

**AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**WORK SESSION**  
**October 19, 2011**  
**5:30 P.M.**

**CALL TO ORDER**

- |            |  |                |
|------------|--|----------------|
| <b>1.</b>  | <b>APPROVAL OF AGENDA</b>  | <b>1 min.</b>  |
| <b>2.</b>  | <b>PUBLIC COMMENT</b><br><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 requested to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. When your name is called, step up to the podium and give your name and address 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> | <b>10 min.</b> |
| <b>3.</b>  | <b>BIKE PARTNERS PROGRAM UPDATE</b> (Erin Scheel)  | <b>15 min.</b> |
| <b>4.</b>  | <b>ENVIRONMENTAL &amp; SUSTAINABILITY MANAGEMENT SYSTEMS UPDATE</b> (Bob Holman/Justin Rogers)   | <b>20 min.</b> |
| <b>5.</b>  | <b>PROPOSED NEW OLYMPIA EXPRESS MONTHLY PASSES</b> (Dennis Bloom)  | <b>20 min.</b> |
| <b>6.</b>  | <b>2012-2017 DRAFT STRATEGIC PLAN AND DISCUSSION OF MAJOR ISSUES</b> (Mike Harbour)  | <b>20 min.</b> |
| <b>7.</b>  | <b>THIRD QUARTER (July 1, 2011 - September 30, 2011) QUARTERLY REPORT</b> (Mike Harbour)   | <b>10 min.</b> |
| <b>8.</b>  | <b>OLYMPIA EXPRESS - RESPONSE TO OVERLOADS</b> (Mike Harbour)  | <b>15 min.</b> |
| <b>9.</b>  | <b>CITIZEN REPRESENTATIVE RECRUITMENT</b> (Rhodetta Seward)  | <b>10 min.</b> |
| <b>10.</b> | <b>AUTHORITY ISSUES</b>  |                |
| <b>11.</b> | <b>MEETING EVALUATION</b>  |                |

**ADJOURNMENT**

**INTERCITY TRANSIT AUTHORITY  
WORK SESSION  
AGENDA ITEM NO. 3  
MEETING DATE: October 19, 2011**

**FOR:** Intercity Transit Authority

**FROM:** Erin Scheel, Youth Education Program Specialist (705.5839)

**SUBJECT:** Bike PARTners Program Update

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- 1) **The Issue:** Provide an update on the Bike PARTners program, the newest program of Intercity Transit's Smart Moves Youth Education Program. Staff will also introduce the program's volunteer leaders, John Vanek and Bob Duffy.
- 
- 2) **Recommended Action:** Information only.
- 
- 3) **Policy Analysis:** Intercity Transit leadership directed the expansion of agency marketing and education work with our community's youth. This leadership has been supportive of initiatives that encourage bicycling as an alternative travel mode.
- 
- 4) **Background:** Bike PARTners is the sixth and newest program of Intercity Transit's Smart Moves Youth Education Program. The "earn-a-bike" program, which piloted earlier this year, brings together community resources to encourage and promote bicycle transportation and student access to biking, busing and walking through a grant-funded partnership. The program, administered largely by volunteers and supported by agency staff and facilities, has proven to provide great benefit with little cost.

Using after-school bike workshops, Bike PARTners introduces students to bicycling as a viable and healthy transportation option. Volunteers clean and refurbish used bikes abandoned at Intercity Transit and King County Metro facilities. Intercity Transit's Youth Program Specialist coordinates the resources, volunteers, after school classes, and outreach to bring bike education into schools. Students (typically 5<sup>th</sup> and 6<sup>th</sup> graders) learn bike maintenance and safe riding skills one-on-one from volunteer instructors and eventually earn their own bike.

Results of the program thus far:

- 45 students earned a bike
- 80 abandoned bikes were refurbished

- 500 hours of volunteer time has been donated
- 2,500 lbs. of waste has been diverted from landfills (estimated)

Participants include Roosevelt Elementary School in Olympia (spring 2011) and Peter G. Schmidt Elementary School in Tumwater (fall 2011). Additional schools will be engaged in this program later in the 2011-12 school year.

Partners of this program include Olympia Public Schools, the Tumwater School District, Intercity Transit and eight dedicated community volunteers. The program is also supported by area teachers, parents and community bike shops.

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5) **Alternatives:** N/A

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6) **Budget Notes:** The program is currently supported by Washington State Department of Transportation Safe Routes to School grant funds and has future funding secured through a Department of Energy grant award, administered by the Thurston Regional Planning Council.

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7) **Goal Reference:** This program supports Goal No. 1: *“Assess the transportation needs of the community;”* and Goal No. 4: *“Provide responsive transportation options.”*

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8) **References:** Bike PARTners Fact Sheet Spring 2011.

# Bike PARTners Spring 2011

## Mission

Intercity Transit's Bike PARTners program promotes bicycling as a safe, fun, sustainable, and empowering mode of transportation for students and families. We provide students in partner schools access to the skills and resources to maintain, repair, and build bikes in after school classes where all are welcome.



## BY THE NUMBERS:

60 students have completed the program and earned bikes

100 bikes will be distributed to 100 students in 2011-12 school year

8 experienced volunteers

500 plus volunteer hours given since January 2011

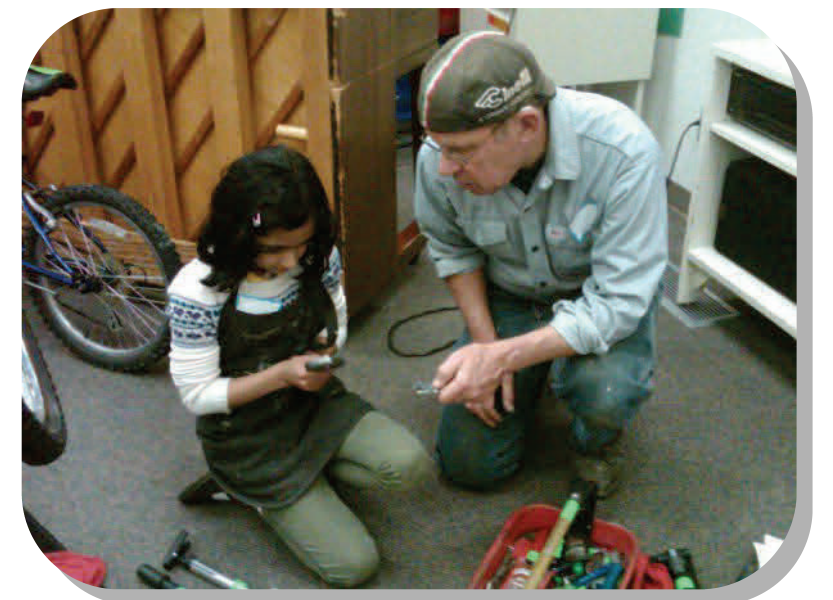
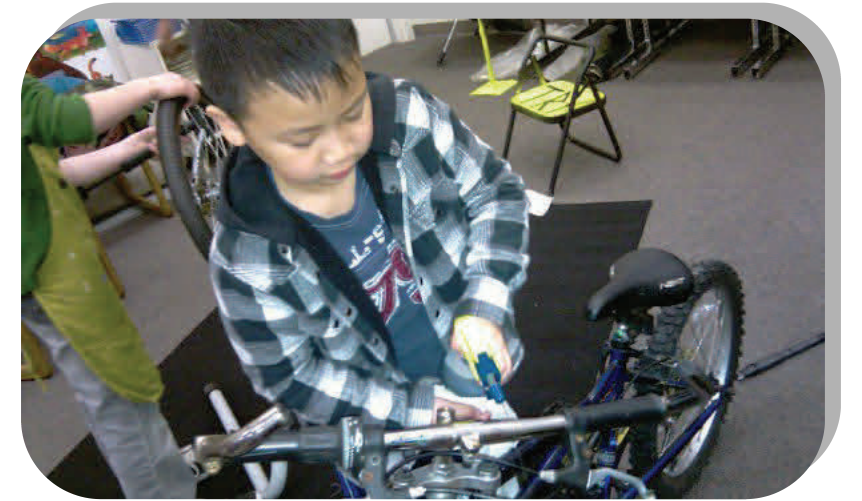
\$5,000 is the approximate yearly budget for the program

2,250 pounds of waste diverted from landfills and the waste stream

## How it Works

Intercity Transit salvages bicycles abandoned at Intercity Transit and King County Metro facilities and provides youth with training and environmental education. Youth from local public schools learn how to bring old bicycles back to life. It teaches the youth bicycle mechanics and provides them with a means to interact in a positive environment with their peers. It also enables youth to play an active and valued role in environmental awareness.

Students (typically 5<sup>th</sup> and 6<sup>th</sup> graders) learn bike maintenance and safe riding skills one-on-one from volunteer instructors and eventually earn their own bike.



**INTERCITY**  
*TRANSIT*

**INTERCITY TRANSIT AUTHORITY  
WORK SESSION  
AGENDA ITEM NO. 4  
MEETING DATE: October 19, 2011**

**FOR:** Intercity Transit Authority  
**FROM:** Bob Holman, ext. 5885  
**SUBJECT:** Environmental & Sustainability Management System (ESMS)  
Update

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- 1) **The Issue:** Providing the Authority an update on the implementation of Intercity Transit's ESMS.
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- 2) **Recommended Action:** Information only.
- 
- 3) **Policy Analysis:** ESMS implementation is consistent with Intercity Transit's Environmental and Sustainability Policy (POLICY-EX-0011, May 4, 2011).
- 
- 4) **Background:** Staff introduced the Intercity Transit Authority to our Federal Transit Administration (FTA) sponsored ESMS training program in April 2011. The Authority approved an Environmental & Sustainability Policy in early May 2011. Our ESMS Core team participated in three 4-day ESMS workshops at VirginiaTech in Roanoke, Virginia and is preparing for the fourth and final workshop in November. Since January, the agency invested approximately 1,500 staff hours. We identified significant aspects related to environmental impacts and sustainability issues. We developed operational control action plans which we are in the process of implementing. We identified relevant legal and other regulatory requirements; opportunities for internal and external communication; the need for future training programs; and action plans for improving emergency preparedness, spills prevention, and more effective stormwater, fluids and fuel usage management. We also began building an ISO14001 consistent management structure of documentation, measurement and monitoring, and management review that should contribute to continuous improvement.

The initial ESMS Core Team consisting of Mike Harbour, Jim Merrill, Karl Shenkel, Mark Kallas and Bob Holman continue to provide leadership for the ESMS implementation. Since the end of June, we have had the capable and very much needed assistance of an intern from The Evergreen State College, Justin Rogers. And an increasing number of staff is becoming involved in ESMS activities as the implementation proceeds.

5) **Alternatives:** N/A

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

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7) **Goal Reference:** The project elements support Goal 3, *“Maintain a safe and secure operating system;”* and Goal 5, *“Align best practices and support agency sustainable technologies and activities.”*

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8) **References:** ESMS: Environmental & Sustainability Management System PowerPoint presentation.

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# ESMS: ENVIRONMENTAL & SUSTAINABILITY MANAGEMENT SYSTEM

**INTER***city*  
**TRANSIT**

**Intercity Transit ESMS Orientation**

**October 17, 2011**



# Presentation Outline

Introduction

What is ESMS?

ESMS Benefits

Intercity Transit Philosophy of Sustainability

Beyond Compliance

Steps Forward

ESMS: Training & Implementation

- Team

- Focus

- Key Elements

- Next Steps

Questions?



