

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
March 21, 2011
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 3 min. |
| | A. Sandra Romero, Thurston County Commissioner | |
| III. | MEETING ATTENDANCE | 2 min. |
| | A. April 6, 2011, Regular Meeting (<i>Don Melnick</i>) | |
| | B. April 20, 2011, Work Session, (<i>Seema Gupta</i>) | |
| IV. | APPROVAL OF MINUTES - February 14, 2011, Minutes | 1 min. |
| V. | NEW BUSINESS | |
| | A. Review and Make Possible Changes to the Self-Assessment Instrument (<i>Rhodetta Seward</i>) | 20 min. |
| | B. Hawks Prairie Park and Ride Status (<i>Marilyn Hemmann</i>) | 15 min. |
| | C. Youth Recruitment Process (<i>Rhodetta Seward</i>) | 20 min. |
| | D. State of Intercity Transit (<i>Mike Harbour</i>) | 20 min. |
| VI. | REPORTS | |
| | A. February 16, 2011, Work Session (<i>Faith Hagenhoffer</i>) ^{****} | 3 min. |
| | B. March 2, 2011, Regular Meeting, (<i>Jill Geyen</i>)
(<i>Highlights attached</i>) | 3 min. |
| VII. | PUBLIC COMMENT | 10 min. |
| VIII. | MEMBER & STAFF COMMENTS | 5 min. |
| IX. | NEXT MEETING - April 18, 2011 | |

ADJOURNMENT

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
February 14, 2011

CALL TO ORDER

Chair Linda Olson called the February 14, 2011, meeting of the Citizen Advisory Committee (CAC) to order at 5:32 p.m., at the administrative offices of Intercity Transit.

Members Present: Gerald Abernathy; Berl Colley; Wilfred Collins; Valerie Elliott; Jill Geyen; Catherine Golding; Roberta Gray; Faith Hagenhofer; Meta Hogan; Julie Hustoft; Don Melnick; Joan O'Connell; Linda Olson; and Kahlil Sibree.

Members Excused: Stephen Abernathy; Jacqueline Reid; and Rob Workman.

Member Unexcused: Seema Gupta.

Staff Present: Mike Harbour; Rhodetta Seward; Ann Freeman-Manzanares; Dennis Bloom; and Emily Bergkamp.

Others Present: Authority Member Karen Rogers and Recording Secretary Tom Gow.

APPROVAL OF AGENDA

It was M/S/A by Abernathy and Elliott to approve the agenda as presented.

INTRODUCTIONS

Olson welcomed and introduced Authority member Karen Rogers.

Seward shared a letter of appreciation to Intercity Transit for allowing Entertainment Explosion, sponsors of *A Really Big Shoe* concert, to use the agency's facilities for practice. The show, at the Washington Center for the Performing Arts on February 26 and 27, will benefit homeless and needy children in the area. Gray added the donation goal is to exceed \$100,000 for a five-year period.

MEETING ATTENDANCE

- A. February 16, 2011, Work Session - Faith Hagenhofer**
- B. March 2, 2011, Regular Meeting - Jill Geyen**

APPROVAL OF MINUTES - JANUARY 10, 2011

It was M/S/A by Melnick and Hustoft to approve the minutes of January 10, 2011, as presented.

NEW BUSINESS

A. Dial-A-Lift Update. Bergkamp provided an update on Dial-A-Lift (DAL) service performance during 2010.

Hagenhofer arrived.

July 26, 2010, was the 20th anniversary of the American with Disabilities Act (ADA). The ADA outlines civil rights protections for over 43 million Americans with disabilities when it was signed into law in 1990. Transportation falls under Title 2 of the ADA and provides for accessibility for all transportation facilities and vehicles used in fixed route services, equivalent access to demand response services, and complimentary Paratransit service, which must extend a minimum of $\frac{3}{4}$ mile beyond the boundaries of the fixed route system. Intercity Transit's DAL is ADA complimentary Paratransit service and is operated $\frac{3}{4}$ mile outside the service boundary with the boundary expanded to a mile and half near Route 94 in the area near the Centennial Station and the City of Yelm.

Hogan arrived.

Qualifying clients apply for DAL service with varying levels of eligibility allowed. A client's disability must prevent them from accessing fixed route service. Applications are available upon request and are processed within 21 days from the date the agency receives the application. The application process includes an appeal process. Appeals are reviewed and forwarded to an appeals board comprised of an Intercity Transit employee, two client representatives, and an individual who is experienced with the disability experienced by the appellant.

Sibree arrived.

The agency accepts DAL ride reservations from one to five days in advance of service. Service is provided an hour on either side of the requested time. There is also a 30-minute window along with a five-minute waiting window. Dispatchers assist bus operators by coordinating changes and updating rider information. For medical appointments, the agency recommends travel time based on the location of the client to ensure adequate time to arrive in time for the appointment. Often, when a client

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completes an office appointment early, it may be possible for DAL to schedule an early pickup, dependent upon availability.

Golding commented that in other cities, DAL service accommodates clients with last minute changes in service requirements. Bergkamp said the agency often accommodates similar requests. The agency's service area is extensive, which often extends travel time. Last minute schedule changes are not impossible but can be challenging.

Colley asked whether a standing ride must be called in for cancellation within the five day window. Bergkamp advised that when the client is aware of the need to cancel a trip, cancellations can occur at any time.

Bergkamp addressed questions about the 30-minute window and the 5-minute waiting window. She encouraged members to contact her if they are experiencing timing issues.

There were 147,000 DAL trips in 2010 representing a 5% increase over 2009. The service carries 2.23 passengers per service hour. There were 885,000 service miles traveled in 2010. Approximately 95% of the time bus operators arrived within the 30-minute window. Approximately 10% of all trips were cancelled by the clients with approximately 2% documented as a "no show." Calls for service in 2010 were 74,000. During the summer, there is normally a drop in calls and ridership. However, in 2010, service remained steady throughout the year. The cost per boarding for DAL service is \$38.84 whereas fixed route is approximately \$4.89 per boarding.

There were approximately 2,400 DAL clients at the end of 2010 equating to approximately a 1% increase over 2009. There were 328 eligibility applications submitted last year with 278 determined to be fully eligible, 26 conditional, 19 temporary, and five clients deemed ineligible. Four appeals were submitted with two remaining unchanged and two upgraded. Clients must recertify every three years, and the agency uses this opportunity to update information. Sometimes eligibility is difficult to determine and individuals are referred to a local physical therapy group to complete a physical assessment.

Last year, there were 48 referrals for the Travel Training program. The Travel Trainer provided 350 travel training trips, 69 barrier assessments, and worked with 128 new clients and 43 current DAL clients. The Travel Trainer provided 16 travel training presentations, worked with local transition programs at schools with individuals with developmental disabilities, as well as providing presentations to senior groups.

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Geyen asked about those individuals who are able to ride fixed route buses but are unable because their bus stop is inaccessible. Bergkamp said several actions are initiated, such as notifying the Stops and Zones Committee to address the situation or the client may be eligible for certain trips, such as feeder service where the client is picked up and then transferred to another bus stop to complete the trip. Trip plan assistance is provided to clients to assist with route information. The Travel Trainer conducted 40 group field trips involving approximately 400 people last year.

Bergkamp reviewed the costs associated with DAL service on an annual basis equating to approximately \$175,000 for a DAL client using the system for nine years. It's important for clients to utilize fixed route service if able to do so because it offers more independence and because the cost of DAL service is expensive. Cost savings associated with travel training includes diverting DAL trips to regular fixed route service saving up to \$650,000 annually. Converting five DAL clients annually to fixed route service can recoup the entire cost of the Travel Trainer each year.

