for a vote in late 2014. Hustoft asked if Pattison Street will still be worked on if the facility remodel is on hold. Freeman-Manzanares reported it will be part of the actual project, along with a light at the intersection of Pattison and Martin Way. Right now, we would be fully responsible for the \$500,000 cost to put in a light at the intersection.

## CAC MEETING MINUTES

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Hagenhofer voiced concerns regarding the section on Rural Transportation on page 33 in the Strategic Plan. She feels the Human Service Transportation Forum does not talk about any consideration of expanding fixed route. She feels the 2010 document referred to by the TRPC does not coincide with this information. Freeman-Manzanares commented the variable fixed route service is a constantly evolving system. Recently, Intercity Transit met with Twin Transit to write a grant for the Department of Transportation to provide service into Olympia. Hagenhofer says the language feels blaming. She feels the \$4.8 million dollars that could be generated in the rural areas would provide a lot for rural transit. She feels the Authority's vision regarding the boundaries is inflexible. Freeman-Manzanares responded the focus of the Authority has been to provide more frequency of service and to look at the balance. The funding is within the PTBA and urban decisions and increasing our efficiency may be in conflict with some decisions concerning the service to the rural areas. Hildreth commented the Authority's policy continues to be we people need to come to the Authority so they can be heard, and the Authority continues to look at the boundaries.

Hagenhofer brought up different models that could provide service in those areas. Abernathy feels a possible solution is to look at steps of what would be necessary to pursue one of these models and bring it to the next CAC meeting.

Hagenhofer feels our willingness to pursue other funds is not reflected in the final document. Hildreth reported Tumwater is looking into collecting the allowed \$20.00 on license tabs. The City of Olympia already collects the license tab fee and it goes towards roads.

Van Gelder commented the PTBA Legislation provides for a regular gathering of the official members led by the County to determine if the PTBA should be expanded. Intercity Transit developed a lot of work when these issues have come up. This Strategic Plan is a planning document and not a communication document. He suggests contacting your legislature and talking to them about a better approach to transit equalization.

Elliott says the information on requesting service is on the Intercity Transit website and has been for years. Seward confirmed the annexation and petition information is on the website for any citizen to pursue.

**C. Discounted Bus Pass Program** – Seward gave an update on the history of the program, starting in 2011 as a pilot program. The Authority adopted Resolution No. 03-2012, approving the program to be permanent with an annual update.

## CAC MEETING MINUTES

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Intercity Transit will make available up to \$200,000 in monthly passes to agencies offering their client's transportation passes. The agencies provide a 50% match for the passes, so our cost would be a maximum of \$100,000. This is only for monthly passes, not daily or annual passes. Seward explained daily passes are refundable and there is a higher cost for mailing out daily passes, and the cost for administering the daily pass is higher.

Applications were sent out to several agencies, and also to the United Way to distribute to agencies they work with. An application is included in the CAC members' packets for distribution. Seward encouraged members to share the application if they know of an agency that may be interested. The applications are due November 30.

Geyen is happy to see an increase in passes at the New Market Skills Center.

Seward reported the Authority did approve the increase in fares for next year, but youth monthly passes will not be affected.

**FOLLOW UP ON OCTOBER CONSUMER ISSUES** - Seward gave a follow up on a few issues from last month's meeting. Workman brought up the sign at the Safeway stop on the Westside. The sign is owned by a leasing company and is legally placed. Staff approached the company with concerns regarding the sign placement and asked they consider moving it.

Melnick asked about the back gate at Panorama City, sharing about a lady resident who'd voiced concerns who utilizes a scooter and uses the buses semi-regularly. She used to use this back gate entrance from time-to-time. Dennis Bloom, Planning Manager, contacted her to explain the situation regarding the bus stop placement. He explained the process, and that we had been out to Panorama City earlier in the year regarding our stops, and no one mentioned the back gate stop. He learned the entrance was actually placed there for those with RVs and later some began using it for other purposes. He assured her it was now on our list for consideration for a stop in the future. However, it is private property and our staff needs to work with the appropriate owners, and we need to make it ADA accessible. It will not be an immediate fix, but it is on our list. She indicated she felt heard, well served and appreciated with staff communicating with her.

**CONSUMER ISSUES** - Recently, Elliott spent a week in Portland attending a conference. She used their public transportation and provided a comparison of Tri-Met service to Intercity Transit.

## CAC MEETING MINUTES

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Geyen requested consideration of service for a route going directly from Martin Way to Hawks Prairie that does not go into Lacey. Freeman-Manzanares responded we are pursuing short range plans to fill gaps in phases. Geyen also expressed concern that there is no service on Thanksgiving for those who have no other means of travel.

Hustoft would like new drivers reminded to not only listen for the bell when pulled, but also look at the sign letting them know passengers have requested a stop. Freeman-Manzanares will contact the Operations and Maintenance Departments to make sure the bells are working properly.

Welter requests drivers wait for passengers to sit before they take off.