# What is ESMS?





# Benefits

## **INTERNAL**

Adaptability & Continuous Improvement

Continued Environmental Performance & Compliance (Reduced Risk)

Increased Operational Efficiency

Cost Savings & Cost Avoidance

Improved Internal Communication

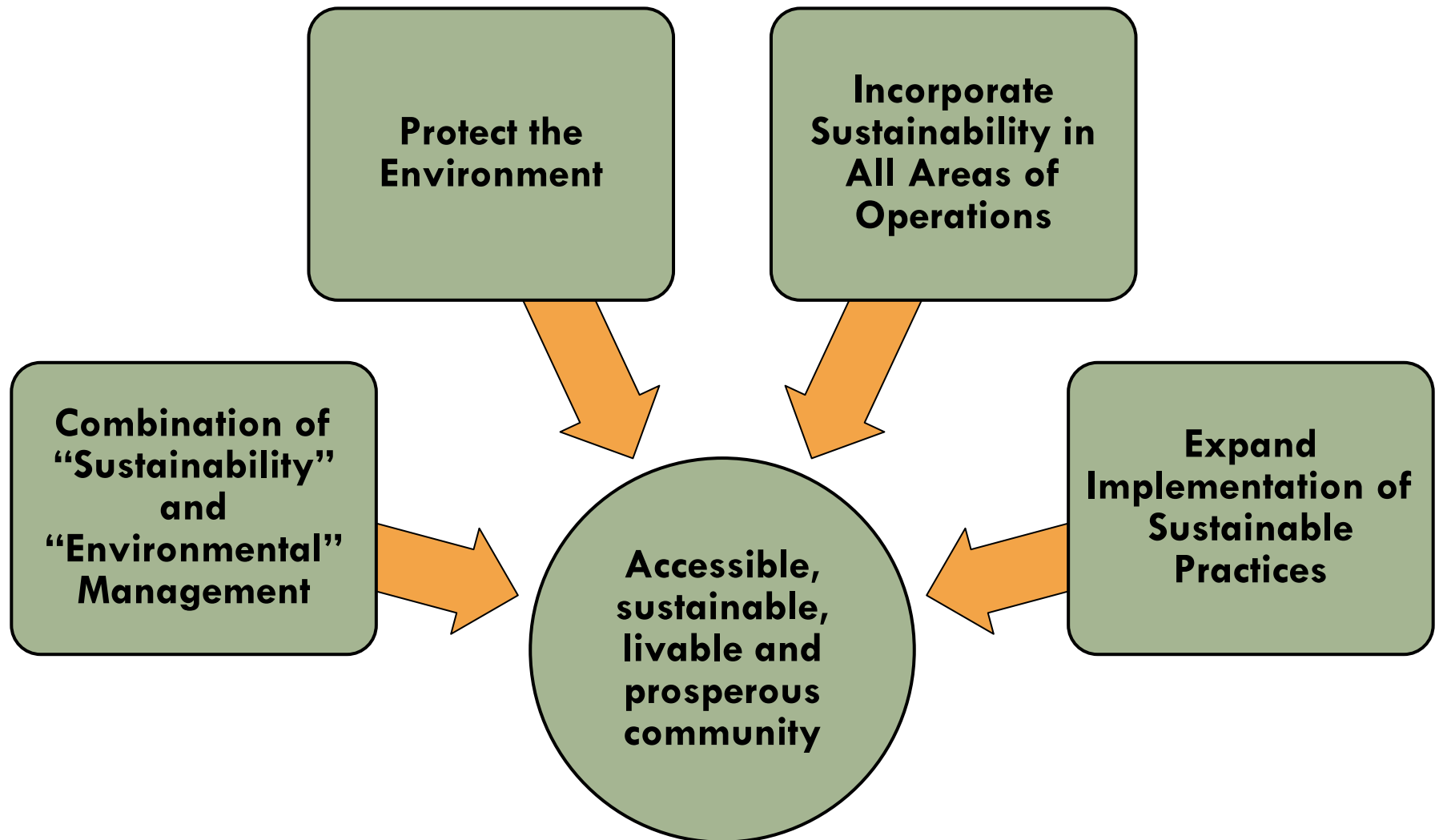
Employee Involvement & Shared Environmental Solutions (Agency Investment)

## **EXTERNAL**

Positive External Relations and Public Image

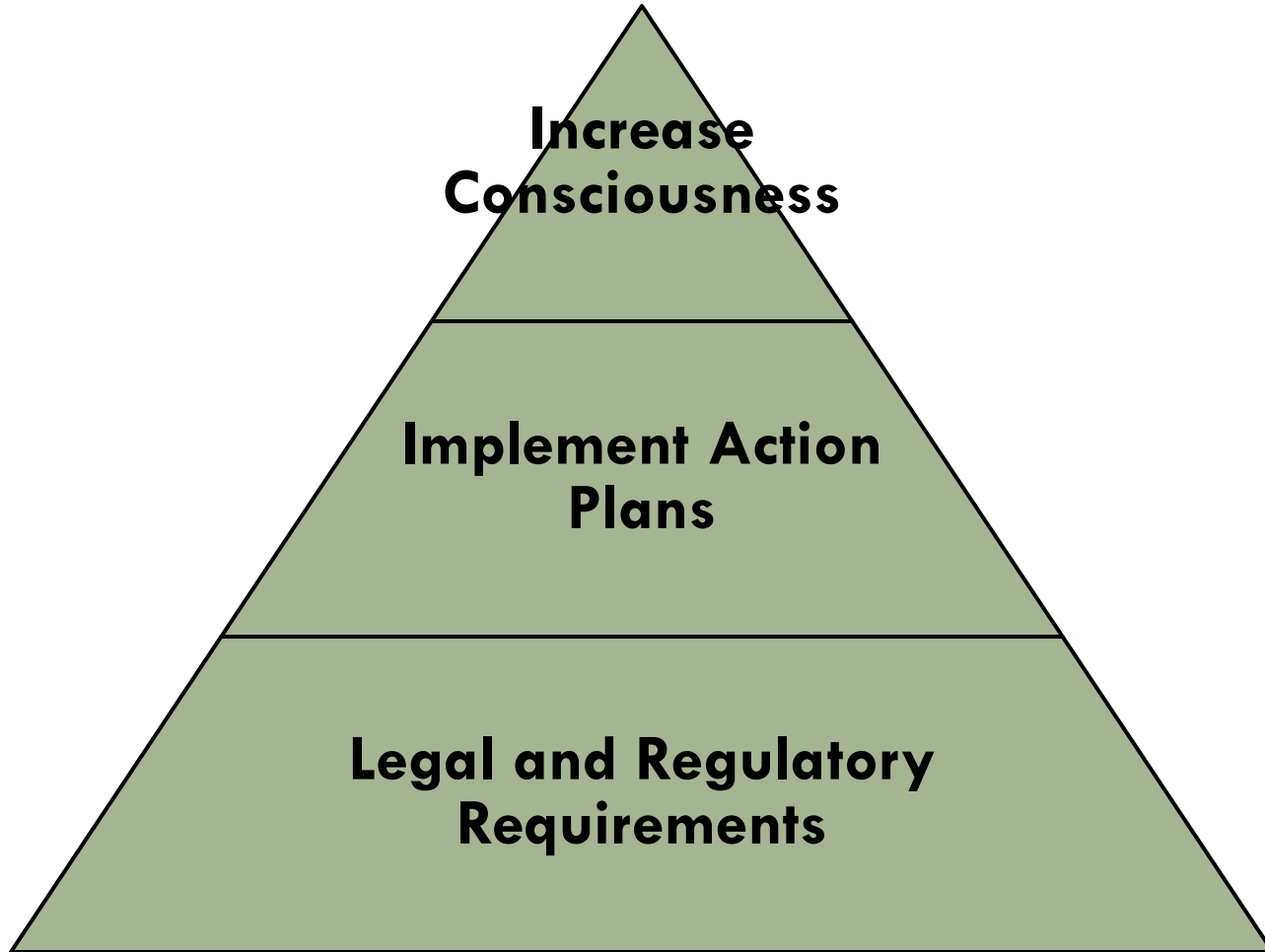
Improved Community Sustainability

# Philosophy of Sustainability





# Beyond Compliance





# Steps Forward





# ESMS Training & Implementation (2011-12)

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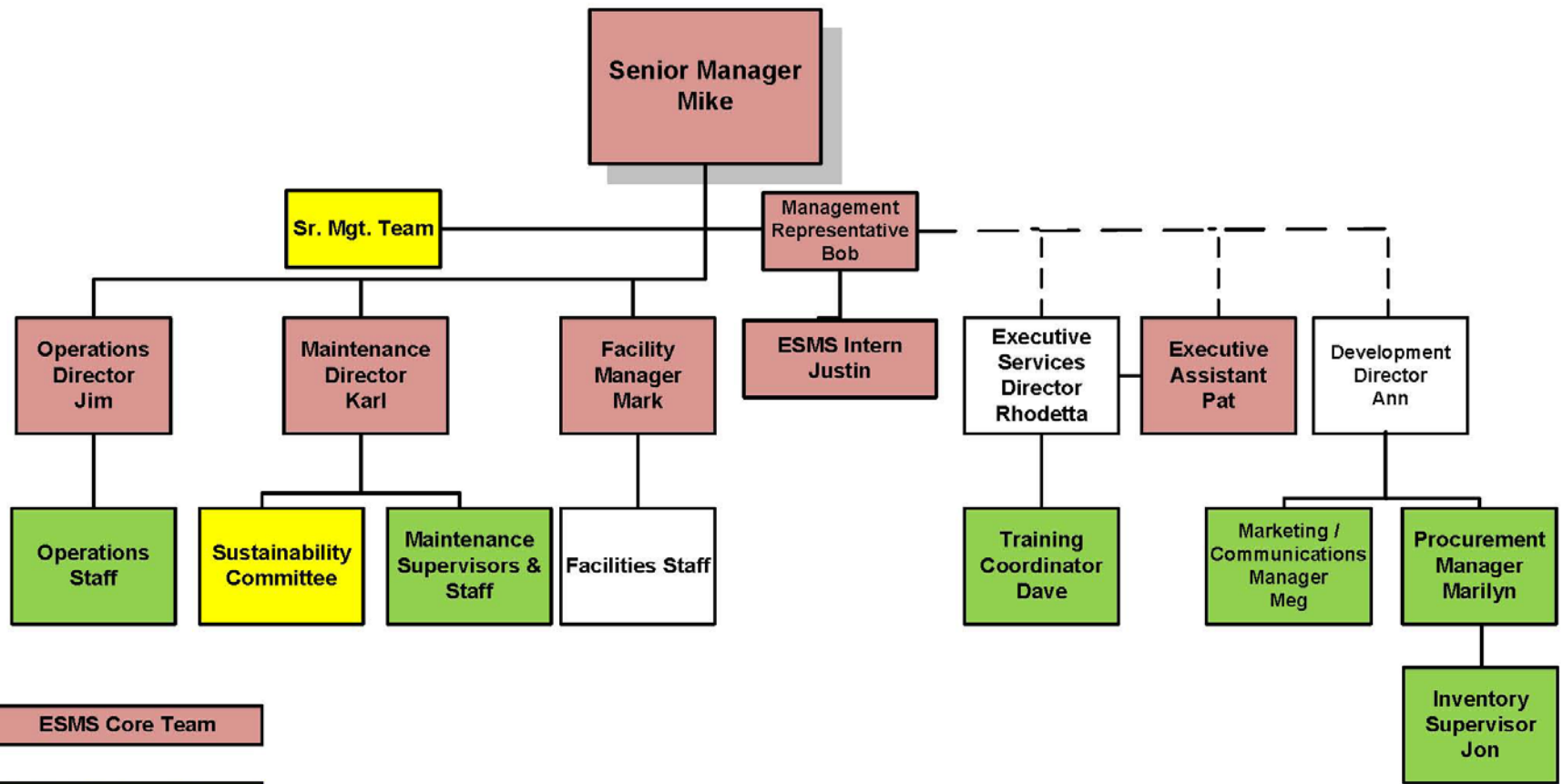
## **FTA Training & Assistance Program**