The agency is conducting a DAL Customer Satisfaction Survey in late March or April. Bergkamp acknowledged Colley for his assistance. Colley assisted in selecting the marketing research firm to conduct the survey. The survey will provide a report on how well the agency provides DAL service. The agency is also undergoing a Federal Transit Administration tri-annual review to include an assessment of ADA service. Later in the year, the agency is scheduled for an update of the ADA software and IVR/Web Portal capabilities. Several DAL stops were added to The Evergreen State College campus and we may look at adding some to the South Puget Sound Community College campus. Later in the year, the agency is receiving 18 new DAL vehicles; 17 replacing outdated DAL vehicles and one expansion vehicle.

Melnick asked whether the agency benchmarks DAL service with other agencies to gauge effectiveness. Bergkamp said it's difficult as there are no comparable agencies offering similar DAL service. The marketing firm for the survey has an established relationship with several Paratransit companies in the San Francisco Bay area. Within this region, Pierce Transit shares information on its Paratransit service.

Bergkamp responded to questions about IVR, which is an interactive voice response system enabling clients to call 24 hours a day to schedule, change, or cancel a trip.

B. Review Upcoming Transit Development Plan Process. Bloom briefed members on the annual process for updating the Transit Development Plan (TDP). The state requires all public transit systems to update its TDP annually. The update must include three elements:

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- Description of the system from the previous year (2010 Summary);
- Description of planned changes, if any, to services and facilities (2011-2016); and
- Operating and capital financing elements for the previous year, budgeted for current year (2011), and planned for the next five years.

Bloom described the elements of the 50-page plan, which includes a 2010 Route Service Summary for fixed route, DAL, and vanpools.

Hagenhofer asked about ratings. Bloom said ratings are an average of passengers per hour based on the number of trips in a given hour. Hagenhofer asked about the “marginal” rating. Bloom replied ratings are performance standards criteria established based on the type of route, number of boardings per hour, length of the route, number of headways, and frequency of the route. Hagenhofer asked how the routes are rated. Bloom said the agency tracks boardings per month per mile. Harbour described the rating system of unsatisfactory, marginal, satisfactory, and exceeds.

Bloom said the long distance commuter trips include factoring boardings per trip. For those types of longer routes, the number of boardings is a better indicator of the route’s performance.

The draft TDP will be released in March with a presentation scheduled to the Authority on March 2 followed by a public hearing on March 16. The plan will be available at libraries and on the agency’s website. Typically, the TDP receives very little public feedback unlike the agency’s Strategic Plan initiated in July/August each year which sets the future direction of the agency. The TDP reports on existing conditions and is constrained by the existing budget for the year.

Geyen asked whether the provision of passes for St. Martin’s University students increased ridership on Routes 67 and 68. Bloom said when the program first began there was good ridership from St. Martin’s University. Last week, ridership was down, which is an indicator to contact the Marketing Department to follow up with the University on promoting the pass program.

Hustoft asked whether the detour of Route 68 impacted ridership. Bloom said DAL clients using fixed route service who visited the YMCA facility now use DAL service to visit the facility. He described some of the delays encountered by agency buses, which led to detouring bus routes to bypass most of the construction area. The Yelm Highway is scheduled to receive eight new bus stops as part of the project improvements.

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C. OTC Expansion – Project Scoping & Estimated Costs. Freeman-Manzanares referred to the last presentation to the CAC on the three preliminary designs that were subsequently presented to the Authority. The Authority selected Concept 3 to pursue. The next step is determining the square footage of the project and the amount of additional local funds to commit to the project. Staff meets with the Authority on February 16 to present CAC feedback.

The agency received federal funds to increase the number of bus bays for expansion of the agency's service, for other transit agencies, and to add Greyhound service as well as adding customer amenities and lobby space. That aspect of the project can be accomplished within the federal funds budget. Because of the Pattison Master Planning process, an option was considered for adding 10,000 square feet to the project. An additional \$2 million in funds was added to the financial model and the preliminary design phase was completed to determine the total cost of the project. Recently, Surface Transportation Program (STP) grant funds became available. Because the expansion project is an eligible project, the agency anticipates receiving \$1.2 million in STP federal funds. Freeman-Manzanares reviewed four expansion options:

- Option 1 – 1-story building 2,404 square feet \$4,947,000
- Option 2 – 1-1/2-story building 5,851 square feet \$5,883,000
- Option 3 – 2-story building 7,417 square feet \$7,000,000
- Option 4 – 3-story building 9,684 square feet \$7,896,000

Options 3 and 4 require additional local funding of \$403,780 and \$1,299,780, respectively. The estimated funds include the anticipated funds from the STP program.

Abernathy asked whether the Authority already selected Option 3. Freeman-Manzanares explained the Authority selected design Concept 3. The Authority will receive the same information at its February 16 meeting pertaining to the selection of the square footage option.

Freeman-Manzanares answered questions on future expansion opportunities if Option 4 is selected. She noted the potential of expanding is not an option if the one-story building is selected.

Colley commented on Greyhound service reductions over the last several years and suggested the agency check on the viability of Greyhound service in the future. Freeman-Manzanares said staff continues discussions with Greyhound officials; they are interested in moving forward. Part of the challenge is designing the space for future expansion needs of the agency or for another carrier.

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Hagenhofer inquired about the source of the local funds. Freeman-Manzanares said the funds are included within the agency's general fund. Hagenhofer asked whether other transit agencies offer commercial space within their facilities. Freeman-Manzanares said it is unlikely there would be sufficient square footage to accommodate commercial space other than for Greyhound service.

Elliott asked about the square footage cost for each of the options. Freeman-Manzanares acknowledged she can provide that information.

Freeman-Manzanares responded to questions about accommodating growth projected within the Master Plan. Option 4 includes meeting space that could be converted to office to accommodate future growth.

O'Connell commented on the lack of usable public meeting space in downtown Olympia.

Abernathy asked whether Option 3 accommodates all current needs and whether it can accommodate any future growth. Freeman-Manzanares said growth projections are based on 2020. Abernathy said it appears Option 3 is the most affordable as it would accommodate all needs and includes some capacity for growth. Freeman-Manzanares said the current plan calls for meeting space on the first floor with staff on the second floor. Within Option 3, it may be necessary to utilize some of the public space for office space. Option 4 provides capacity for growth; however, the square footage could be reduced by eliminating meeting space. Option 4 accommodates meeting space and all staff needs.

Gray suggested an option of providing commercial space on the first floor of Option 4 as a way to help offset costs.

Melnick said it's a business decision in terms of how much money the agency wants to invest today to accommodate for needs in 2020 versus waiting and then trying to figure out how to accommodate staff in the future.

Elliott cited the square footage cost for each option as:

- Option 1 - \$968
- Option 2 - \$687.75
- Option 3 - \$691.90
- Option 4 - \$637.44

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Freeman-Manzanares noted the cost of developing the site is deducted from the square footage cost because that cost is the same regardless of the building option.

Geyen pointed out it appears Options 1 and 2 do not fulfill the agency's needs. She asked about placement of staff if those options are selected. Harbour said the agency would explore other lease space.

Discussion followed on the committee's role in offering a suggestion. Seward said the Authority would like to know if there is a committee consensus or if there are differences of opinion.

