

AGENDA
INTERCITY TRANSIT AUTHORITY - CITIZEN ADVISORY COMMITTEE
JOINT MEETING
September 19, 2012
5:30 P.M.

CALL TO ORDER

- 1. APPROVAL OF AGENDA** **1 min.**
- 2. INTRODUCTIONS - Attendees provide self introductions** **10 min.**
- 3. PUBLIC COMMENT** **5 min.**
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.
- 4. YOUTH EDUCATION PROGRAM UPDATE (Meg Kester/Erin Scheel)** **20 min.**
- 5. 2012 CAC SELF-ASSESSMENT RESULTS (Rhodetta Seward/Steve Abernathy)** **15 min.**
- 6. OLYMPIA TRANSIT CENTER EXPANSION UPDATE (Ann Freeman-Manzanares)** **60 min.**
- 7. AUTHORITY/CAC ISSUES**

ADJOURNMENT

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 4
MEETING DATE: September 19, 2012**

FOR: Intercity Transit Authority and Citizen Advisory Committee

FROM: Meg Kester, Marketing & Communications Manager, 705-5842
Erin Scheel, Youth Education Specialist, 705-5839

SUBJECT: Youth Education Program Update

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- 1) **The Issue:** To update transit leadership on the agency's Smart Moves youth education program.

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

 - 3) **Policy Analysis:** The Authority supports marketing and outreach to youth as part of the agency's overall objective to increase ridership, raise awareness of alternative transportation modes and support community sustainability.

 - 4) **Background:** Intercity Transit began a Youth Education Program in July 2007 with Regional Surface Transportation funding administered by the WSDOT via the Thurston Regional Planning Council. The grant was used as start-up funding to ramp up connections to an important market segment: *youth*.

In the past five years, Intercity Transit's Smart Moves youth education program flourished. Staff works with all four school districts (Olympia, Tumwater, North Thurston and Yelm) in our Public Transportation Benefit Area (PTBA), and many of the region's elementary, middle, and high schools. The youth program also connects with young people outside schools through community groups and local programs.

Smart Moves program activity includes classroom presentations, rolling classrooms, field trips, after school programs, the Bike PARTners build-a-bike program, and an Undriving program. Much of the agency's youth outreach work also engages parents, community volunteers, educators and youth leaders. The program has grown and become more successful thanks to many community partnerships, grant awards and the continued support of the Intercity Transit Authority and Citizen Advisory Committee members.

This work is supported by a permanent position within the Marketing & Communications division. A second ¾-time position is currently funded through two grant programs.

5) **Alternatives:** N/A

6) **Budget Notes:** The cost of the Youth Education program is largely staff time. The annual project budget for the program is \$24,000.

7) **Goal Reference:** Goal #1, *“Assess the transportation needs of our community.”* Goal #4, *“Provide responsive transportation options.”*

8) **References:** N/A

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 5
MEETING DATE: September 19, 2012**

FOR: Intercity Transit Authority/Citizen Advisory Committee

FROM: Rhodetta Seward, (705-5856)

SUBJECT: CAC Self Assessment Results

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- 1) **The Issue:** The Citizen Advisory Committee will present the results of their recently completed self-assessment.
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- 2) **Recommended Action:** Discuss results of the assessment; information and feedback.
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- 3) **Policy Analysis:** Per the Operating Principles, the Citizen Advisory Committee will conduct a self evaluation (assessment) at least annually and present the results to the Intercity Transit Authority.
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- 4) **Background:** Nineteen members were eligible to complete the assessment - everyone completed the assessment for 100% participation.

The results and comments are included on the attached document which compares 2012 to 2011. Some highlights of the assessment:

- More comments were submitted by members than in years past.
- Only three of the eight questions reflected a slight decrease which may be likely due to the higher rate of participation this year compared to last year.
- Members noted a good representation of the community with a good combination of the cross section of age, gender and ethnicity. In regard to representation, it was suggested to consider the inclusion of a vanpooler or village van user. This has not been a targeted area.
- The definition of "community" was brought up, and it was agreed community has not been defined specifically by the CAC, but is defined by the participant when filling out the assessment.
- Several positive comments regarding the CAC adding value to the Authority's decisions.
- It was agreed the meetings were run well. Kudos to the leadership of the CAC.