**Virginia Tech**

### **ISO 14001 Certification**

**17 Key Elements with Multiple Requirements (“Shall Do”)**

# Intercity Transit Environmental & Sustainability Management System (ESMS) Organizational / Responsibility Chart



- ESMS Core Team
- Action Plan/Task Group Participant
- Review & Advisory Group

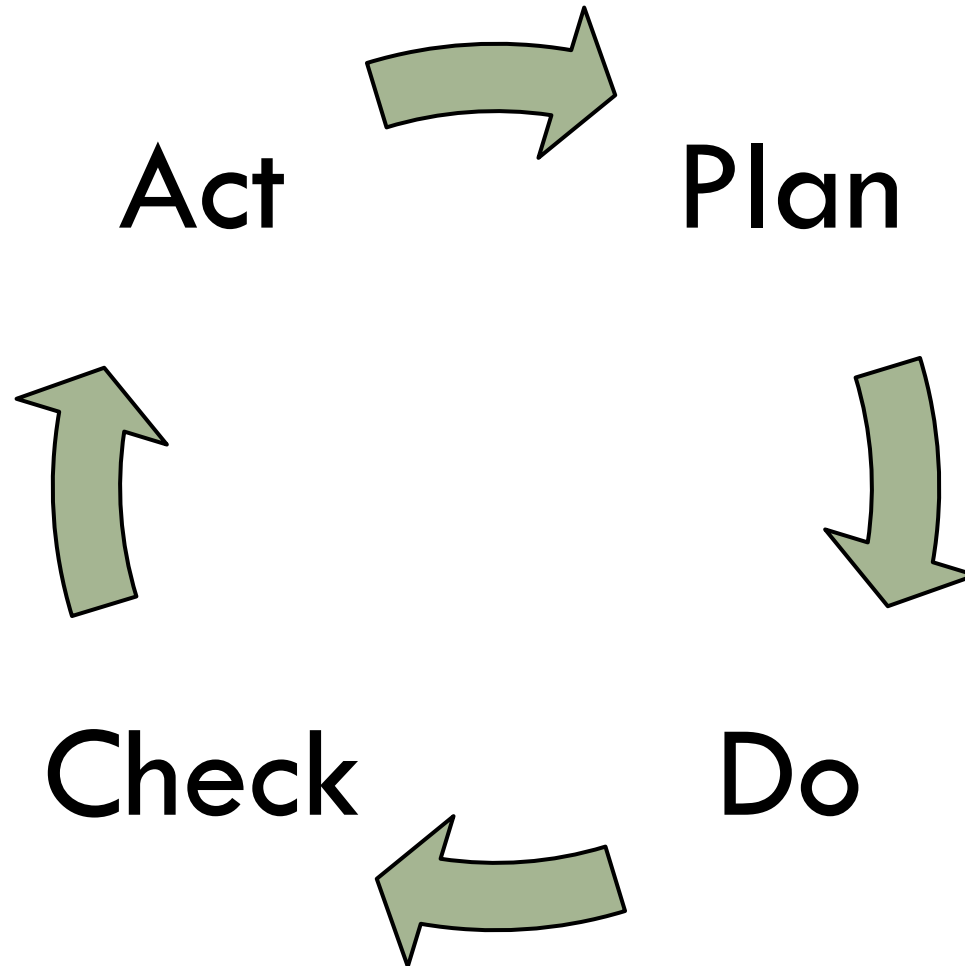
Approved Mike Harbour

Date September 30, 2011



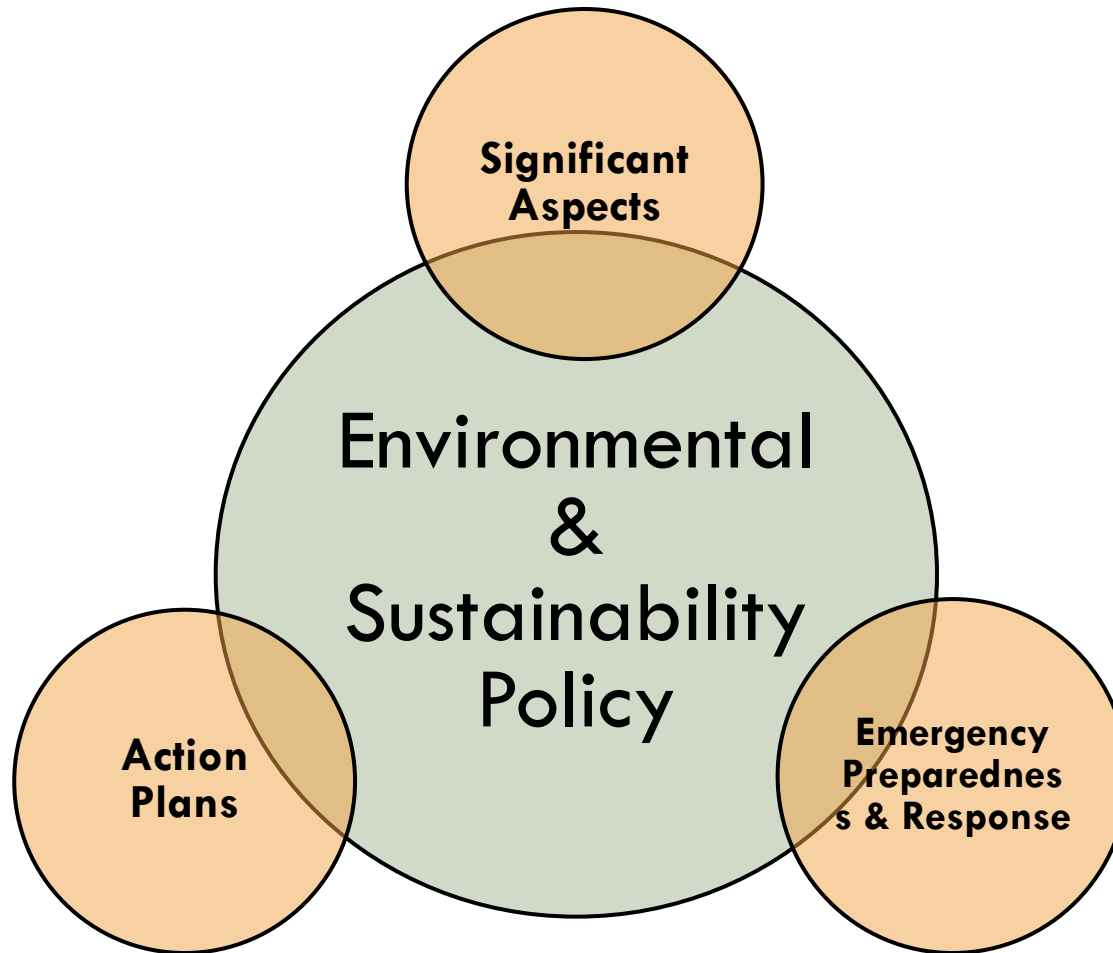
# ESMS Focus

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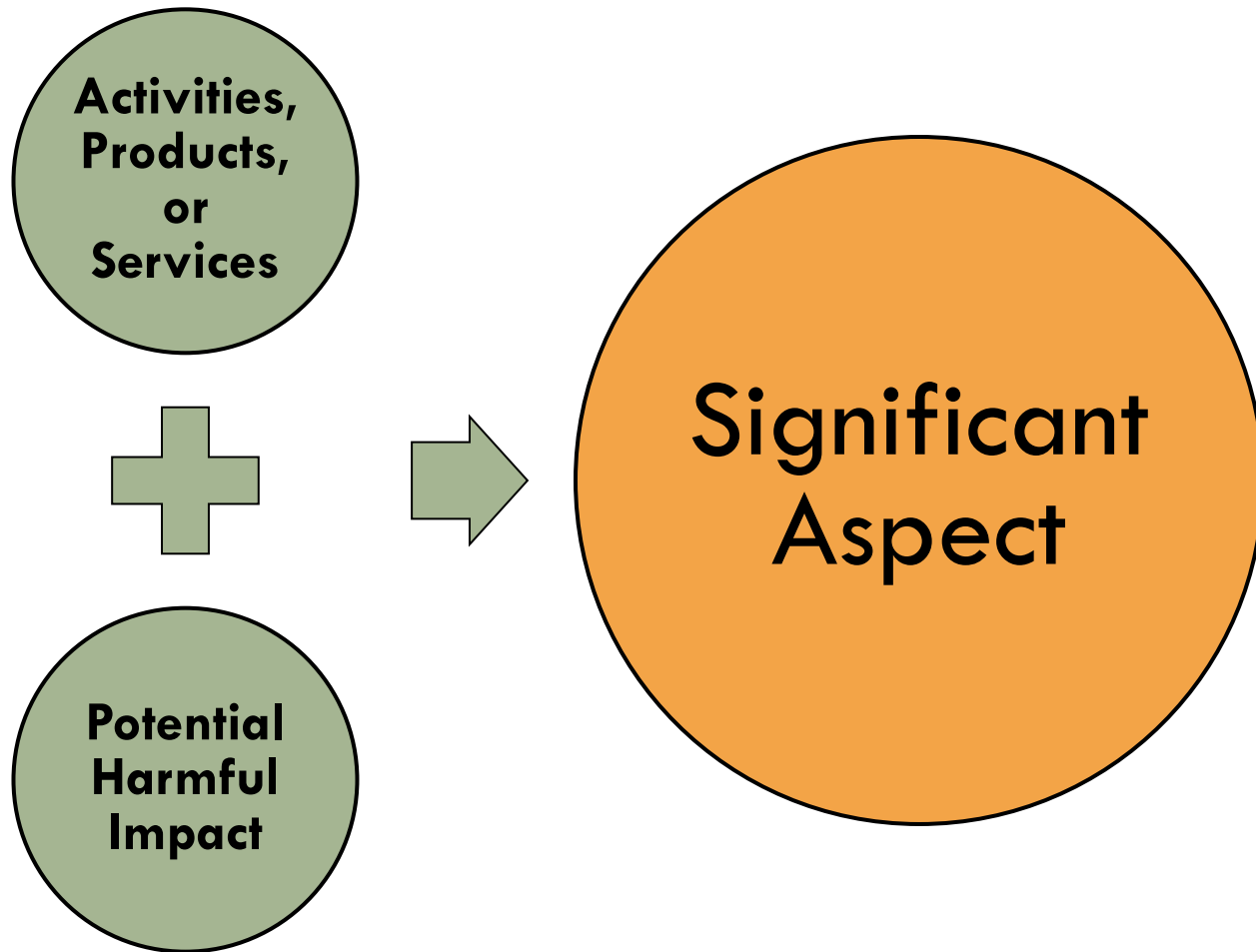