Sibree suggested selecting Option 4 will cost less over the long term. It also could afford some commercial space to provide additional revenue. He said his preference is for Option 4.

Elliott said she would prefer to have the square footage cost prior to forwarding a recommendation to the Authority.

Geyen asked whether Option 3 is viable for placement of all staff from their current leased location. Freeman-Manzanares said it's possible if public meeting space is reduced to afford more office space for staff. There could be some meeting space remaining.

Collins asked whether the agency is considering solar power and other alternative energy sources for the new building. Freeman-Manzanares responded the agency is considering a green roof and no air conditioning, as well as other measures that will help achieve a minimum of LEED silver.

Abernathy asked if funds are available for Option 4. Harbour advised there are funds available. Freeman-Manzanares described the agency's three-month operating reserve and additional funds included in the financial model.

It was M/S by Colley and Hagenhofer to recommend Option 4 with consideration for offering a small food/coffee commercial service.

Hagenhofer asked if there is a commitment for public meeting space since this is one of the interests of the committee to ensure the space is not limited only for the agency's use.

Sibree commented on the agency providing public service by providing meeting space that will serve the agency well publicly.

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Gray suggested a friendly amendment to the motion to provide space for commercial vendors rather than limiting it to only coffee or food service. The makers of the motion accepted the friendly amendment.

Freeman-Manzanares commented the potential provision of public meeting space requires additional staff when public meetings are held, such as in the evening. There would be additional operational costs.

The motion carried.

It was M/S by Hagenhofer and Melnick to support the inclusion of public meeting space at a cost.

Seward cautioned members that the discussion was venturing into a policy discussion in terms of establishing costs for meeting space indicating the agency and/or board sets policy. The CAC can certainly advise.

Sibree suggested meeting space should be open for some organizations and some organizations should be charged to cover costs. The meeting space should be affordable for some meeting groups.

Gray suggested contacting the City of Olympia for information on rental rates for the Olympia Center to ensure consistency with other rental space in the community.

Abernathy asked about the hours of operation. Harbour clarified that the space is essentially conference room space and would not be competitive with the Olympia Center. The hours would be similar to OTC hours. Security will be present during those hours.

Colley said there are several groups hold weekly meetings. Although the library has meeting space, it's not possible to schedule the space in advance. There is a need downtown for meeting space that can be scheduled out for several months in advance. Most of the clubs needing meeting space typically have up to 18 attendees. O'Connell said the discussion appears somewhat premature and should be pursued later in the process. Harbour cautioned the CAC this new facility may have only two rooms available, which may be two small conference rooms.

Gray said that based on the earlier discussion on meeting space, the space would be at least as large as the administrative space where current meetings are held. Harbour said the space would not be that large.

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Hagenhofer withdrew the motion and stressed there is considerable interest in offering public meeting space.

D. Amend CAC Bylaws. Seward reported the amendments include changing the membership from 19 to 20 members with one position specifically reserved for a 15-19 year old from Thurston County, adding "15-19 year old" in parenthesis next to the "Youth" category, and adding a second sentence under "Terms" stating, "The youth position will serve a one-year term and is eligible to reapply for a second one-year term."

O'Connell asked about the timing of the term. Seward said it depends on the recruitment process which hasn't yet been determined. O'Connell commented on potential school year conflicts. Seward said CAC terms begin July 1 and end June 30. Recruitment is not a component of the bylaws.

It was M/S/A by Gray and Elliott to approve the amendments to the CAC bylaws, as presented.

REPORTS

A. February 2, 2011, Regular Meeting – Don Melnick provided a recap of the Authority meeting on February 2.

MEMBER & STAFF COMMENTS

Gray asked about the timeline for filling a vacant position. Seward advised the recruitment will take place in May.

Geyen said her son used Google Trip Planner and discovered it provided some inaccurate information in terms of times and bus routes. Harbour advised her to email Bloom or provide feedback on the agency's website. The agency continues to adjust the trip planner. Seward also said she can send the information to her and she will get it to Bloom.

Hustoft reported she recently visited Seattle and viewed another passenger using "One Bus Away" which lets the passenger know the location of the bus. She suggested the agency implement the same program. Harbour advised we are nearing implementation of the same program and is resolving some software issues.

Colley asked about the recent changes in service and whether Braille schedules were released. Seward will follow up.

ADJOURNMENT

It was M/S/A by Elliott and Abernathy to adjourn the meeting at 7:33 p.m.

Prepared by Valerie L Gow, Recording Secretary/President
Puget Sound Meeting Services

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: March 21, 2011**

FOR: Citizen Advisory Committee

FROM: Rhodetta Seward, (705-5856)

SUBJECT: CAC Self Assessment Instrument Review

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- 1) **The Issue:** Whether to make changes to the self assessment instrument.

 - 2) **Recommended Action:** Provide staff direction.

 - 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 Transit Authority.

 - 4) **Background:** In June 2010, after completing the self assessment and reviewing the results, members discussed the instrument and suggested the committee may want to make changes prior to using it again. It was agreed staff would bring the instrument back early in 2011 for a review.

The statements on the instrument have been used for the past several years, with only slight changes. The instrument is distributed in May, along with a copy of the bylaws which includes the purpose statement, officer responsibilities, and the suggested composition of CAC.

Members complete the assessment; staff compiles the results; and the results are shared with the members of the CAC at their June meeting. The results are then shared with the full Authority at a joint meeting in July.

CAC members should review the instrument to determine what works, what's not working, what questions should be added to gain information you feel is missing, should anything be deleted, keeping in mind, the assessment should be a simple survey.

The instrument needs to be finalized by April, so staff can develop the document for distribution in May.

5) Alternatives:

- A. Provide staff direction for changes to the instrument.
 - B. Continue using the instrument currently in place.
-

6) Budget Notes: N/A

7) Goal References: Goal #1, *“Assess the transportation needs of our community.”* Goal #2, *“Provide outstanding customer service.”* The CAC works with the ITA to meet these goals and all goals of the ITA.

8) References: Copy of the Self Assessment Instrument

Instructions: Complete the following assessment by marking the appropriate box that best fits the statement for you. Comments are welcome. If you choose to use this electronically, please note the lines may move on you - you may want to use "insert" and type over the lines in that case.

Please return the form to **RHODETTA SEWARD** by **JUNE 4**. (You will receive this form electronically also.) Any questions, contact Rhodetta at 705-5856. It is requested that you include your name on the document, so Rhodetta will know who has or has not yet submitted a form. Names will not be shared as part of the results; it's for staff tracking purposes only.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
SELF ASSESSMENT
MAY 2010**

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

	<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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: _____

*Strongly
Agree*

*Somewhat
Agree*

*Somewhat
Disagree*

*Strongly
Disagree*

*Don't
Know*

2. The Citizen Advisory Committee represents the community.

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Comments: _____

3. Intercity Transit and the community benefited from our input.

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Comments: _____

4. We add value to the Transit Authority's decisions.

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Comments: _____

*Strongly
Agree*

*Somewhat
Agree*

*Somewhat
Disagree*

*Strongly
Disagree*

*Don't
Know*

5. Our meetings are run well.

Comments: _____

6. I feel satisfied with my participation level within the Citizen Advisory Committee.

Comments: _____

7. I am prepared for the meetings.

Comments: _____

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

8. I feel comfortable contributing at the meetings.					
Comments: _____					

Name: _____

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

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: March 21, 2011**

FOR: Citizen Advisory Committee

FROM: Marilyn Hemmann, 705-5833

SUBJECT: Hawks Prairie Park and Ride - Status Report

1) **The Issue:** To review the status of the Hawks Prairie Park and Ride, a major capital project.