- 89% strongly agreed they feel comfortable contributing at meetings.

The CAC agreed they would like to hear how the Authority feels about their contribution and if there is anything additional they should be doing.

5) **Alternatives:** N/A

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

7) **Goal References:** The CAC works with the Authority to meet all goals of Intercity Transit.

8) **References:** 2012 CAC Self-Assessment Results.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
SELF ASSESSMENT
MAY 2012**

<i>Total Members Eligible to Participate: 19</i>	<i>Members Participating in Survey: 100%</i>
<i>of Participation:</i>	

2011 Results posted in blue.

	<i>Strongly Agree</i>		<i>Somewhat Agree</i>		<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
1. We remained faithful to our purpose.	19	100%	2	13%			
	13	87%					

Comments: As I complete my third year on the CAC, I am confident in stating the committee is very clear on what their purpose is and remain consistently faithful to that purpose. Yes, I think we took seriously our job of providing input to the Authority on proposals, and in providing new ideas. We also worked to listen to input we heard from the community and to bring that into discussions. We take the pulse of our community, thus allowing us that serve to help shape the thinking and positions of "Intercity Transit." As a newcomer, I am pleasantly surprised the CAC still remains very engaged - generally advisory committees lose their zest, interest or purpose after a number of years. As far as I can see, the members stick to the CAC's purpose and goals, even during the occasional roaming and rabbit trails we get lost on. And staff helps keep us on course. The purpose of Intercity Transit's CAC is for the Authority board to have a stronger grasp on consumer issues. We were actively informed and aware of what changes were being made within I.T. I think we do a good job of giving our opinions on various issues to the ITA. I believe this is our main purpose for existing.

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Don't Know

2. The Citizen Advisory Committee represents the community.	14	74%	5	26%			
	12	80%	3	20%			

Comments: Youth, minorities, citizens with disabilities, and gender distribution seems to be strongly proportional to local demographics. We have a great mix. Members from all part of I.T.'s service area, at least locally are all diverse and depend upon mass transit for transportation. CAC appears to be representative of the community. I am not sure of the demographics to "strongly agree." In any case, we do have a good cross-section of age, gender, ethnicity. Not sure about economic status - but possible. This is why we exist. Even more so than previously with the student representative. I have a hard time strongly agreeing with this comment, but I do think we have a diverse mix of community residents on our board that represent a variety of transit users. Perhaps it's the lack of formal community outreach that keeps me from feeling more strongly. It would be great to have a regular vanpool or village vans user on the committee as well, if such applicants were to arise. The addition of the youth member(s) was healthy for our discussions. I do believe that the diversity of our community is very well represented on our committee. Hopefully, we will have a couple of determined youth that will step forward to keep that diversity present. It would also be nice to get a senior on board. I feel so uncomfortable using an inexact and undefinable term like "community" to describe who is or is not represented on the CAC. While it does represent some places both inside the PTBA and adjacent geographic areas, the question might better ask whether Thurston County is well represented, if, for example, that could describe the largest possible area IT would serve. Knowing this is as precise a way as possible allows for flexible thinking, flexible solutions. We have many community groups and interest represented; I believe the people on the CAC speak up for them when it is needed.

3. Intercity Transit and the community benefited from our input.	16 10	84% 67%	2 5	11% 33%			1	5%
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Comments: I believe they do benefit, though at times we are like silent warriors on their behalf. Yes, I do think our input benefited Intercity Transit and the community, if only in assisting the Authority in making more informed and thought out decisions. These could be for internal operations, or for community focused services, so both benefited. We also had our own ideas we value as contributions to improving service and resolving problems. The riders and community at large are positively impacted by input. We are the voice of the community in this regard. I did not see any impact from my time on the CAC manifest into something I could see or use. As an easier access point to an agency serving the people, by the people, the CAC enables a variety of citizens to engage in sharing opinions, ideas and various perspectives while contributing to the continued success and constant improvement of intercity Transit. I hope they have. I believe we have thoughtful comments that enhance most discussions, and I think what we have to say has value most of the time.