# Key ESMS Elements

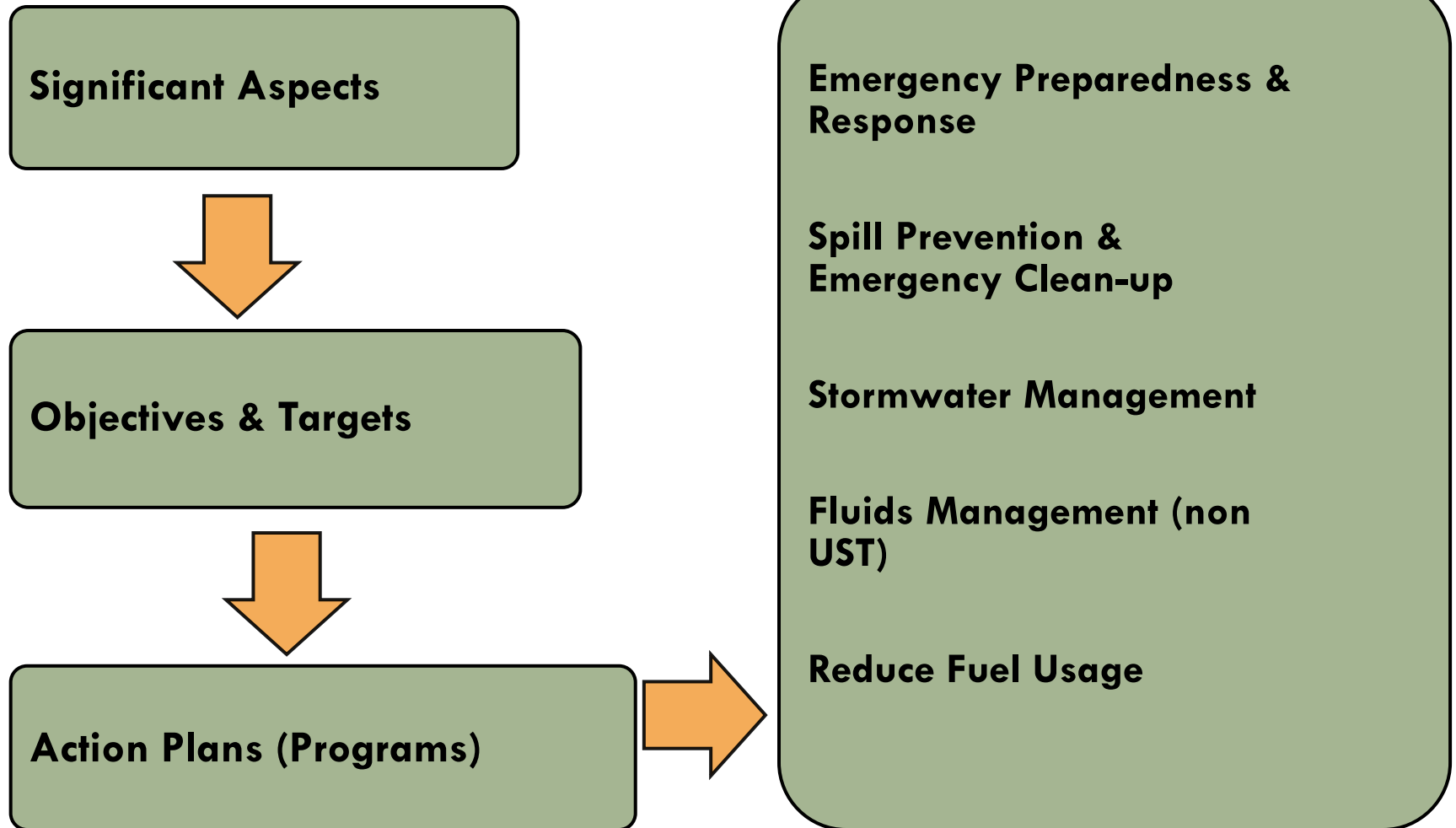


# Significant Aspect



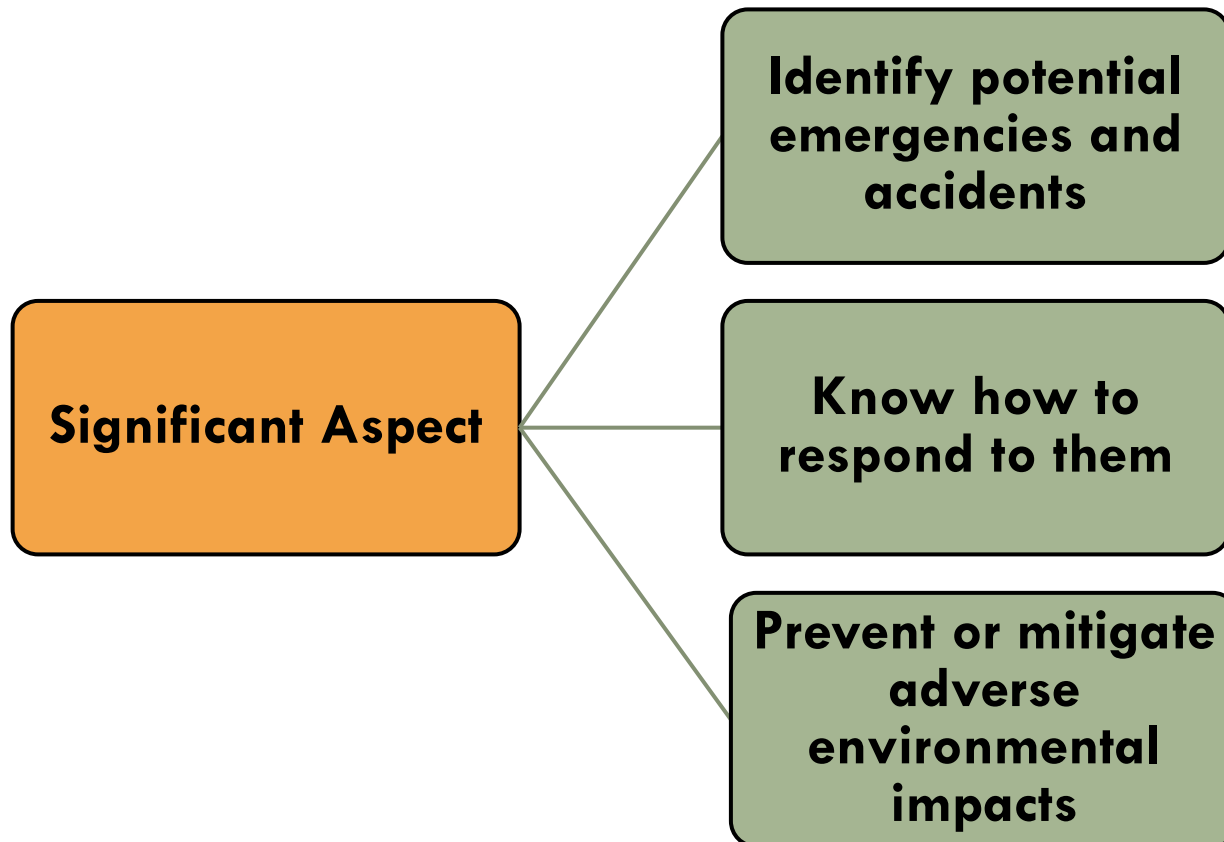


# Action Plan

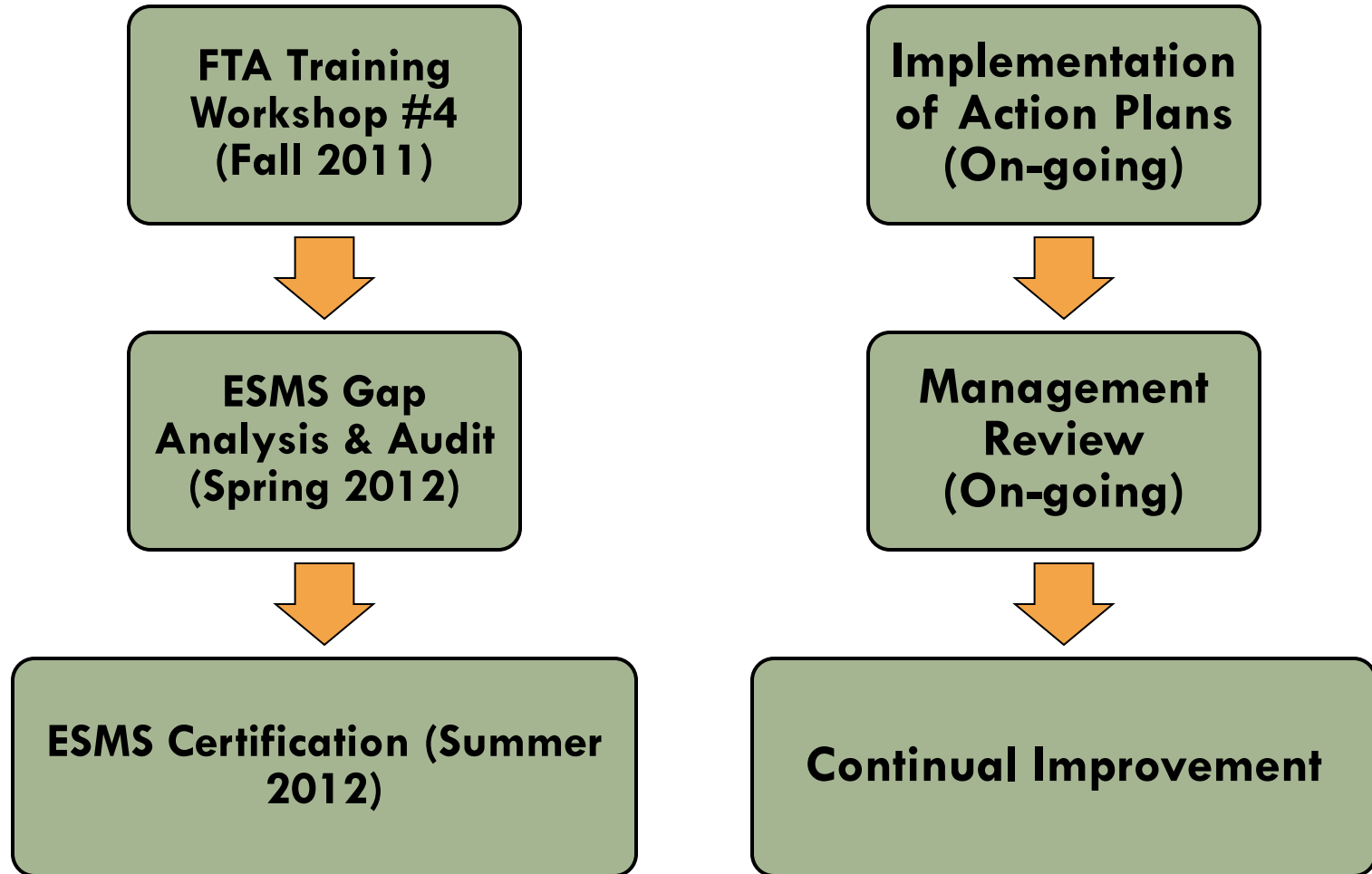


# Emergency Preparedness & Response

- *Connected to all elements of the ISO Requirements.*



# Next Steps



QUESTIONS?

INTERcity  
TRANSIT

**INTERCITY TRANSIT AUTHORITY  
WORK SESSION  
AGENDA ITEM NO. 5  
MEETING DATE: October 19, 2011**

**FOR:** Intercity Transit Authority

**FROM:** Dennis Bloom, Planning Manager, 5832

**SUBJECT:** Proposed New Olympia Express Monthly Passes

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- 1) **The Issue:** Staff is proposing to add two new monthly passes (Full and Reduced) for the Olympia Express service and establish corresponding monthly cost categories for the passes to become effective on January 1, 2012.
- 
- 2) **Recommended Action:** Discussion and review of current use of fare instruments on Olympia Express service and proposed new monthly passes.
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- 3) **Policy Analysis:** Agency policy and federal regulations require a public review and comment process occur before the Authority approves proposals that change the current fare structure.
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- 4) **Background:** Staff is not proposing to change the current base fare structure or the cost of Olympia Express fares but to create two new monthly fare instruments for our Olympia Express service. This is based on:
- a) Pierce Transit ended their operation of Olympia Express service October 2, 2011. Intercity Transit is now the sole provider of inter-county public transit service between Thurston and Pierce Counties.
  - b) On-going uncertainty for implementing the new regional electronic fare instrument, One Regional Card for All (ORCA), by Pierce Transit on Intercity Transit's Olympia Express buses.

Intercity Transit is supportive of regional fare integration for service and transfers between transit providers. However, resolving legal arrangements and determining project costs for installing the ORCA system on our Olympia Express service has created additional delays. Initially estimated to be in place by the end of 2009, the complexity of extending the ORCA system to transit systems outside of the Central Puget Sound has been a challenge for the ORCA partnership.

A temporary solution was implemented allowing the use of the ORCA card as a "flash pass" on Intercity Transit's Olympia Express service Intercity Transit was partially reimbursed by Pierce Transit for customers that use the card as fare payment. This Pierce Transit-Intercity Transit Inter-Local Agreement is set to expire at the end of December 2011.

Currently, there is an on-going loss of revenue associated with the current use of the ORCA card as a 'flash pass' for both transit systems. There is also occasional confusion and farebox disputes between customers and bus operators over the use of the card on our Olympia Express buses. The card does not function electronically or work the same way for transfers as it does with the participating transit systems in the Central Puget Sound Region. This creates on-going issues, especially for new ORCA card users.

The current Olympia Express cash Full fare is \$2.50 and the Reduced fare is \$1.25 per trip. The current regional monthly 'PugetPass' version of the ORCA card is \$90 for Full fare and \$45 for Reduced. This covers traveling between Thurston and Pierce Counties. This version of the monthly pass does not cover service into King County (Seattle for example), which requires an additional fare. Using our own calculation for a monthly pass, the proposed Express monthly pass would be \$75 for Full fare and \$37.50 Reduced.

A public hearing is scheduled for November 2. Adoption of new monthly passes will come before the Authority on November 16, 2011.

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5) **Alternatives:** N/A

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6) **Budget Notes:** Creating new fare instruments will be covered by the current Marketing and Communications division budget for 2011. It is estimated that 150 - 200 monthly passes (Full and Reduced) will be needed.

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7) **Goal Reference:** Conducting a public hearing for proposed change in fare instruments reflects all current goals established for the agency, but in particular Goal#1: *"Assess the transportation needs of our community."*

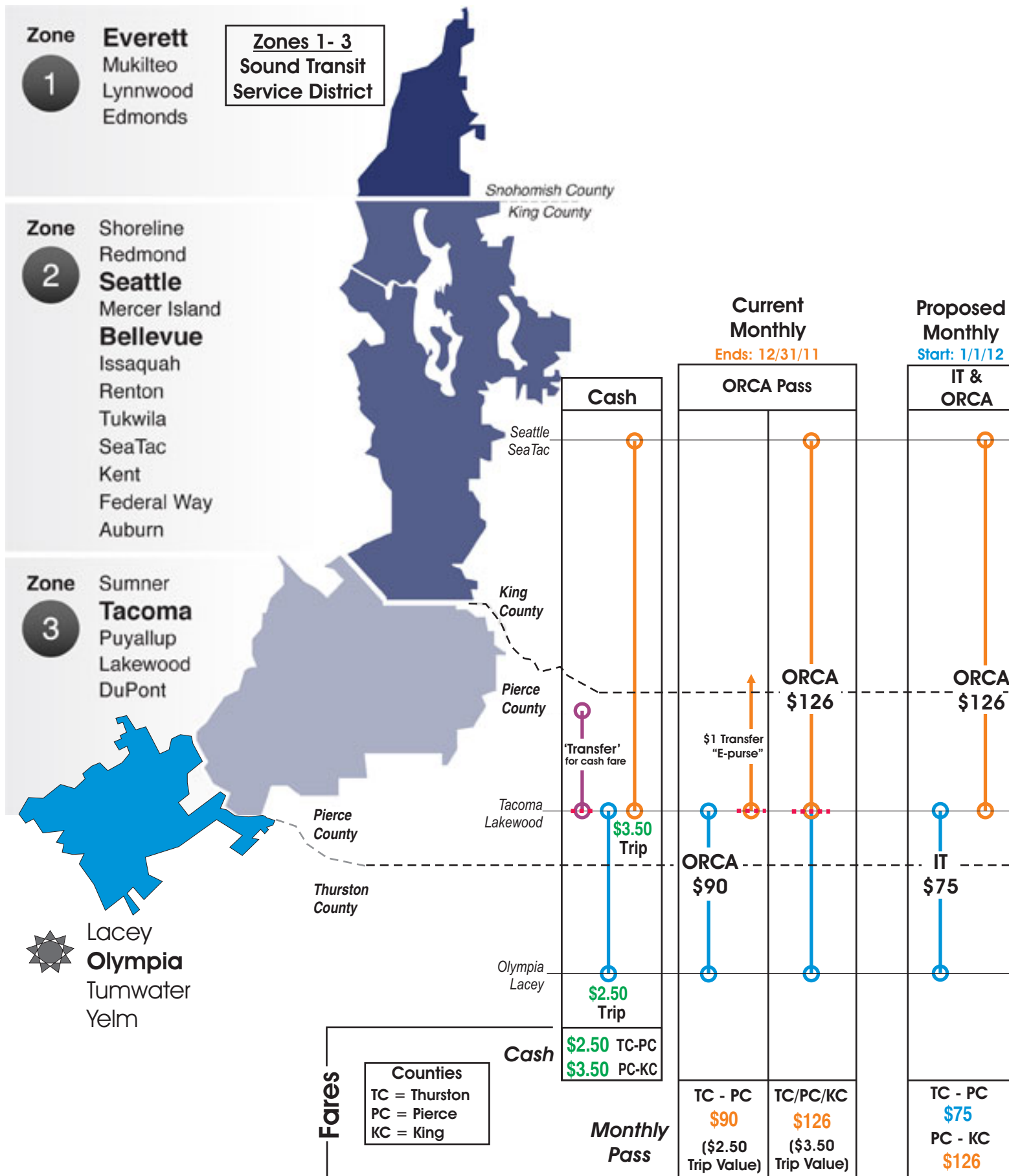
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8) **References:** Inter-county "Full-Fare" Passes for Service Between Thurston County and Central Puget Sound.