2) **Recommended Action:** This item is for information and discussion.

3) **Policy Analysis:** The Procurement Policy states the Authority must approve any contract over \$25,000. This project includes several points where Authority approval will be required. The Authority appreciates the CAC's input on projects; therefore, staff attempts to keep the members updated on the status of projects when possible.

4) **Background:** The Hawks Prairie Park and Ride project site is located on a leased eight acre portion of the Thurston County Waste and Recovery Center. The 332 space park and ride incorporates a transit transfer site to support current and future service planning opportunities. Intercity Transit is actively involved in the first phase of the project, completing the construction work required to prepare the site. We are also completing planning for the phase two construction of the park and ride facility.

After finishing temporary modifications to the landfill liner, storm water system and gas collection system in October 2010, half the site was preloaded with 148,000 tons of fill to compact subsurface refuse material. The preload material will be moved to the other half of the site in July for another six to nine months of compaction. Phase two design work is 60% complete. Project staff anticipates receiving land use approval in May. Contingent upon receiving WSDOT Regional Mobility funding for the next biennium, staff anticipates completing the 100% design in November and awarding the contract for phase two construction in January 2012. The facility is expected to be operational mid-to-late 2012.

5) **Alternatives:** N/A

6) **Budget Notes:** This project is funded through the Regional Mobility Grant Program. The current WSDOT grant is \$3,038,784, and the proposed 2011-2013 biennium WSDOT grant is \$3,526,892. Our matching funds will be \$591,419. We are currently in line with our cost estimates.

7) **Goal Reference:** This major capital project addresses Goal #2: *“Provide outstanding customer service.”* Goal #3: *“Maintain a safe and secure operating system.”* Goal #4: *“Provide responsive transportation options.”* Goal #5: *“Align best practices and support agency sustainable technologies and activities.”*

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: March 21, 2011**

FOR: Citizen Advisory Committee

FROM: Rhodetta Seward, Executive Services Director, 705-5856

SUBJECT: CAC Youth Position Recruitment Process

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- 1) **The Issue:** Share the ad hoc committee's proposed process for recruiting for the youth position for the CAC.

 - 2) **Recommended Action:** Receive the information; provide feedback and approve the process.

 - 3) **Policy Analysis:** As per the Operating Principles, the Intercity Transit Authority appoints members to the Citizen Advisory Committee. The Authority received the draft process at its meeting March 16. The CAC needs to approve the process or reach a consensus so the recruitment can begin.

 - 4) **Background:** The Authority approved adding a 20th member to the Citizen Advisory Committee, specifically for a youth, 15-19 years old. Recognizing the recruitment process for this age group could require a different strategy, the CAC formed an ad hoc committee comprised of four CAC members and two staff. They met on February 21, 2011, to discuss direction and strategy for recruitment. Attached is a proposal the committee developed for the recruitment. Staff presented the proposal to the Authority at its meeting on March 16 to receive feedback. Any feedback will be shared with the CAC on March 21.

The plan is to begin the recruitment right after spring break - the week of April 11. This means all materials, advertisements, and packets would be prepared by the week of March 28 to deliver to the schools, libraries and other places of distribution. The deadline for applications is May 20, 2011.

Staff will go over the proposal and seek feedback. The goal is to approve a plan on March 21 so staff can move forward in preparing the required documents to implement the recruitment process. The ad hoc's goal is keep the recruitment on the same timeline as the other candidates, with the Authority making the appointment on July 6.

- 5) **Alternatives:** If the CAC is unable to agree upon a plan, it will delay the recruitment process; thereby, potentially missing a spring recruitment. This could delay getting a youth into position until the fall.

- 6) **Budget Notes:** It is estimated the recruitment will cost approximately \$200 as the plan includes advertising in local high school newspapers. All other media outlets have no costs. To place placards inside the bus would cost \$400 for only one position and reach limited youth. Radio is expensive and youth do not listen to a particular station, with most youth using iPods rather than listening to radio.

- 7) **Goal Reference:** Maintaining an active, interested Citizen Advisory Committee supports all four goals, and more specifically meets Goal#1: *"Assess the transportation needs of our community."*

- 8) **References:** Proposal for Youth Recruitment; 2011 Application Form; 2011 Cover Letter.

2011 CAC YOUTH POSTION RECRUITMENT PLAN

Documents

- Use current **application form** with minor modifications
 - Under current employment/ student status (add “if applicable”)
 - Under employer (add “if applicable”)
 - Under areas of interest (add “Local High School”)
 - Under Voluntary Information (add “Age: 15-19”)
 - Add Fax application to (360) 357-6184
 - Add Email application to rseward@intercitytransit.com

- Use current **cover letter** with minor modifications
 - Change 19 members to 20 members
 - 4th paragraph – expand areas applications can be obtained such as from HS career counselor offices and career centers; YMCA; and ROOF in Rochester.

- **Media**
 - Rider Alert – flashier so youth will see it – student appropriate.
 - Flyers
 - Undriver’s Table at Arts Walk
 - Olympia Center
 - Sports Park/Skateboard Park
 - CYS
 - Yelm Community Services
 - Public Bulletin Boards (need to identify these)
 - Chehalis & Nisqually Tribes
 - InterAct Club/Key Club/Honor Society/Leadership Clubs/ Environmental Clubs in each High School
 - The Northern Club on 4th Ave
 - Libraries
 - YMCA
 - Advertisement
 - Local High School Papers – work with Donna on developing
 - Website and Youth page
 - IT Facebook
 - Choosing not to do inside of buses; cost is \$400 and only one position and would not reach that many youth.
 - Choosing not to do radio – kids listen to IPods – not so much radio

- **Timeline**

- Packets/Posters/Advertisements - Out week of April 11
- Deadline for Applications - May 20
- Applications to ITA - June 1
- Interviews - June 6-10 (before school is out)
- Appointments July 6
- First meeting July 18 with Term through June 30, 2012

INTERcity TRANSIT

CITIZEN ADVISORY COMMITTEE APPLICATION

Due: May 20, 2011

Name: _____ Home Telephone: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Current Employment/Student Status (if applicable): _____

Occupation (former if retired): _____

Employer (if applicable): _____

Work Address: _____

Work Telephone: _____ Fax: _____

Cell Phone: _____ Email Address: _____

School (if student): _____

How long have you lived in Thurston County? _____

Please list community groups you are affiliated with (volunteer, professional, etc.) _____

Normally, the commitment to this committee will require 3-4 hours per month. Can you commit 3-4 hours per month to the Citizen Advisory Committee?

Yes

No

The Group meets the third Monday of the month, 5:30 p.m. to 7:30 p.m. Can you meet at this time? Yes No If not, when can you meet?

Do you have any special needs, i.e. transportation, interpreter, other? Please explain

(Using a separate sheet of paper)

Please answer the following and attach your answers to this application:

1. Describe public transportation issues of concern and importance to you.

2. Why do you want to be a member of Intercity Transit's Citizen Advisory Committee? Please share any additional information relating to your interest and/or experience.