See asked about vanpools to the South. He has a friend who commutes from Vancouver to JBLM. He wonders if his friend could pick up a vanpool in south Thurston County and commute to JBLM. Freeman-Manzanares reported the destination has to begin or end in Thurston County for us to provide service.

Seward gave an update on the General Manager recruitment. A committee was formed consisting of Board Members Hildreth, Thies, and Warner. They are partnering with three Human Resources employees, Stafford, DiRito, and Hofstetter. They are meeting often formulating information to decide how to go out for recruiting a search firm. They are working with Marilyn Hemmann, Procurement/Capital Projects Manager on the criteria for the solicitation process. The committee will screen applicants and refer them to the Authority. Stafford, Human Resources Director, gives a report monthly to the Authority and will give more once a search firm is confirmed. Hildreth reported the committee's next meeting is scheduled for November 30 at 1:00 p.m. The hope is to have the position secured in May or June of next year.

### REPORTS

- A. **November 7, 2012, Regular Meeting** - Gangula shared highlights from the regular meeting.
- B. **October 17, 2012, Special Meeting** - Seward shared highlights on behalf of Roberta Gray.

### OTHER ISSUES:

- Holiday Banquet is on December 14. Invitation to members will be sent out soon.

## CAC MEETING MINUTES

November 19, 2012

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- Due to attendance issues, Golding is dismissed from the CAC. She was a great asset to the committee and is encouraged to reapply in the future.
- Sibree would like to see later service on route 94 to Yelm.

**NEXT MEETING: December 17, 2012. Seward commented there are no agenda items at this time, so there is a chance the meeting may be canceled.**

### **ADJOURNMENT**

**It was M/S/A by Elliott and Hogan to adjourn the meeting at 7:10 p.m.**

Prepared by Shannie Jenkins, Executive/HR Assistant



**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-A  
MEETING DATE: January 14, 2013**

**FOR:** Citizen Advisory Committee

**FROM:** Heather Stafford, Human Resources Director, 705-5861

**SUBJECT:** General Manager Hiring Process Update

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- 1) **The Issue:** Staff will present an update on the General Manager hiring process.
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- 2) **Recommended Action:** Information only.
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- 3) **Policy:** Per Authority Chair direction, staff will provide an update regarding the status of the General Manager recruitment and selection process.
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- 4) **Background:** Following the October 17, 2012, Authority meeting, the Authority Chair appointed three Authority members to an intra-agency committee. The sole purpose of this committee is to participate as team members in the procurement of an executive search firm. The three members appointed are Chair Marty Thies, Vice Chair Ed Hildreth, and Citizen Representative Ryan Warner. The other team members include Human Resources Director Heather Stafford, Senior HR Analyst Christine DiRito, HR Analyst Shannon Hofstetter, and Procurement/Capital Projects Manager Marilyn Hemmann.
- The procurement team met on Thursday, January 3, 2013, to discuss qualified proposals. Staff will present a more detailed update to the Citizen Advisory Committee at this meeting.
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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal Reference:** Hiring a General Manager will help achieve all goals of the agency.
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- 8) **References:** N/A
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**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-B  
MEETING DATE: January 14, 2013**

**FOR:** Citizen Advisory Committee  
**FROM:** Ann Freeman-Manzanares, 705-5838  
**SUBJECT:** Discounted Bus Pass Program Award Process

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- 1) **The Issue:** Seek input on the Authority's intent regarding award of discounted bus passes.

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  - 2) **Recommended Action:** Provide direction on award process.

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  - 3) **Policy Analysis:** Resolution 3-2012 directs the General Manager to implement a Discounted Bus Pass Program up to \$200,000 in bus passes for one year. It does not require the Authority to approve applications or grant awards.

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  - 4) **Background:** The Authority adopted a resolution directing the General Manager to implement a discounted bus pass program providing up to \$200,000 to qualifying government agencies and non-profit organizations to serve the unmet public transportation needs of low income persons.

This is the third year of the program. Our practice has been to issue a letter of interest and application, receive applications by a specified due date and forward qualifying requests to the Authority for grant approval in December. In the 2012 process, several applications were received after Authority award and were approved administratively. In the 2013 process, one application was received after the submission deadline but before Authority award. The Authority approved the late application as part of the grant award with one dissenting vote. Since that time, staff received three additional qualifying requests. The requests remain below the approved budgetary amount.

Staff seeks direction from the Authority. Is it the desire of the Authority to make award once a year and close the program regardless of monetary requests, or does the Authority wish to support qualifying requests up to the \$200,000 limit? If the Authority elects to support a rolling application process, the initial deadline would be utilized if requests are larger than the budgeted amount. Staff can easily support the administration of a rolling application process.