# Inter-county "Full-Fare" Passes for Service Between Thurston County and Central Puget Sound

(transit service only)



## Fares

### Intercity Transit Olympia Express

Fares between Olympia & Lacey and Lakewood & Tacoma

Effective: January 1, 2009

	Cash	Intercity Transit pass	Pierce Transit transfer*	Ends 12/31/11 ORCA month pass	Start: 1/1/12 Proposed IT month pass
<b>Regular</b>	\$2.50	pass + \$1.25	transfer + \$.50	\$90.00	\$75.00
<b>Youth</b>	\$2.50	daily pass + \$1.25 monthly pass + \$1.75	transfer + \$.50	\$90.00	\$75.00
<b>Reduced**</b>	\$1.25	pass + \$.50	transfer + \$.50	\$45.00	\$37.50

\* Good on southbound trips only. \*\* Reduced Fare Permit required.

### ST Express bus fares - Zones 1 -3

#### ST Express bus fares

The cost of riding an ST Express bus is based on counties. There is a fare for all rides in one county and a multi-county fare for rides that cross county lines.

#### ST Express Bus Fares (starting June 1, 2011)

Fare Type	One-zone fare (within one county)	Multi-county fare (across county line)
<b>Adult</b>	\$2.50	\$3.50
<b>Youth</b>	\$1.25	\$2.50
<b>Reduced*</b>	\$0.75	\$1.50

\* Requires Regional Reduced Fare Permit.

### SoundTransit - ORCA card

The ORCA card is all you need to pay your fare on Sound Transit buses and trains. You may also use the ORCA card on Community Transit, Everett Transit, King County Metro Transit, Kitsap Transit, Pierce Transit and Washington State Ferries.

There are different ways to pay fares using your ORCA card. You can:

#### Put money into your ORCA card E-purse

Put money in your card's E-purse, which is used like cash to pay bus or train fares. The fare for your ride is subtracted from the E-purse so you pay as you go.

#### Buy a pass for your ORCA card

You can choose from many different monthly passes. Buy a pass that has the per-trip value of the trip you usually take.

The pass is good for trips with fares up to the per-trip value of your pass. If the fare of any trip is more than your pass, you can pay the difference with your E-purse.

Passes are only good for one calendar month.

For example:

- A July pass is good July 1-31.
- If you buy the monthly pass on July 13, the monthly pass is only good until July 31.
- You cannot buy a July pass after July 15.
- You may buy an August pass beginning July 15, but the pass will be good starting August 1.

#### Transfer buses and trains easily using ORCA

If you need more than one bus or train to get to your destination, the ORCA card automatically calculates the transfer.

#### Passes available on ORCA

18 trip values in \$25 increments from \$0.50 - \$4.75

Per trip value	One month pass
\$0.50	\$18.00
\$1.00	\$36.00
\$1.25	\$45.00
\$1.50	\$54.00
\$2.50	\$90.00
\$2.75	\$99.00
\$3.50	\$126.00
\$4.75	\$171.00

**INTERCITY TRANSIT AUTHORITY  
WORK SESSION  
AGENDA ITEM NO. 6  
MEETING DATE: October 19, 2011**

**FOR:** Intercity Transit Authority

**FROM:** Mike Harbour, ext. 5855

**SUBJECT:** 2012-2017 Draft Strategic Plan and Discussion of Major Issues

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- 1) **The Issue:** To follow up on discussion with the Intercity Transit Authority and the Citizen Advisory Committee on major issues to be addressed in the 2012-2017 Strategic Plan and to review the draft plan.
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- 2) **Recommended Action:** This is an information item for discussion purposes.
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- 3) **Policy Analysis:** The Strategic Plan is Intercity Transit's primary policy document and Authority direction determines the level of resources and priorities devoted to specific services and projects. The first year of the Strategic Plan provides specific direction to the next year's budget by setting an expenditure ceiling, a capital program and a desired service level.
- 
- 4) **Background:** The attached working paper attempts to express specific policy positions for inclusion in the 2012 - 2017 Strategic Plan. The proposed policy positions are an outcome of the discussion held with the Authority and CAC at the September 21 annual joint meeting. The draft 2012-2017 Strategic Plan will be forwarded to the Authority prior to the October 19 Authority work session.
- 
- 5) **Alternatives:** N/A
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- 6) **Budget Notes.** The Strategic Plan provides the basis for the development of the annual budget. Costs associated with developing the plan are minimal.
- 
- 7) **Goal Reference:** The Strategic Plan specifies how resources will be allocated to address all of the Authority goals.
- 
- 8) **References:** 2012-2017 Strategic Plan Working Paper #3: Strategic Plan Policy Positions." Draft 2012-2017 Strategic Plan (to be provided prior to the October 19 work session).

**2012 – 2017 Strategic Plan  
Working Paper #3  
Intercity Transit Strategic Plan: Proposed Policy Positions  
October 2011**

Working Paper #1 reviewed the issues facing Intercity Transit over the next six years and the status of issues and actions identified in last year's plan update. The 2012-2017 Strategic Plan Update essentially continues the direction and projects identified in the 2011-2016 Strategic Plan. There continues to be a great deal of uncertainty about sales tax revenue and future federal and state grant funding. The proposed approach in the plan is essentially a conservative one of maintaining current service levels, continuing essential preventive maintenance and grant funded capital projects, and pursuing grant funds for needed capital projects. No major new investments in technology or expansion of programs are proposed. The one area where additional investment is proposed is in the area of Sustainability and Environmental Management.

Working Paper #2 identified nine specific policy questions requiring Authority direction. These were discussed with the Authority and the Citizen Advisory Committee at the September 21 annual joint meeting. Based on this discussion, the following policy positions are suggested:

- 1. Should the 2012-2017 Strategic Plan assume status quo service levels and no new major projects without grant funding?** *The 2012-2017 Strategic Plan will assume status quo service levels throughout the plan. This does not prohibit realignment of service or minor changes. The 6-year financial forecast will assume no change in service levels.*
- 2. Should Intercity Transit continue to move the Pattison Street Maintenance and Operations facility project forward without federal grant funds?** *Final engineering for the Pattison Street expansion and renovation project should occur in 2012 and be funded with local funds. Funding for this project will be carried over from the 2011 to the 2012 budget.*
- 3. Should Intercity Transit increase express service in late 2012 to connect with the Sounder commuter rail service at Lakewood?** *The Strategic Plan should maintain the status quo amount of service hours. This issue should be revisited in mid-2012 and adding service should be reexamined in light of the agency's financial position and the demand for service at that time.*
- 4. Should Intercity Transit pursue a sales tax increase as part of the 2012-2017 Strategic Plan?** *Intercity Transit should not consider an increase in the transit sales tax level as part of the 2012-2017 Strategic Plan update. This issue should be*

reexamined in late 2012, and a sales tax increase should be considered for August 2013. The status of federal and state funding will drive this decision.

5. **Should Intercity Transit consider a fare increase as part of the 2012-2017 Strategic Plan?** *Intercity Transit should consider a fare increase to be effective in early 2013. No fare increase should be considered in 2012.*
  
6. **Should Intercity Transit increase the level of resources devoted to implementing an Environmental and Sustainability Management System (ESMS) and pursuing Sustainability practices in its operations and capital programs?** *A new Environmental and Sustainability Coordinator position should be added to staff as part of the 2012 budget to allow implementation of an ISO 14001 Environmental and Sustainability Management System and to maintain and increase the agency's sustainability efforts. The position will also work with local jurisdictions on land use and transportation issues and on major capital projects to ensure LEED certification is achieved.*
  
7. **Should Intercity Transit play a greater and/or leading role in local land use planning and in pursuing transit priority treatments and transit-oriented development in major corridors?** *Intercity Transit should continue to take an active role in local land use planning to encourage transit-oriented development and to ensure new development supports increased use of public transportation. Intercity Transit should continue to support the Thurston Regional Planning Council's efforts including the Sustainable Thurston County project, the Smart Corridors project, Thurston Here to There, and other projects. The Authority and staff should be involved in local jurisdiction comprehensive plan updates.*
  
8. **How does signal priority for transit fit into Intercity Transit's Strategic Plan?** *Funding for implementation of transit signal priority is not recommended for inclusion in the Strategic Plan or the 2012 budget at this time. This issue will come to the Authority in late 2011 or early 2012. Staff requested the consultants provide a cost/benefit analysis of Intercity Transit's required investment to implement a traffic signal priority system in one or more corridors. If the analysis shows an adequate benefit to justify the investment, the Authority may amend the budget and Strategic Plan to include the project.*
  
9. **Should Intercity Transit continue to include implementation of the ORCA system in the Strategic Plan?** *Intercity Transit should continue to include implementation of ORCA on our express service connecting to Sound Transit. This may not occur until mid or late 2012 and an interim fare arrangement should be implemented on January 1, 2012. The implementation of ORCA on the entire Intercity Transit system is not included in the Strategic Plan. This issue should be revisited following resolution of legal and cost issues.*

**INTERCITY TRANSIT AUTHORITY  
WORK SESSION  
AGENDA ITEM NO. 7  
MEETING DATE: October 19, 2011**

**FOR:** Intercity Transit Authority

**FROM:** Mike Harbour, 705-5855

**SUBJECT:** Third Quarter (July 1, 2011 – September 30, 2011) Quarterly Report

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- 1) **The Issue:** To provide the Authority and Citizen Advisory Committee an update on agency activities in the third quarter and planned projects in the fourth quarter of 2011.
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- 2) **Recommended Action:** This is an information item.
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- 3) **Policy Analysis:** Intercity Transit staff undertakes a range of activities that do not require approval by the Intercity Transit Authority but are the result of Authority policy direction. There is limited time on the regular Authority or work session agendas or at Citizen Advisory Committee meetings to brief the Authority or CAC on the full range of activities. The quarterly report is an attempt to provide the Authority and the Citizen Advisory Committee an overview of activities and coming projects. The Authority or Citizen Advisory Committee may request additional information on any project or issue.
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- 4) **Background:** The first attempt at a quarterly report was provided to the Authority during the third quarter. This second version has been reorganized and made more concise. Additional revisions will occur over time.
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- 5) **Alternatives:** This is an information item. The Authority and CAC may direct staff to make changes to the report to make it more useful to them.
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- 6) **Budget Notes:** N/A.
- 
- 7) **Goal Reference:** The quarterly report is designed to provide an update of activities designed to address all of the goals set by the Authority.
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- 8) **References:** The third quarter report is attached.
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# Memo

**To:** Intercity Transit Authority  
**From:** Mike Harbour, General Manager  
**Date:** October 10, 2011  
**Re:** July 1, 2011 – September 30, 2011 Quarterly Report

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## **Introduction**

This document represents an effort by staff to provide the Authority information on the activities of the agency and upcoming projects. The first quarterly report covered the period from April 1, 2011 to June 30, 2011. This report covers the period from July 1, 2011 to September 30, 2011. The format of this report was significantly modified to provide a more concise, better organized summary of the agency's activities.