Indicate your general location of residence/representation:

- 1. Olympia Community _____
- 2. Tumwater Community _____
- 3. Lacey Community _____
- 4. Yelm Community _____
- 5. Unincorporated areas _____

Indicate your areas of interest you think you might bring to the committee (check all that apply):

- | | |
|---|---|
| 1. Senior Citizen _____ | 8. Youth _____ |
| 2. Persons with Disabilities _____ | 9. Medical Community _____ |
| 3. Local College Student _____ | 10. Social Service Agency _____ |
| 4. Chamber of Commerce _____ | 11. Unincorporated Community _____ |
| 5. Business Representative _____ | 12. City/State Transportation Demand Mgt. Coordinator _____ |
| 6. Service User _____ | 13. Local High School _____ |
| Check all that apply: | 14. Neighborhood Assn. _____ |
| <input type="checkbox"/> Vanpool | <input type="checkbox"/> Dial-A-Lift |
| <input type="checkbox"/> Carpool | <input type="checkbox"/> Express Service |
| <input type="checkbox"/> Fixed Route | <input type="checkbox"/> Star Pass Holder |
| <input type="checkbox"/> Community Vans | <input type="checkbox"/> Park-&-Ride Lots |
| <input type="checkbox"/> Village Vans | <input type="checkbox"/> Other _____ |
| 7. Citizens-at-Large _____ | 15. Native American _____ |
| | 16. Rural Community _____ |
| | 17. Environmentalist _____ |
| | 18. Bicyclist _____ |
| | 19. Other _____ |

Voluntary Information

The Committee desires a broad representation of backgrounds and interests on the committee. The information you volunteer here, which will remain confidential, will assist in this goal.

Race: American Indian/Eskimo _____ Black _____
 Hispanic _____ Caucasian _____
 Asian/Pacific Islander _____ Other (Specify) _____

Gender: Male _____ Female _____

Age: 15-19 _____ 20-30 _____ 31-40 _____ 41-50 _____ 51-64 _____ 65+ _____

Disability: Yes _____ No _____ If yes, list disability _____

Applicant's Signature _____ Date: _____

Please mail this application to: Intercity Transit
 ATTN: Citizen Advisory Committee/Rhodetta Seward
 PO Box 659, Olympia, WA 98507-0659

Or drop the application by: 526 Pattison SE, Olympia 98501

Fax to: (360) 357-6184 or email to: rseward@intercitytransit.com

For more information about the Citizen Advisory Committee, call Intercity Transit at 705-5856.

INTERcity TRANSIT

April 2010

INTERCITY TRANSIT AUTHORITY CITIZEN ADVISORY COMMITTEE

The Intercity Transit Authority is soliciting applications from individuals residing within Thurston County who are interested in serving their advisory panel, the Citizen Advisory Committee. The Committee consists of 20 members from throughout the service area representing seniors, youth, persons with disabilities, college students, chambers, business owners, transit service users, social service agencies, the medical community, neighborhood associations, Native Americans, the rural community, Transit Demand Management, and citizens-at-large. The Citizen Advisory Committee is comprised of both supporters and critics of public transportation.

The Authority is seeking applications from public spirited citizens who are willing to become involved, study the issues, and serve in an advisory capacity to Intercity Transit's governing board.

The Citizen Advisory Committee meets monthly on the third Monday of each month, 5:30 to 7:30 p.m. at Intercity Transit. A copy of the Committee's operating procedures is enclosed.

If you are interested in the opportunity to be part of establishing direction for public transportation in Thurston County community, call (360) 705-5856 for additional applications. Applications are also available at the Olympia Transit Center, at the Administrative Office, 526 Pattison SE, Olympia, all Timberland Libraries, on Intercity Transit's website:(intercitytransit.com), and at Thurston County high school career centers; ROOF in Rochester; and YMCA. Applications are due May 20, 2011.

The Authority will review all applications received and schedule interviews. It is anticipated a selection will be made by late June and appointments made by the Authority at their July 6, 2011, meeting. All applicants will receive acknowledgment and notification of his or her status in the selection process.

For more information about the Citizen Advisory Committee or the selection process, contact Rhodetta Seward, (360) 705-5856.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: March 21, 2011**

FOR: Citizen Advisory Committee

FROM: Mike Harbour, ext. 5855

SUBJECT: State of Intercity Transit

1) **The Issue:** To provide the Authority and the Citizen Advisory Committee information on the current status of Intercity Transit and challenges facing the agency in 2011 and beyond.

2) **Recommended Action:** This is an information item.

3) **Policy Analysis:** This report was requested by the Citizen Advisory Committee in 2005 and presented to the Authority and the CAC each year since this time. This annual update has proven to be a useful exercise for staff and has been well received by the CAC and Intercity Transit Authority.

4) **Background:** Intercity Transit was successful in having a 0.2% sales tax increase approved by the voters in August 2010. This allowed us to implement a modest service increase in February 2011 and to continue moving forward with major capital projects.

However, there continues to be a high level of uncertainty about Intercity Transit's future. The plans by Pierce Transit to significantly reduce service will affect the express service connection between the two counties and could have other impacts on our agency. There will be an increased demand for new service and particularly for improved connections to Sound Transit service in Pierce County. The recent rise in fuel prices could also prove challenging. The State of Intercity Transit report examines these issues and provides an update of our current financial status and options for the future.

5) **Alternatives:** This is an information item.

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

7) **Goal Reference:** State of Intercity Transit Report impacts all goals of the agency.

8) **References: References:** State of Intercity Transit Report 2011

**Intercity Transit Authority
State of Intercity Transit Report
March 2011**

Intercity Transit entered 2010 in the midst of an unprecedented economic downturn. Intercity Transit saw a 3% drop in sales tax in 2008, the first annual decrease in sales tax collections in the agency's history. This was followed by a 10 percent reduction in 2009. We faced tough choices as service levels could not be maintained without new revenue. We faced not only the need for additional revenues, but also an increased need for our services driven by increased unemployment and the inability of human service agencies to meet the needs of their customers.

The major issue facing Intercity Transit 2010 was whether we should place a sales tax measure on the ballot, and if so, when and for what amount. A failure to increase revenues would have necessitated service reductions beginning in 2011 with a total reduction in service of approximately 14%. The Authority directed an extensive outreach effort to the community and our member jurisdictions resulting in the difficult decision to put a measure to increase the sales tax on the August 2010 ballot. The Authority also engaged in a discussion of the level of increase to request from voters. A 0.2% increase would allow Intercity Transit to maintain current service levels while a 0.3% increase was needed to meet anticipated demand for service and to address necessary capital projects. The Authority decided to move forward with a request for a 0.2% increase in sales tax and put the measure on the August ballot. The measure was overwhelmingly approved with a 64% positive vote. The measure passed in each jurisdiction including unincorporated Thurston County.

The passage of this measure resulted in Intercity Transit again being in strong financial condition and allowed a modest service increase in February 2011. Service improvements included increasing service on our busiest route, Route 41 to The Evergreen State College, adding later night and new weekend service on several routes, and improving Sunday express service to Tacoma. We have seen a recent improvement to the local economy with sales tax revenues up by 1.5% in 2010 as compared to 2009 and up over 3.5% through the first two months of 2011.

Intercity Transit experienced something new in 2010 with the first wave of employee turnover hitting the agency. Our Development Director retired after 30 years with the agency and our Maintenance Director left after 27 years to become the Maintenance Director of King County Metro. We also lost our Information Services Manager who had 17 years of service at Intercity Transit. These departures came at a time when we were reluctant to rehire due to the

pending sales tax measure, and all three positions remained open at least six months. We have now filled these positions but are still working to reach budgeted staff levels. Our Human Resources Director will retire in early 2011 and the age of our workforce means we will face an increased rate of turnover over the next five to ten years.