5) **Alternatives:**

- A. Support a single grant award period.
  - B. Support a rolling application process not to exceed \$200,000 worth of bus passes discounted at 50% of the cost.
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6) **Budget Notes:** This decision does not alter the original budget. The Authority could forego up to \$100,000 in revenue if all passes were purchased. The expenditure of funds based on the single grant award made in December would equal \$139,425 in bus passes, or \$69,712.50 in revenue. The support of a rolling application process could result in an expenditure of \$200,000 in passes and \$100,000 in revenue.

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7) **Goal Reference:** Goal No. 1: *"Assess the transportation needs of our community."*  
Goal 4: *"Provide responsive transportation options."*

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8) **References:** N/A

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**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of December 5, 2012*

**Action Items**

Wednesday night, the Authority:

- Declared property on Exhibit "A" surplus. (*Marilyn Hemmann*)
- Authorized the General Manager to enter into a one-year contract with Consolidated Press, with two, one-year options to extend, to print and deliver transit guides. (*Erin Hamilton*)
- Adopted Resolution 04-2012, establishing the 2013 Budget. (*Ben Foreman*)
- Approved 2013 Discounted Bus Pass Program grants for 14 agencies in the amount of \$139,425. (*Rhodetta Seward*)
- Canceled the Wednesday, December 19, 2012, Work Session. (*Rhodetta Seward*)

**Other items of interest:**

- Received an update on the *General Manager hiring process*.
- The *Holiday Banquet* is Friday, December 14<sup>th</sup>; the program begins at 12:04 p.m.
- Emily Bergkamp began her *Leadership APTA Program* this week in Baltimore.
- "*Abortion Stops a Beating Heart*" bus boards will go up soon as they do each year.
- Our *newest hybrids* are getting a half mile per gallon more than the 2010 hybrids, averaging 6.5 miles per gallon. The conventional diesel fleet averages 4.6 miles per gallon. The difference in technology – beltless alternator and electronic cooling package, are key contributors in the increase in mileage.
- The *Marketing and Communications staff* participated in 206 events this year.
- We anticipate a grand opening of the *Hawks Prairie Park-and-Ride* by the end of January.
- We will have *two new operator classes* after the first of the year – one starting January 2, 2013, and one beginning late February.
- *Ridership* was 373,296 for November. We are approaching 4.6 million boardings for 2012. We are up 2.07% for the year.

- The Annual *Toy Deployment* is Saturday, December 8, where toys will be delivered on an Intercity Transit bus to JBLM.

**Rhodetta Seward**

**Prepared: December 7, 2012**

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of January 2, 2013*

**Action Items**

Wednesday night, the Authority:

- Authorized the General Manager to enter into an agreement with Teknon Corporation in the amount of \$36,254.00, including taxes, for the purchase and installation of three cameras and associated platform upgrades for both the Olympia Transit Center and Pattison Street Facility. (*Jeff Peterson*)
- Authorized the General Manager, pursuant to Washington State Contracts 04311 and 07212, to issue purchase orders to Bud Clary Auto Dealerships for the purchase of fourteen 7-passenger Dodge Grand Caravans, thirty-eight 12-passenger Ford Econoline vans and three 15-passenger Chevrolet Express vans in the amount of \$1,315,172.00. (Vanpool vehicles are exempt from sales tax). (*Marilyn Hemmann*)
- Authorized the General Manager to execute a contract amendment with SRG Partnership in an amount not-to-exceed \$62,446, for the engineering and design of the Olympia Transit Center site expansion to accommodate a second building. (*Marilyn Hemmann*)

**Other items of interest:**

- Welcomed eight new *operators* - Class 01-2013.
- Received an update on the *General Manager hiring process*. Eleven firms not choosing to bid were contacted and four indicated their choice was based on cost; four indicated they were too busy; two had no experience with general manager recruitment and one had no transit experience. The committee meets Thursday, January 3<sup>rd</sup> to review proposals, and hopes to bring a recommendation to the Authority for contract award to the February meeting.
- *2012 Dash boardings* were 98,386 which was 12.4% down from the 2011 short Legislative session. We will add a *third vehicle* next week to the Dash service gearing up for session which begins the following week.
- We estimate we will close the year with *4.6 million boardings*, about a 2% increase above 2011.
- We have *214 active vanpools*, with 38 serving JBLM. New *vanpool fares* went into affect the first of the month, and so far most customers are not reporting issues.
- We will provide service for the *Inaugural Ball* January 16, 2013, using our regular Dash service routing.

- We had a soft opening December 21<sup>st</sup> at the *Hawks Prairie Park-and-Ride*. Staff is confirming speaker availability for the grand opening, planned for the third or fourth week of January. A date should be confirmed by early next week.
- The *bus stop enhancement project* is 99% complete, with 69 locations improved in 2012.
- Thank you to all who attended the *2012 Holiday Banquet*. Employees appreciate the event and especially seeing Authority and Citizen Advisory Committee members able to attend.

**Rhodetta Seward**

**Prepared: January 3, 2013**





Michael	Van Gelder								<b>Absent</b>	<b>Joint</b>	
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