The information in this report was provided in the past as part of the monthly General Manager's Report or as part of an agenda item during the Authority's work session. The level of activity at Intercity Transit made it difficult to adequately inform the Authority of active and upcoming projects using these methods. Future quarterly reports will be provided in the agenda package of the first work session of each quarter. The next report will be presented to the Authority at the January 2012 Authority work session. The report will also be shared with the Citizen Advisory Committee.

The quarterly report is designed to serve several functions. The General Manager will use the report to track the performance of each department and division, and it will serve as the basis of a quarterly review of activities with each department. It will also provide the Authority with early notice of upcoming projects and potential challenges and resource needs.

It is expected this report will continue to evolve over time. Staff welcomes comments and direction on how the report can be more useful to the Authority.

## **DEVELOPMENT DEPARTMENT**

### **Grants and Environmental and Sustainability Management System: Third Quarter (July 1, 2011 to September 30, 2011) Accomplishments**

- Completed 2011 FTA Triennial Review with no findings in all 24 TR review areas.
- ESMS Intern completed APTA Sustainability recognition application. Intercity Transit is the first transit system in the nation to apply for the Platinum level of recognition.
- ESMS intern facilitated first formal Senior Management Review for ESMS; and assisted ESMS Team in various ESMS action areas.
- Completed 3 federal grant applications for 7 Hybrids and Pattison Facility construction funding - \$4.067 million and \$18.0 million each respectively.
- In the FTA TEAM system completed administrative requirements to spend 1) FY 2010 grants for 7 buses which are on order and 2) FY 2010 Earmark for OTC construction.
- Processed 2011-13 State Consolidated Grant and Regional Mobility Grant (RMG) agreements.
- Completed quarterly & FY 2009-11 biennium grant reporting and final reimbursement invoicing plus routine federal quarterly reporting.

### **Grants and Environmental and Sustainability Management System: Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- Continue ESMS Implementation with preparation for audit reviews.
- Attend the final training session at Virginia Tech during the first week of November 2011.
- Complete ECHO grant reimbursement drawdowns including \$2.5 million for 2011 Capital Preventive Maintenance
- Program Surface Transportation Program (STP) funds (\$1.2 million federal) and Transportation Enhancement (\$284,000 federal) grant funds for spending authority for Olympia Transit Center construction and Bus Stop Enhancements.
- Complete \$18 million TIGER 3 grant application for construction phase of Pattison Facility Expansion project.

### **Grants and Environmental and Sustainability Management System: Resource Needs and Potential Issues**

- Continue use of ESMS Intern. The continuing availability of this resource is essential to successful implementation of the ESMS program and obtainment of ISO 14001 certification

## **Marketing and Communications: Third Quarter (July 1, 2011 to September 30, 2011)**

### **Accomplishments**

- Continued “Dump the Pump” and “Save Cash” marketing campaigns
- Marketing of the agency’s vanpool program continued to exceed expectations with 118 new vanpool riders and 7 new vanpool groups in the 3<sup>rd</sup> quarter. Over 300 new customers have been recruited and 20 new vanpool groups formed in 2011.
- Completed implementation tasks for October service change: public comment process, updates to and distribution of Transit Guide, on-street schedules, Web and social media postings, Rider Alerts, media and customer notification. Development and distribution of agency communications, including: 1) the summer Performance Report, and 2) the fall “Getting There” news column.
- Researched and redrafted procurement for Web site redesign based on revised plan for Web site platform.
- Received new Safe Routes to School grant award of \$30,000 (of \$58,700 from WSDOT) for new City of Olympia partnership and began implementation planning.
- Completed 21 outreach events. This included six transit fairs, 12 youth activities at schools and day camps and three special events in the community.
- Began internal communications work on ESMS project.
- Completed 2010-11 school year work with schools in all four area school districts and outreach to an estimated 14,000 students. This included implementation of Walk n’ Roll programs in seven schools and 3,500 students. Parents received messages and invitations to participate in safe and healthy walking, biking and transit riding.
- Launched real-time OneBusAway bus arrival program.
- Completed 6-month demonstration program of Bike PARTners, a volunteer-based program which provided 40 refurbished bicycles earned by 40 low-income students at Roosevelt Elementary. Bike PARTner volunteers have worked over the summer on site to refurbish an additional 40 bikes to launch an expanded program in the 2011-12 school year. Old bikes left on I.T. and KCM buses are used for the program and bike parts are purchased with grant money.
- Completed first-ever comprehensive market research for the agency’s Dial-A-Lift program. This included a total of 450 individuals and a comprehensive analysis of the DAL data base. Results were overwhelmingly positive, including this statistic: 96% of customers ‘very or somewhat satisfied’.
- Completed an anniversary survey of 1,455 citizens residing within the agency’s service area. Among the very positive results was this statistic: 93% of respondents believe transit is ‘extremely or very important’.
- Marketing and Communications Manager completed responsibilities of year-long Leadership APTA program. Third quarter work included the completion of a 50-page report summarizing research and executive interviews of 25 successful transit systems throughout the country and multiple presentations to industry leaders and attendees of the Washington State Transportation Symposium.



### **Marketing and Communications: Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- Begin implementation plans and activities for 2011-12 school year. This includes work at ten schools with Walk n Roll programs and bringing outreach education re: transportation options to nearly 6,000 students and 1200 parents. Work also includes implementation of five other Smart Moves programs: Healthy Kids-Safe Streets, Undriving, Bike PARTners, Bike to School Week and College Outreach programs.
- Complete work with Procurement re: 1) the issuance of an RFP for Web Enhancement Services, 2) RFB for Transit Guide Printing, and 3) RFB for Bus Pass printing.
- Prepare the communications component of the agency's Foul Weather Emergency Plan.
- Continue service and bus pass marketing to all area colleges, including Saint Martin's University, The Evergreen State College (TESC) and South Puget Sound Community College.
- Continue administration of four grant-funded youth programs (three Safe Routes to Schools grants and one Department of Energy Grant).
- Continue outreach and vanpool service marketing with Joint Base Lewis-McChord (JBLM).
- Continue outreach to 263 area worksites (125 CTR-affected and voluntary sites plus 138 new sites as defined under SB 6088).
- Implement "Wheel Options" rideshare promotion this fall.
- Prepare communications, rider and stakeholder materials for the Dash Shuttle for launch of the 2012 session (January 2012).
- Continue interagency efforts with TRPC (youth education and trip reduction); Olympia Downtown Association (general promotion); and area jurisdictions, school districts, work sites and community organizations (CTR, youth education and sustainability programs).
- Administer public process for implementing a new monthly pass for the Olympia Express.

### **Marketing and Communications: Resource Needs & Potential Issues**

- Recruit and train a part time position to assist with agency's youth education grant program activity. Position is funded under existing grant awards.
- Hire a temporary coordinator position for the 2012 Bicycle Commuter Contest.
- Address Transit Guide conversion and related contract issues with Ilium Associates.
- Assist possible customer and staff transition from current use of ORCA on Olympia Express to monthly paper pass.

### **Planning: Third Quarter (July 1, 2011 to September 30, 2011) Accomplishments**

- Completed construction of improved bus stop and shelter at Nisqually Tribe's Red Wind Casino stop.
- Completed changes to 40 bus stop locations (temp stops, relocation of stop, etc.)
- Completed model of GIS database to automate ridership and census data buffered a ¼ mile around each of our 946 bus stops.
- Completed 135 video trip counts for the year's NTD passenger mile calculation.
- Completed updating FleetNet database of operator payroll for Finance.
- Completed Runcut and posted operator bid for the October 2 service change.
- Updated route traces and stop announcements for ACS system (completed smash and upload to fleet and worked with IS to resolve upload issues).
- Updated data feeds to Google and OneBusAway.
- Completed Monthly monitoring and reports of ridership and schedule adherence.
- Completed implementation tasks for October service change: internal information/distribution, 96 on-street postings of schedule revisions, Transit Guide revisions – including Pierce Transit interagency coordination, new ACS system data smash and upload to fleet (worked with IS to identify and resolve upload issue).

### **Planning: Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- Prepare for schedule changes to Dash in January 2012.
- Continue work with Procurement for engineering RFQ for stop enhancements project (2012).
- Continue work with City of Lacey to update bus stop design standards.
- Complete Bus Stop Manual (internal procedures).
- Continue interagency efforts with TPRC on JBLM, Smart Corridor, Sustainability
- Continue interagency participation with Cities of Lacey and Tumwater and WSDOT on I-5 interchange projects.
- Review and debrief the Oct 2 service changes.
- Update and distribute Foul Weather Emergency Plan: this year's effort to consider revision to the freeze/thaw service plan (local jurisdiction's implementing of road closures).
- Complete Public Process for implementing a new monthly pass for Olympia Express (while ORCA project details continue to be negotiated).
- Continue on-going work on ACS error reports to monitor and resolve issues.
- Continue on-going monitoring of fixed route performance.
- Continue on-going efforts to respond to routing detours both internally and for the public.

### **Planning: Resource Needs and Potential Issues**

- Need to have CRSAVA software (stop announcement) updated (working with IS and ACS)
- Need City of Lacey to approve and update bus stop design to IT's standards.
- Transition from current use of ORCA on Olympia Express to monthly paper pass if necessary

**Procurement and Capital Planning: Third Quarter (July 1, 2011 to September 30, 2011)**  
**Accomplishments**

- Inventory Supervisor pursued and obtained an \$87,602 excise tax rebate for unleaded gasoline purchases.
- Hired new Procurement Coordinator.
- Advertised second Procurement Coordinator and Inventory Assistant positions.
- Received 6 of 9 paratransit (Dial-A-Lift) vehicles.
- Hawks Prairie Park and Ride
  - Continued second phase of preload.
  - Resolved compliance issues with Olympic Region Clean Air Agency.
  - Redrafted portions of 90% design based on preload compaction data.
  - Negotiated change order with KPFF for additional tasks during preload.
  - Established parameters for amendment with KPFF for construction management of park and ride facility
  - Began development of RFBs for facility construction and camera system
- Olympia Transit Center
  - Negotiating final design contract with SRG Partnership
- Working with FTA and State DAHP (Department of Archaeology and Historic Preservation) office regarding Environmental Agreement. Redrafted procurement for Web site redesign based on revised plan for Web site platform

**Procurement and Capital Planning: Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- Hire new Procurement Coordinator and new Inventory Assistant
- Begin drafting policies and practices for including ESMS standards in procurements (Target Date: March 2012)
- Complete production preparation for 7 Gillig Hybrids. Finalize Order.
- Receive 3 remaining paratransit vehicles. Review and pay for all 9.
- Complete procurement process for Web site redesign services, reverse osmosis equipment replacement and fall protection system.
- Hawks Prairie Park and Ride
  - Complete second phase of compaction
  - Finalize plan for disposal of excess fill
  - Obtain approval for amendments to KPFF contract for change order and construction management services for next phase
  - Complete 100% design and submit for jurisdictional approval.
  - Advertise RFB for park and ride construction
- Olympia Transit Center Expansion
  - Seek award for final design contract. (November ITA)
  - Move towards 30% design completion.
  - Research potential design elements (green roof, solar)
  - Issue RFQ for environmental services to fulfill programmatic agreement with State DAHP.

- Research and present to ITA on potential art component.
- Pattison Street Facility Expansion
  - Conduct independent cost estimate for final design contract. (Possible award Jan/Feb 2012)
  - Complete final Value Engineering review – team and design team review. (1<sup>st</sup> Q 2012)

**Procurement and Capital Planning: Resource Needs and Potential Issues**

- Ensure new employees are trained and integrated into Procurement Division so division continues to make progress on agency projects.
- It is difficult to manage and pursue three major capital projects while ongoing work of the department remains heavy.

## **EXECUTIVE DEPARTMENT**

### **Executive Department Third Quarter (July 1, 2011 to September 30, 2011)**

#### **Accomplishments**

- Designed training for “Standard Naming Convention for Electronic Records” and established training timelines. All employees will be trained in October 2011.
- Completed Phone Reimbursement Policy which was approved and implemented.
- Successfully moved one additional board member to wireless board packets
- Took four board members to New Jersey for APTA Board Member Conference
- Held most successful Transit Appreciation Day history of Intercity Transit,
- Incorporated a new method of form distribution to employees for United Way, with Mike making presentations to each division.
- Achieved successful Bunco event, raising nearly \$3,000 in one evening for UW.
- Implemented very successful GOLD program with two employees. Operations is now ready to engage the next two candidates into the program.
- Conducted five Windows 7 Training Classes.
- Trained 40 Maintenance staff on Outdoor Heat Exposure, a state mandated class.
- Began discussion about Emergency Management/Preparedness Committee

### **Executive Department Fourth Quarter (October 1, 2011 to December 31, 2011)**

#### **Goals and Projects**

- Enroll two more Operators into the GOLD Program
- Conduct nine Operator Classes (Sustainability; Inclement Weather Driving; etc.)
- Conduct 10 Records Management Classes
- Coordinate in-house Access 2010 classes with SPSCC (22 people asked for class)
- Conduct pilot program for classroom Maintenance Safety training.
- Develop training curriculum for staff regarding ESMS work.
- Develop plan bringing recording services back in-house.
- Bring two more ITA members on-board for wireless packets.
- Write Records Management Policy and Revise Public Records Policy.
- Complete Tort Claims Forms and incorporate into Resolution and onto website.
- Provide successful Annual Banquet and Recognition Event.
- Begin designing an agency-wide “records management” class.