Intercity Transit's major efforts in 2011 will focus on continuing our efforts to expand and improve facilities and equipment. Some of the major projects include:

- Expanding the Olympia Transit Center.
- Constructing the new Hawks Prairie Park-and-Ride Facility.
- Purchase of new hybrid diesel-electric buses.
- Expansion and renovation of the Pattison Street Operations and Maintenance facility

Intercity Transit will continue to improve the quality of service and the availability of information to our customers. We will install solar lighting in over 20 shelters and make improvements at over 30 stops to make them more accessible to our passengers. We recently introduced Google Transit as a trip-planning tool for our customers and will soon offer "One Bus Away" which provides real-time service information to our customers via smart phones or computers. We are also continuing to improve our Web site to make it more useful for our customers.

Intercity Transit will continue to face significant challenges in 2011. While we have seen several months of increased sales tax revenue, the long-term outlook for the local economy remains uncertain. Fuel prices increased dramatically in recent weeks and could continue to do so. This will increase demand for our service while also increasing our costs. We are prepared to quickly expand vanpool service, but it will be difficult to expand express service to meet increased demand. The possibility of Pierce Transit reducing express service between Tacoma and Olympia could result in increased pressure for additional Intercity Transit express service. These and other major challenges for 2011 are presented in more detail later in this report.

A major effort at Intercity Transit in 2011 is one that will be invisible to the general public and our customers. Intercity Transit is one of ten systems in the nation to be selected to receive training and technical assistance to implement an

ISO 14001-certified Environmental and Sustainability Management System (ESMS). This ESMS will require a significant effort by Intercity Transit staff; however, the outcome will be a system that ensures we are doing everything possible to reduce the negative impact of our operations on the environment, can quickly and effectively respond to any unforeseen events to minimize their impacts. This effort will affect all aspects of our agency and ensure we are continually improving and reevaluating how we provide public transportation services to our community.

2010 - Intercity Transit Accomplishments and Successes

The success of the August 2010 ballot measure was the key accomplishment of 2010. Without the passage of the measure, Intercity Transit would be facing service reductions and the delay of major projects. Instead, we have been able to increase service and are moving forward with a number of major projects. The following are some of our 2010 accomplishments:

- Sustained strong ridership and use of Intercity Transit services despite the economic downturn. Fixed-route ridership increased .3% in 2010.
- Completed renovation of the Olympia Transit Center's Customer Service Area. This improved ADA accessibility, restroom facilities, and other areas.
- Completed Transportation Enhancement grant (2006) including improvements at 27 bus stops and 24 new shelters.
 - Solar Light Project underway - bid completed, units ordered (Planning), installation of the first two by Facilities.
 - Working with individual jurisdictions; identified next round of bus stops enhancements for 2011.
- Completed successful negotiation with County for a lease of a 6-acre parcel at their land fill (Waste and Recovery Center) to construct a regional Park-and-Ride facility.
- Received grant money from the WSDOT Vanpool Investment Program (VIP) to purchase 46 replacement vanpool vans.
- Completed a successful Regional Mobility Grant application to acquire buses and operate a new Olympia Express route between Tumwater and Lakewood. Project will move forward if the Legislature fully funds the regional mobility grant program for the 2011-2013 biennium.
- Doubled security hours at Lacey Transit Center.
- 147,017 Dial-A-Lift trips were provided, approximately 4% more trips than 2009.

- Recognized by the State Auditor's Office for our 15th consecutive clean audit report (no findings!).
- Implemented a pilot, year-long Discounted Bus Pass Program for qualified social service agencies and local non-profits.
- Formed 13 new vanpool groups and folded 19 groups for a net loss of six from 2009. At the close of 2010, Intercity Transit had 175 active vanpool groups.
 - Vanpool staff provided training and certification for 393 Vanpool and Community Van drivers and road tests for 17 drivers in our Village Van program.
 - Vanpool staff implemented an updated Rideshare On-Line program and provided ridematch services for over 1,200 commuters last year.
- Community Vans were used by twenty-two different organizations, logging a total of 10,415 miles, and carrying 1,551 people on 164 different trips.
- The Surplus Van Grant program awarded vans to Olympia Early Learning Center and Senior Services for South Sound.
- Village Vans provided 5,960 trips to employment support related sites.
 - Volunteer Drivers contributed 5,221 hours totaling \$113,974.43 in in-kind match. Six succeeded in finding employment.
 - We implemented a new volunteer Administrative Assistant Support position.
 - Our first AmeriCorps volunteer completed 900 hours of service in Village Vans.
 - We received national recognition in three trade publications, one nationwide web site.
 - Interest in duplicating the program came from Colorado, Michigan, Ohio, Idaho and Virginia.
- Information Services continued to implement the recommendations of the 2009 Peer Review and updated systems.
 - Removed Novell as an operating system in order to streamline our network systems, decommission one physical server, and allowed us to reassign two servers to other duties.
 - Conducted our own internal review and reconciliation of all Microsoft product licensing. By upgrading and consolidating software onto existing and new virtual servers, we were able to reduce license counts and decommission six physical servers that were very old and no longer under warranty.

- Decreased the cost and staff time required for email spam management and web-surfing tracking by implementing the Clearswift email appliance and the IPrism web appliances.
- Purchased and installed a new SAN (Storage Array Network) that replaced our existing failing SAN system, giving us substantially more file storage space and the ability to transition our VMWare virtual server system into an enhanced Hi-Availability system.
- The Washington State Transit Insurance Pool (WSTIP) reviewed our IS Security and published a report of our top 11 risks. We partially mitigated six of the eleven.
- Maintenance struggled with staffing issues throughout the year but continued to provide high quality maintenance of vehicles and facilities.
 - Successfully integrated six hybrid vehicles into the fixed route fleet. The hybrids exceeded our expectations with dependability and fuel mileage in their first five months.
 - Converted the entire revenue fleet to “brake-on” retarder operation, enhancing fuel economy.
 - Completed street side camera installation for the entire coach fleet.
- Executive and Training continued to coordinate agency-wide initiatives in a number of areas.
 - Emergency/evacuation plans were put in place and successful drills were held.
 - Another successful United Way Campaign was completed despite the difficult economy
 - Procured nine laptops and began implementation of Electronic Board Packets.
 - Held a successful Board Retreat and directed the smooth introduction of three new board members in 2010 (Mary Dean; Virgil Clarkson; Karen Stites).
 - Implemented ClarityNET web-based safety training for Maintenance and Inventory staff and developed tracking and notification system.
 - Launched Security Awareness Training for Operators.
 - Conducted first Operator Training Bid – included every operator at IT; this will be demonstrated in 2011 at the WSTTIC Training Conference in May for other transit properties.
 - Launched a Passenger Assistance Q&A book for Operators now placed in the lounge as a reference.
 - Updated the bomb threat procedures that were incorporated into the new Operator Manual.