4. We add value to the Transit Authority's decisions.	13 10	68% 67%	6 4	32% 27%			1	7%
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Comments: While I certainly believe we maintain a sense of influence and are well-respected by the Transit Authority, I believe if members of the CAC and the Authority met in a large group setting more frequently, the Authority would further benefit from our input. Of course, this is a bit idealistic, but if lines of communication were simply made more convenient between the CAC and the ITA, our voice would go a bit further in aiding the Authority. Sometimes, it can be a little fuzzy as to how our discussions and opinions impact policy as only one CAC member generally attends Authority work sessions and meetings, and vice versa in regards to CAC meeting attendance by members of the Authority. Without the CAC, the Authority Board would be acting without a voice of the consumer close to guide decisions. Our diversity adds to the Transit Authority's considerations. When decisions are difficult, I am sure the Authority appreciates the feedback and input from a group of concerned citizens. And we certainly do give ample feedback. Not only am I sure we add value, but the Authority also shares their appreciation often. I believe they think so. We asked them this earlier this year, and they said they take what the CAC thinks very seriously. That is good! Strongly agree, as we are additional eyes and brains for consideration of issues before the Authority. We also contribute ideas that can lead to Authority action. Doing more to foster community input could further add value.

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Don't Know

	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
5. Our meetings are run well.	18 11	95% 73%	1 4	5% 27%	
<p>We follow our agenda and stay on task most of the time. Occasionally we get off on a tangent or a personal issue that probably doesn't need to take the time it has, but for the most part, we stay on track. We have problems staying on time, but we're getting better. Yes, we get a lot done in just a couple of hours. Only possible when a meeting is well run! Yes, our chair and vice-chair, along with Rhodetta do well in keeping us on task and in encouraging comments. I think that adding the agenda items near the beginning of the meeting for concerns/issues to be shared later was a positive addition to how the meetings are run, so we can be sure to save enough time. Thought there was more idle chatter and side conversations than in the past, which seemed to make meetings longer than needed. I think that the May meeting provided a good clue that we add to the Authority's information - not necessarily decisions. In the discussion of the Train Station, I believe the CAC provided not only a number of alternatives, but in depth details of exploring them. Thanks Steve and Faith. Meetings run a little long sometimes but that just means we are getting a lot done. I appreciate our professional leadership. Having time allotted for points of group discussion helps hold the group accountable for having productive meetings.</p>					

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Don't Know

8. I feel comfortable contributing at the meetings.	17	89%	1	5%			1	5%
	14	93%	1	7%				

Comments: I'm never afraid to share my thoughts, ask questions when I'm unclear about something, or admit I want just ONE more cupcake. The addition of Consumer Issues to each agenda encourages more participation by all of us. Nothing of strong importance has been brought to my attention. Always. Much more so than I did two years ago. I'm looking forward to my final year as Chair and serving on the Intercity Transit CAC. Everyone is equally invited to share their opinion. I don't unless I have something to say!

Are there any topics, specific to Intercity Transit services, you are interested in discussing, getting further clarification on, or having presentations made available at CAC monthly meetings? If so, please share below:

My primary concern, as a Youth Representative is ticket prices. I want to ensure that the bus remains an accessible resource to everyone my age, as the bus is my, and most youths, primary mode of transportation.

Presentations of our web site, Facebook page and Apps; so we can understand what transit tools consumers are using and how we can help riders locate any IT resource more efficiently.

I have experienced excellent trip assistance, cross counties, from just calling IT customer service. Are there other services available? Maybe have a refresher of resources available to customers every couple of years for the CAC "Where to find the Information on IT, First." (possible social media brochure title)

Nothing at this time!

Name: _____

(Please include your name so staff will know who has completed the form. Thank you.)

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 6
MEETING DATE: September 19, 2012**

FOR: Intercity Transit Authority/Citizen Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: Olympia Transit Center Expansion Update

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- 1) **The Issue:** Staff will provide an update on the status of the Olympia Transit Center expansion project.
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- 2) **Recommended Action:** This item is for information and discussion.
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- 3) **Policy Analysis:** Staff provides periodic updates on major capital projects.
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- 4) **Background:** Staff will share latest design drawings which will be utilized in developing construction cost estimates and for value engineering.
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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** Continuing to define building requirements and design elements. This work will better define anticipated construction costs. With this information, we can better assess next steps.
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- 7) **Goal Reference:** Goal No. 2: *"Providing outstanding customer service."*
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- 8) **References:** N/A
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