#### **Resource Needs and Potential Issues**

- Need transcription equipment
- Legal Counsel Review of Tort Claim form (incorporation OFM form)
- May need temporary clerical assistance with increasing training needs. Executive Assistant will take on more minute taking duties and other clerical responsibilities. Executive Department may be under considerable more pressure in second quarter of 2012 than it is now.

## **FINANCE AND ADMINISTRATION DEPARTMENT**

### **Finance Division Third Quarter (July 1, 2011 to September 30, 2011)**

#### **Accomplishments**

- Implemented the cellular telephone allowance policy
- Submitted exhibits and documentation for the Triennial Review
- Participated in Triennial Review
- Worked with IS to develop and implement new budget tool

### **Finance Division Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- Continue refining new budget tool
- Develop Budget, including preparing for budget team meetings, facilitating meetings, preparing budget documents for the public and the Authority
- Finish the update to the 2012 – 2017 Strategic Plan financial forecasts
- Start the update on the travel policy
- Start the review of the payables system

### **Information Services Division Third Quarter (7/1/11 – 9/30/11) Accomplishments**

- Worked with Marketing, Vanpool, Accounting, and Development to develop an E-Commerce strategy for the vanpool program. *This is still an ongoing project.*
- Continue deploying PCs-out of 42 PCs purchased 12 are left
- Updated the budget tool
- Have started deploying Microsoft Office 2010 and Windows 7
- Defined IS budget
- Moved redundant email server to the maintenance building for disaster recovery
- Wrote a policy for passwords and data security
- Completed IS six year plan
- Deployed a data domain diskless backup unit
- Worked with Copier Committee on recommendation process for new copiers
- Working as part of the Fuel Management Procurement Team

### **Information Services Division – Fourth Quarter (9/30/11-12/30/2011) Project and Goals**

- Finalize fiber plans with Todd Turner of DIS and make plan to deploy Fiber.
- Work out sign issues with ACS
- Purchase new computers for remote vehicles
- Complete deployment of new computers
- Get a date for the ACS upgrade established
- Send IS Manager to Fleet-Net training
- Working with Route Match-Deploy the IVR and Web Portal portions of their product

### **Information Systems – Significant Challenges and Resource Needs**

The support from ACS for the Orbital system has been lagging.

## **HUMAN RESOURCES DEPARTMENT**

### **Third Quarter Accomplishments (7/1/2011 – 9/30/2011)**

- In her Acting Director role, Christine DiRito did an outstanding job keeping HR operations fully functioning. HR staff seamlessly continued to provide quality internal consulting services to departments this past quarter.
- Heather Stafford was hired as the new Director of Human Resources; she started September 19, 2011.
- Compensation information for benchmark positions has been collected. Ten out of eleven comparable and local jurisdictions responded to our salary survey
- 52 independent staff job descriptions were reviewed and updated.
- Initial recommended classification placement adjustments and draft job descriptions have been shared with Senior Management Team.
- Managed six recruitments and 445 applicants.
- Managed Transitional Work Assignments for 5 employees this quarter.
- One employee has been on full time loss this quarter due to an on-the-job injury.
- Prepared materials for FTA Triennial Audit: compiled drug testing records, updated the EEO Policy, gathered information on safety and security practices and policy, and ensured overall compliance on a variety of personnel items.
- Conducted a comprehensive audit of the drug testing collection site to ensure compliance with FTA regulations.
- Prepared materials and documents for upcoming ATU negotiations.
- Provided consulting services to departments on a variety of routine and complex human resources and labor relations issues.
- Improved procedures for auditing garnishment payments with Finance.
- Created an Insurance and Agency information card for supervisors to have in their cars for easy reference of accurate information on the scene of an accident.
- Completed WSTIP training on claims entry.
- Completed Labor and Industries training on retro-active time loss payments.
- Partnered with WorkSource to participate in mock interviews.
- Director and HR Analyst attended SHRM Olympia Chapter Annual Conference, “Employee Relations: A Workforce Engaged.”
- Director and HR Analyst attended WAPELRA Fall Conference on the “New Normal” in labor relations.
- HR Analyst attended NPELRA Labor Relations Academy Certification Program course – “The Grievance Arbitration Process”

### **Human Resources Department Fourth Quarter Goals (10/1/2011 – 12/31/2011)**

- Complete Classification and Compensation Review to include communication with agency staff, Authority Board and confirmation of classification placements and compensation rates, with implementation in January 2012.

- Undertake Evaluation of HR services; what is going well and what can be done to enhance the services we provide to the agency.
- Prepare for Open Enrollment (in November) so that HR staff can provide clear information to employees to enable them to make knowledgeable choices. This is particularly important with the new Consumer Directed Health Plans.
- Host the WSTA HR Professionals Roundtable Meeting on November 4, 2011.
- Begin negotiations with ATU and have a labor agreement in place by year-end.
- Successfully recruit and select a Procurement Coordinator and Inventory Assistant.
- Prepare for upcoming recruitments and begin assessment of current recruitment process.
- Further staff development: HR Foundations training for HR Assistant.
- Catch up on backlog of work due to being a staff member short for the last year.



## **MAINTENANCE DEPARTMENT**

### **Maintenance and Facilities Third Quarter (July 1, 2011 to September 30, 2011)**

#### **Accomplishments**

- Placed 6 new Chevrolet DAL vehicles in service
- Placed 43 new vanpool vehicles in service and retired 47 vans.
- Reduced average number of Preventive Maintenance inspections past due significantly-
- Filled all open positions. Now have full staff
- Started new Coach procurement process
- Started Automated Fueling procurement process
- Pressure-washed OTC and LTC Roof/Awning/Island
- Pressure-washed roofs at Pattison Street
- Completed TMS numbering at all stops and shelters
- Restriped Bus Yard
- Installed 4 new shelters, 2 Simme seats, and 6 new poles.

### **Maintenance and Facilities Fourth Quarter (October 1, 2011 to December 31, 2011)**

#### **Goals and Projects**

- Finish placing all 2011 Chevrolet DAL vehicles in service
- Maintain low miles between PM inspections.
- Complete pre production specifications for new coach build
- Work with training coordinator on training program.
- Complete Martin Way Park & Ride monument sign installation (Notice to proceed already given)
- Complete Amtrak monument sign and way-finding sign installation (Amtrak contract)
- Complete Reverse Osmosis unit replacement
- Install Fall Protection equipment
- Complete Pattison toilet replacement (LOTT program to replace old toilets for free)

#### **Maintenance and Facilities Resource Needs and Potential Issues**

- Continue to be shorthanded for automotive maintenance needs

#### **Maintenance and Facilities Comments**

Training and Maintenance staffs are working on a pilot group training program that should be effective and save time. We hope to test soon and will report back on its success.

## OPERATIONS DEPARTMENT

### Dial-A-Lift Division Third Quarter (July 1, 2011 to September 30, 2011)

#### Accomplishments

- Provided nearly 34,000 trips with efficiency of 2.55 passengers per service hour and 95% on-time performance.
- Non-represented Dial-A-Lift (DAL) staff completed initial Compensation and Classification Study work.
- 2000 annual hours of DAL service planned and allocated for October service change.
- DAL Customer Satisfaction Survey completed – highlights below.
- Prepared for and participated in FTA 2011 Triennial Review process.
- DAL Division 2012 Budget completed.
- 5 new DAL vans placed in service and on the road.

### Dial-A-Lift Division Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects

- Remaining 13 new DAL vans placed in service and on the road.
- Letter of appreciation to operators and dispatchers regarding overwhelmingly positive DAL Customer Satisfaction Survey results.
- DAL staff meeting scheduled for October 26<sup>th</sup>.
- Finalize details of Interactive Voice Response system for 4<sup>th</sup> quarter launch.
- Finalize details of Web Portal for 4<sup>th</sup> quarter launch.
- Participate in ATU contract negotiations.
- Train new DAL intern, Lois Thomas.
- Establish Travel Training internship and complete selection process.
- Publish and distribute Dial-A-Lift client newsletter.

### Dial-A-Lift Division Resource Needs and Potential Issues

- DAL has the necessary resources to maintain division status.
- Respond to client comments and concerns promptly maintaining positive client and community relationships.

### Comments

Highlights of the DAL Customer Satisfaction Survey:

- 96% of frequent and infrequent riders stated they are **very or somewhat satisfied** with DAL overall.
- 95% of frequent and infrequent riders stated their experience on a specific trip they took on DAL was **excellent or good**.
- Courtesy of the driver came in at 95% **excellent or good** and courtesy of the dispatcher/scheduler came in at 96%.

These results showcase the high satisfaction clients currently have with DAL service.

### **Village Vans Division Third Quarter (July 1, 2011 to September 30, 2011)**

#### **Accomplishments**

- Fully staffed with volunteers for most of the quarter.
- Interviewed 15 Customized Job Skills Training applicants.
- Conducted one volunteer driver orientation (20 hours).
- One driver succeeded in applying to drive HeadStart school bus.
- Collaborated with DVR & Pierce County MultiCare to evaluate Scheduler/Dispatch volunteer applicant and necessary assistive technology.
- Held meetings with six community partners for information about and support for Village Vans (V.V.).
- Participated in two WorkFirst redesign meetings.
- Hosted owner of Point-2-Point Express Transportation Solutions in Texas for two day overview of Village Vans and other Intercity Transit departments.
- Completed substantial job description revision for Compensation & Classification Review to reflect actual responsibilities.
- Began assistance in developing a V. V. operation manual.
- Implemented new volunteer test drive evaluation form.

### **Village Vans Division Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- Discover effective training tools to assist volunteers in successfully applying for IT Operator positions.
- Interview applicants and conduct volunteer driver orientation.
- Meet with Marketing to develop 10<sup>th</sup> anniversary recognition activities.
- Attend standard naming convention training and initiate follow-up tasks.
- Assist in finishing operations manual.
- Continue on-going revision and updating of training material.

### **Village Vans Division Resource Needs and Potential Issues**

- Learn specific qualifications determined by the new Operator recruitment screening video.
- Assimilating ever-changing DSHS and WorkSource program requirements to sustain referrals to V. V.
- Resources are adequate to maintain current level of operation.

## **Operations Division Third Quarter (July 1, 2011 to September 30, 2011)**

### **Accomplishments**

- Provided Operator interns to Marketing, Customer Service and Reception.
- Updated work assignments and payroll records for the fall service change.
- Prepared Security and Charter Bus records for the Federal Triennial Review.
- Took a lead ESMS role in design and implementation of the Revenue Vehicle Fuel Reduction project.
- Worked with the Youth Education Specialist to provide an Operator and vehicle for “Rolling Classrooms”.
- Address all the Scheduling Coordinator duties while one of the coordinators participated in the GOLD program.

## **Operations Division Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- Take the steps necessary to recruit and train a new Operator class for spring.
- Prepare for winter
- Negotiate a new contract with the ATU.
- Develop fuel use baselines and vehicle idling polices to begin tracking revenue vehicle fuel use.
- Begin development of a new customer comment module.

## **Operations Division Resource Needs and Potential Issues**

- The department would prefer standard software platform for all facilities cameras instead of the multiple ones we have now along with an ability to monitor all cameras in real time
- The facilities camera system at OTC is in need of an upgrade or replacement.
- Departmental applications (specifically the customer comment module and Operator scheduling software) are in serious need of replacement. Staff will explore replacing these with an “in house” developed access database.