- Marketing and Communications directed the communications effort that led to voter approval of the August sales tax measure. This included producing information that provided Thurston County voters with an unbiased and fair analysis of the implications of passage or failure of the measure. In addition, Marketing and Communications continues efforts to ensure residents in our community are fully aware of available public transportation services. Efforts included:
 - Implemented a record level of public events and activities (127 events). This was a combination of transit fairs, classroom activity, field trips and presentations.
 - Obtained additional grant funds for transportation related community programs and successfully implemented several programs. This includes a 3-year, \$90,000 EPA Energy Grant partnership with TRPC, a 2-year \$100,000 WSDOT Safe Routes to School Grant.
 - Broadened the agency's Walk n Roll program with elementary and middle schools, the implementation of a Frequent Biker and Bike Maintenance Program with Roosevelt Elementary, and the launching new school activity in Tumwater and Yelm.
 - Completed the Healthy Kids-Safe Streets Action Plan, a multi-year effort with broad community input. This effort pulled together transportation and planning professionals, school administrators, elected officials and students to develop a plan that educates and encourages walking, biking, and taking transit.
 - Intercity Transit became the first Founding Licensing Partner of the popular Undriving program, based in Seattle, and successfully tested the program in Thurston County. With the innovative Undriver Licensing Station, Undriving has elicited car-use-reduction pledges from thousands of people from Seattle to Olympia.
 - Established a significant presence at area work sites and advocated trip reduction activity in Thurston County. This includes high use of alternative transportation modes, especially during the twice-yearly Wheel Options event in which 58 area worksites participated and a combined 5,000+ commuters used transit, vanpools, carpools, cycling, walking and tele-working.
 - Witnessed significant jump in use of the agency's web site by approximately 35% in the past year.
 - Successfully launched agency use of social media for customer and public communications
 - Marketing and Communications Manager was selected for the American Public Transportation Association's 2010-2011 national leadership program.

- Planning continued to be actively involved with local jurisdictions in 2010. Other efforts included improving planning and information tools and communications with customers.
 - Completed system-wide bus stop inventory for accurate count of amenities, accessibility and location photos. Converted old Access database and developed a new GIS mapping database for bus stops.
 - Assisted with overseeing software database coordination and launching of IT's web based Trip Planner using Google Transit.
 - Oversaw and coordinated service implementation tasks leading up to February '11 service enhancements (revising street-by-street, route stop lists, revising 230 on-street schedules, working with Marketing on public information, etc.).
 - Completed annual transit pass contract renewals with the State, Colleges, County and TRPC. Added St Martin's University to the transit pass program.
 - Participated in regional transportation efforts associated with the military's Joint Base Lewis McChord (JBLM) impact on the region and WSDOT's efforts associated with the JBLM.

- Dial-A-Lift (DAL) continued to offer outstanding service to our DAL customers. The following summarizes 2010 DAL client eligibility demographics:
 - 2404 total eligible clients, 33 more than 2009
 - 328 applications processed for DAL
 - ✓ 278 Full
 - ✓ 26 Conditional
 - ✓ 19 Temporary
 - ✓ 5 Ineligible
 - ✓ 4 Appeals of eligibility decisions
 - 161 triennial re-certifications
 - 13 Physical Assessments
 - 48 Referrals for Travel Training

- Travel Training also had an active year. The following data summarizes 2010 Travel Training activity:
 - 128 New Clients
 - 350 Travel Training Trips
 - 274 Individualized Trip Plans
 - 40 Group Field Trips with approximately 388 people

- 43 DAL Clients received Travel Training
 - 16 Travel Training Outreach Presentations
-
- DAL dispatch moved into a remodeled space in January 2010. The remodel provides more room for the department, increasing the functionality and comfort of the space.
 - DAL continues coordination with Rural and Tribal Transportation and Beyond the Borders, two programs serving rural Thurston County. Both programs transport individuals into Intercity Transit's service area, improving access to services within the urban area of Thurston County for rural residents.

2011 - Major Capital Projects

Several major capital projects were discussed briefly above and are presented in more detail below. We begin 2011 with three major capital facility projects in progress. These three projects will allow Intercity Transit's service to continue to grow and position the organization to meet the increased demand for an expanded role for public transportation in our community, region, state and nation. These projects address both current needs as well as future growth. The Olympia Transit Center and the Pattison Street Maintenance and Operations facility both need additional capacity today.

These capital projects will be extremely challenging to staff and the Authority. Any construction project is challenging and is certain to include unexpected, and often stressful, events. Undertaking three major projects will require continuing, detailed discussions between staff and the Authority and a clear understanding of the roles of both in the process. These three projects and their challenges are summarized below:

Expansion of the Olympia Transit Center

The current Olympia Transit Center is at capacity and is able to meet current demand only by the City of Olympia allowing bus bays on a portion of Olympia Avenue. In addition to expanding capacity for Intercity Transit's local and regional services, this project also will provide space for a private, intercity bus operator to locate at the facility. The project will also include expanded facilities for customers and staff, bicycle-related facilities and office and meeting space. Additional federal funds from the Surface Transportation Program (STP) are anticipated for design and construction of the facility. This will bring total federal funding for the project to \$4,752,000. A three-story facility is being pursued with a total budget of approximately \$7,900,000. Design will be completed in 2011 with construction anticipated in 2012.

Expansion of the Pattison Street Maintenance and Operations Facility

This will be the largest and most expensive construction project ever undertaken by Intercity Transit. The project has been underway for several years. An alternatives analysis was completed in 1999 that identified use of the adjacent property at Pattison Street and Martin Way, as the most desirable means of expanding the maintenance and operations facility. The expansion plans were put on hold following the passage of I-695 in 2000. The owner of this property approached Intercity Transit in 2004 with an offer to sell the property. Required environmental work was completed and the property was purchased in 2005. In early 2009, a contract was awarded to Tetra Tech in developing a Master Site Plan for the expansion of the Pattison Street facility. The adopted Master Site Plan describes a three-phase expansion that will meet our needs through 2035. The first and largest phase expands the maintenance and operations capacity and completes major site infrastructure requirements and all frontage and street improvements. Phase 2 further expands the capacity of the Operations Department with Phase 3 addressing administrative space requirements.

Preliminary engineering and environmental work for Phase 1 began in early 2010 and is near completion. The Authority will be requested to consider beginning final engineering in mid-2011. The future of federal funding for major projects is uncertain at present, and the decision to move forward with final engineering may be delayed until this becomes clearer.

Hawks Prairie Park-and-Ride Facility

Intercity Transit received over \$3 million in State of Washington Regional Mobility grant funds to begin construction of a 325-space park-and-ride facility at the Thurston County Waste and Recovery Center. This unique project utilizes land with few other feasible uses to provide a park-and-ride facility ideally located near an I-5 interchange. This cooperative effort between Intercity Transit and Thurston County will serve Thurston County residents for many years. An additional \$3.2 million for this project is expected in the 2011-2013 Regional Mobility Grant process.

A contract for design, engineering and construction management work was awarded to KPFF Engineering in early 2009. A feasibility study was completed and led to the successful Regional Mobility grant. Design and engineering work is near completion and site preparation work began in August 2010 with the site being loaded to compress the site and prepare it for construction. This phase of the project will continue until mid-2011. The construction of the facility should be completed by mid-2012.

In addition to the facility projects, major bus and other vehicle purchases will occur in 2011. Seven replacement diesel-electric buses will be ordered in early

2011. These will arrive in mid-2012. Funding is being sought for seven other replacement buses. Eighteen Dial-A-Lift vehicles will be delivered in 2012. This replaces one-half of our Dial-A-Lift vehicles and adds one additional vehicle to the active fleet.

Financial Status

Intercity Transit enters 2011 with reserve funds significantly above the Authority's reserve policy level (reserve equivalent to 90 days operating expense). However, we will not see an increase in revenue from the new sales tax level until March 2011, and reserve levels will be reduced to approximately \$2 million above the policy level at the end of 2011. The financial forecast shows we can maintain current service levels through 2016 and maintain the policy reserve levels.