### **Vanpool Division Third Quarter (July 1, 2011 to September 30, 2011)**

#### **Accomplishments**

- 194 active vanpool groups
- Six new vanpool groups started, 19 so far this year
- 96 new vanpoolers joined our program, 310 so far this year
- Three new groups to JBLM - 10 new groups this year
- Continue new vanpool rewards program
- Trained 87 new drivers
- Swapped out 47 new vanpool vehicles
- Surplus Van Grant Program
- Attended four transit fairs
- Quarterly grant reporting completed
- Support Employee Transportation Coordinators using new Rideshareonline.com for tracking and calendar tool
- Update agency vanpool pages
- Assisted Olympia Express customers searching for vanpools
- New driver reporting software from WSTIP
- Two new groups started from Pierce Transit Express reductions
- Developed agenda and scheduled monthly meetings for National Vanpool Council for Association for Commuter Transportation (ACT))

### **Vanpool Division Fourth Quarter (October 1, 2011 to December 31, 2011) Goals and Projects**

- 200 Vanpools by end of 2011!
- Create and distribute 2011 Winter Driving Newsletter
- Survey new vanpoolers for new incentive and marketing campaign
- Build promotional module for vanpool database
- Develop survey for vanpool program customer satisfaction
- Apply for grant funding for expansion and replacement van
- Update vanpool manual
- Continue marketing vanpool and rideshare services to I-5 commuters
- Assist with 2012 ACT Vanpool Summit

### **Vanpool Division Resource Needs and Potential Issues**

- Resources adequate to maintain division status.
- Continue to target JBLM commuters
- Develop on-line payment method for vanpool fares
- Planning for vanpool growth in current economy
- Grant opportunities for new and replacement vehicles

### **Transportation Division Third Quarter (July 1, 2011 to September 30, 2011)**

#### **Accomplishments**

- Successfully selected 4 candidates for entry to the GOLD Program. First 2 candidates will finish their training October 29, 2011 and will receive refresher training once a month. The next 2 candidates are scheduled to start October 30, 2011
- Installation of additional camera on all coaches is 100% complete.
- Departmental files are now 100% electronically filed reducing waste and increasing office efficiency.
- Supervisor recently attended Defensive Driving Course and is certified to instruct new Operators on the 8/6 hour DDC course.
- Worked with Operations Supervisors and procurement staff to secure new supervisor uniforms.

### **Transportation Division Fourth Quarter (October 1, 2011 to December 31, 2011)**

#### **Goals and Projects**

- Finish installation of additional cameras on all vans, currently 5% of vans have been completed.
- Work with Records Retention Committee on length of time video has to be saved on file along with type of video such as Public Records Request, Customer Complaint, Unreported Damage, etc...
- Getting new Supervisor NIMS certified.
- Dispatch SOP's (Standard Operating Procedures) currently 20% complete.
- Intercity Transit is hosting WSTA Operations Committee in October at the Phoenix Inn in Olympia.
- Begin replacing Operator's Lounge furniture.

#### **Transportation Division Resource Needs and Potential Issues**

- Verint (vehicle cameras) system is currently maintained by an Operations Supervisor who is retiring in 2012. Working with IS Department and training a new Supervisor as replacement.
- Current LTC camera system is inadequate and more video surveillance is needed there to address safety concerns.

#### **Comments**

- Additional duties such as the NITE LINE and maintenance and administration of the camera systems are taking up a significant portion of Operations Supervisors time.

### **Customer Service Division 3rd Quarter (July 1, 2011 to September 30th, 2011)**

#### **Accomplishments**

- 11.1 % sales increase in counter and pass by mail cash sales.
- Submitted budget projections for 2012.
- Annual reduced fare permit certification visits to local school district properties; over 40 students received permits.
- Trained five TWA (transitional work assignment) employees over the last quarter with two restored to full-duty status.
- Continuing to cover Reception Console/Switchboard during extended periods when needed.

### **Customer Service Division 4th Quarter (October 1, 2011 to December 31, 2011)**

#### **Goals & Projects**

- Utilizing Hi-path software to gain statistical information on customer service calls that pertain to questions outside of Thurston County.
- Complete full staff training on Clarity Net Customer Service Modules.
- Work with IS Manager to integrate new POS (Point of Sale) program that will be compatible with Windows 7.
- Order extra stock for the Winter Weather - Safety Light sales promotion. Free safety light to be issued with each purchase of a December monthly pass or 2012 Reduced Annual Pass.
- Prepare for winter weather staff coverage, insure detour information is updated for OTC operator detour books, have extra call-center assistance on retainer.
- Develop on-line payment for PBM (Pass by Mail) sales.
- Update Customer Service Manual.
- Host Customer Service Week event, open house, OTC customer raffle, CSR recognition activities,
- Begin discussions regarding building layout and staffing for new OTC building.
- CS Staff begin union negotiations.

### **Customer Service Division Resource Needs & Potential Issues**

- Examine current staffing and scheduling needs to determine what will be needed to accommodate a foul weather event, and new Greyhound facility.
- Recruit for two customer service interns.
- Continue to gather information for new point of sale software.

**INTERCITY TRANSIT AUTHORITY  
WORK SESSION  
AGENDA ITEM NO. 8  
MEETING DATE: October 19, 2011**

**FOR:** Intercity Transit Authority  
**FROM:** Mike Harbour (705-5855)  
**SUBJECT:** Olympia Express - Response to Passenger Overloads

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- 1) **The Issue:** To discuss alternatives to address passenger overloads on Olympia Express service.

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  - 2) **Recommended Action:** This is an information item. The Authority will be asked to provide direction to staff on potential alternatives to address passenger overloads.

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  - 3) **Policy Analysis:** Staff routinely provides backup buses to handle passenger overloads if the provision of the bus does not adversely affect the ability to have adequate spares for maintenance purposes. Route 41, serving The Evergreen State College, frequently required backup buses prior to the increase in service to every 15-minute service. The issue of backing up the Olympia Express service is being brought to the Authority due to the level of attention the service received after the Pierce Transit service reductions.

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  - 4) **Background:** Prior to June 2011, Intercity Transit provided 32 one-way trips and Pierce Transit provided 16 trips on the express service connecting Thurston and Pierce County. The service was designed so that Intercity Transit primarily provided service oriented to the northbound morning commute while Pierce Transit provided service for the southbound commute. Intercity Transit provided the only midday and weekend service on the route.

In June 2010, Pierce Transit eliminated eight of its 16 one-way trips and Intercity Transit added 4 one-way trips. In August 2010, Pierce Transit eliminated the remaining 8 one-way trips and Intercity Transit added one additional trip. Intercity Transit added trips in a way that did not require additional buses but did require additional service hours. Service was added by Intercity Transit primarily to fill gaps in service.

The unknown facing Intercity Transit when deciding on adding trips was what would happen when Pierce Transit eliminated all of its express service in October 2011. Would existing service experience significant overloads or would many passengers stop using the express service and drive or rideshare? We have been successful in forming three new vanpools from Pierce County to Olympia since Pierce Transit began its reductions.



The first week of service without Pierce Transit showed increased but manageable loads on a number of trips but consistent and significant overloads on one trip – the first southbound trip leaving Tacoma at 6:10 a.m. and the Lakewood park-and-ride lot at 6:35 a.m. This trip consistently carried loads of between 55 to 65 passengers. Seating capacity is approximately 40 passengers. The General Manager directed that this trip be backed up beginning Thursday of the first week of the new schedule. This is a temporary solution until a more permanent solution is adopted.

The positive news is this trip can be backed up without requiring an additional peak bus. The backup trip ends early enough that the bus providing the trip can be used for one of the later morning peak bus pull-outs. The service would require approximately two additional revenue hours per day at an annual cost of \$32,000. The trip does not need to be backed up on Fridays due to generally lighter loads on this day.

The addition of the service on a regular basis could lead to some persons who have switched to vanpools returning to use of the express bus. We do not think this would eliminate any existing vans but it is a possibility.

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- 5) **Alternatives:** This is an information item. Without specific direction from the Authority, staff will continue to back up the 6:10 a.m. trip as needed. The trip is backed up only from the Lakewood park-and-ride lot to Olympia. Staff can bring additional specific alternatives to the Authority at a future date or can continue to back up the trip until a revised express service plan is discussed in early 2011.
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- 6) **Budget Notes:** Providing a backup bus for the one significantly overloaded trip would cost approximately \$32,000 per year.
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- 7) **Goal Reference:** This agenda item addresses Goal 2: *“Providing outstanding customer service.”* **Ends Policy:** *Customers will report high satisfaction and ridership will increase.*
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- 8) **References:** Additional data on ridership on the express service prior to and after the October Pierce Transit reductions will be presented at the Authority meeting.

**INTERCITY TRANSIT AUTHORITY  
WORK SESSION  
AGENDA ITEM NO. 9  
MEETING DATE: October 19, 2011**

**FOR:** Intercity Transit Authority  
**FROM:** Rhodetta Seward, 705-5856  
**SUBJECT:** Citizen Representative Recruitment

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- 1) **The Issue:** Whether to conduct a recruitment for the Citizen Representative position whose terms ends December 31, 2011.
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- 2) **Recommended Action:** Direct staff to begin a recruitment for the Citizen Representative position.
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- 3) **Policy Analysis:** Per the Authority Bylaws, Article IV, Section 4.3 - Selection - Citizen Representatives; it is the responsibility of the Authority to appoint, by a majority vote, the three Citizen Representative positions.
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- 4) **Background:** Citizen Representative Eve Johnson's term ends December 31, 2011. Although she is eligible for reappointment for another 3-year term, she has indicated she is "not seeking re-appointment to the Authority."

It takes approximately eight weeks to conduct a recruitment for a Citizen Representative position. The process includes:

- the development of materials;
- designing and placement of advertisements in several media sources;
- advertising on Rider Alerts and on the vehicles;
- distribution of application packets;
- scheduling and conducting interviews; all resulting in
- appointment at the December 21, 2011, meeting.

Should the Authority wish to move forward with a recruitment process, staff will solicit applicants through a variety of methods including on-bus information, website accessibility, display ads, and distributing packets to local agencies identified, as well as to persons identified who've expressed interest, and to those persons who expressed interest in serving on local jurisdictions committees and/or councils.

Staff developed a proposed timeline for a recruitment should the Authority wish to move forward with the process. The objective is to recruit a wide-variety of applicants expressing interest in public transportation. Members of the Citizen Advisory Committee will also be encouraged to apply as well.

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**5) Alternatives:**

- A. Direct staff to begin a recruitment process to be completed by December 21, 2011.
  - B. Delay the recruitment process. Any delays could mean the appointment may be delayed until mid-January, leaving the Authority without a member.
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**6) Budget Notes:** A recruitment process costs approximately \$1500 - \$1800. Funds are included in the 2011 budget.

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**7) Goal Reference:** Conducting a successful Citizen Representative recruitment process is essential in carrying out all of the goals established by the Authority.

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**8) References:** Proposed Timeline.

**INTERCITY TRANSIT AUTHORITY**  
**CITIZEN REPRESENTATIVE POSITION**  
*Proposed Selection Process Timeline 2011*

- Oct. 19.** Staff proposes recruitment timeline to the Authority. Authority makes changes where needed and determines interview date.
- Oct. 20-27** With assistance of Wright Communications, designs display ads and obtains pricing for various media outlets. Asks Marketing to prepare press release, Rider Alerts and place information on website.
- Oct. 20-21** Prepares information packets to include: *Solicitation letter, Fact Sheet, Sample Meeting & Work Session Agendas, Mission & Vision Statements, Authority Bylaws, Operating Principles, Strategic Plan Update, Current Budget, and Organizational Chart; Performance Report.*
- Oct. 20-25** Distribution of display ads, press releases, and Rider Alerts.
- Mail solicitation letters to: Mayors of Lacey, Olympia, Tumwater and Yelm; Thurston County Board of Commissioners, Chambers of Commerce in Olympia, Lacey, Tumwater and Yelm; names forwarded by members of the community, Olympia Downtown Association, Economic Development Council, current and past Citizen Advisory Committee members, previous applicants for Citizen Representative position; names identified by Authority members, citizens applying for councils and city committees, and to anyone inquiring about the position.
- Nov. 18** Application deadline - by 5:00 p.m. Friday, November 18. This allows time for staff to review the applications and compile them into packets for the Authority's review. They will be part of the December 7 packet.
- Dec. 7** Authority members review applications received and identifies those to be interviewed. Schedule a special meeting for December 12 for interviews and for December 21, which would be the work session, but would need to be a special meeting to take action.
- Dec. 8** Staff will forward a list of possible interview questions for Authority review.
- Dec. 12** Authority members conduct interviews. Packets would be prepared and mailed to members prior to interviews. The number of applicants chosen for interviews will determine the start time. The Authority, at the conclusion of the interviews will discuss the candidates and identify a person to be appointed at the December 21 meeting, and prioritize the other candidates to form a list, as permitted in the bylaws.
- Dec. 21** Appoint an applicant to the Citizen Representative position, for a term to begin January 1, 2012, to expire December 31, 2014.
- Dec. 22-Jan. 3** Schedule an orientation with the new Citizen Representative prior to the January 3, 2012, Authority meeting.