The assumptions in the financial forecast are relatively conservative, but there remains a great deal of uncertainty. We anticipate sales tax revenue will increase by 2% in 2011, and will increase an average of 3.5% per year in the 2012 to 2016 time period. We anticipate fuel prices will average \$3.00 per gallon in 2011 and increase 3% per year beginning in 2012. Recent sharp increases in fuel prices may be short-term, as we experienced in 2008, or could be a longer term trend. We also assumed 80% federal funding for the expansion of our Pattison Street operating and maintenance facility and for seven new, hybrid buses. We are unlikely to pursue the facility expansion without the federal funding, and we have been successful in obtaining federal funds for vehicles purchases.

The greatest financial challenge we may face is meeting the demand for new service we will face over the next several years. I anticipate we will see increased demand for regional express service as well as for increased local service. Our financial model shows no net increase in service beyond that added in February 2011. The Authority may wish to explore asking voters to approve the final 0.1% of sales tax authority with the tax increase tied to specific service changes. I recommend this discussion be tabled until we have a better idea of the future of federal and State of Washington funding.

Sustainability and Environmental Programs

In 2009, Intercity Transit completed a final version of our sustainability plan. This plan includes long term and short term sustainability goals. Strategic objectives are established in the areas of energy usage, carbon emissions, facilities, materials flow, growth, development and planning for the future. A copy of the Sustainability Plan can be found on our website, www.intercitytransit.com.

In 2010, Intercity Transit was selected as one of ten transit systems to participate in the Federal Transit Administration's Environmental and Sustainability Management System (ESMS) training. This year-long training is designed to result in the implementation of an ISO14001-certified ESMS at Intercity Transit. This is a very large project and will affect the entire organization. We will not only improve our organization in the area of environmental and sustainability management, but we will also have a model of a management system that can be applied in other areas of our agency.

Major Challenges in 2011 and Beyond

The success of the August 2010 sales tax measure allowed Intercity Transit to make a modest service increase (3.1%) in February 2011 and to continue with major capital projects. We should be able to maintain current service levels through 2016 with current revenue. However, there is little room for growth beyond the recently added service and we continue to need new federal funding to complete the expansion and renovation of the Operating and Maintenance facility.

I encourage the Intercity Transit Authority and the Citizen Advisory Committee to focus on the following major challenges in 2011:

Increased demands for service - A major challenge in 2011 and beyond will be to meet increased demands for more service within Thurston County and increased service connecting Thurston County to other counties, particularly Pierce County and the central Puget Sound area. Providing effective and efficient service to the fringes of the Public Transportation Benefit Area (PTBA) will continue to be a challenge. An example is the northeast Lacey area, which continues to grow. This area has some density and a large number of senior citizens. However, it is a significant distance from any current bus service, and many of the residents primarily travel to and from Pierce County rather than within Thurston County. It will be very difficult to provide a transit service that is convenient and effective for this area's residents.

Pierce Transit service reductions - We will be challenged to meet the demands for regional travel in 2011 and beyond. Pierce Transit's February 2011 sales tax measure was unsuccessful. They announced a 35% service reduction will be implemented in September 2011. It is anticipated that 50% of their service connecting Pierce and Thurston County will be eliminated. Intercity Transit must decide whether we will increase service in this corridor when this occurs. Without additional service, we are likely to see overcrowding on our service and the inability to carry all customers.

Improving Dash service and increasing productivity – Intercity Transit made a commitment in 2010 to review the Dash service and to take steps to increase its productivity. This effort should involve all stakeholders in the discussion and should include adequate opportunity for public input.

Working with Sound Transit - Sound Transit will expand its commuter rail service, The Sounder, to Lakewood in 2012. When this occurs, we are likely to see an increased demand for express service connecting to this service. In addition, we have seen increased discussion of the possibility of extending Sound Transit commuter rail to Thurston County. Sound Transit has no plans to do this or even expand service to DuPont. There are significant operational issues need to be overcome to extend service south of DuPont, and the cost would be very high. In addition, the political mechanism required would necessitate Thurston County, or some portion of Thurston County, joining Sound Transit, and implementing significant sales and other taxes. It is difficult to see the level of benefit that would justify the high cost of this action and of extending commuter rail service. I recommend we continue to focus on high quality bus service as the primary means of connecting Thurston County to Pierce County and Sound Transit services, and we focus our investments in this area.

Improving Dial-A-Lift - A continuing service challenge will be to serve the increasing number of Dial-A-Lift clients and other aging members of our community. Thurston County is getting dramatically older. The population of Thurston County is expected to increase by 68% between 2010 and 2040 while the number of persons over 65 is expected to increase by 165% in this same period. Mobility and the ability to drive both decrease with age. We are likely to see a significant increase in DAL-eligible persons, and the demand for service that reduces walking distance and offers more flexibility.

Adjusting to fuel price changes - A challenge identified in last year's report - the volatility of fuel prices - will continue to be a significant issue. A \$1.00 increase in fuel prices increases annual expenditures by approximately \$1 million. Diesel prices increased from \$2.00 per gallon in early 2007 to a high of \$4.50 per gallon in June 2008. Prices fell to \$1.50 per gallon in early 2009 and rose to approximately \$2.25 per gallon in late 2009. Prices continue to hover at approximately \$2.25 per gallon for our B20 diesel/biodiesel blend throughout 2010. Fuel prices appeared to have stabilized in 2010, but recent international events and the global economic recovery have again resulted in sharp fuel price increases. There continues to be great uncertainty about the future price of fuel. This is a cost we have little control over. We must continue to budget fuel costs conservatively to avoid a sudden unexpected cost increase, resulting in the need to reduce service levels.

Succession Planning – We need to increase attention to and planning for the aging of our workforce. Two department heads left our organization in 2010 and the remaining four and the General Manager will likely retire before 2018. We will also lose many of our division managers, technical staff and supervisors during this time period. We must provide training for current staff to step into these positions to the greatest extent possible.

Sustainability and implementation of the Environmental and Sustainability Management System (ESMS) - Full implementation of the ESMS and ISO-14001 certification will require a significant commitment by the entire organization. We should also continue to expand our sustainability plan and implement actions and policies that reduce our Greenhouse Gas (GHG) emissions and energy usage.

Keeping fares affordable for persons with low incomes – We should continue to work with the community to find ways to make public transportation more available and affordable to persons with low incomes. The Reduced Monthly Bus Pass program is a good first step. We will evaluate this program in mid-2011 and determine if it should be continued.

Effectively using technology – We should continue to define the role of Information Systems and technology management in our organization and to use technology to improve our communications with our customers. New technology must be cost-effective and result in improved service to the community.

Integrating with the regional fare system (ORCA) - We should continue to work with Sound Transit to determine the best way to coordinate with and possibly join the ORCA regional fare system. We should focus on extending the service to our express service and then determine if the system can be implemented system-wide.

Conclusion

I ended the 2010 State of Intercity Transit report on a cautious note due to the uncertainty of future funding. This year I have to be optimistic. We have incredible community support and continue to see growth in our ridership and demand for our service. We have a resilient and strong organization that has shown the ability to react to unforeseen conditions and the commitment to continually improve our services. We developed and strengthened community partnerships and continue to improve training for all employees. Our Citizen Advisory Committee continues to be actively engaged and strengthens our connections to the community, and the quality and thoroughness of staff work.

The Intercity Transit Authority continues to push the organization to excel and to ensure we stay connected with goals and needs of our member jurisdictions and the entire community.

We will face the challenges outlined above; we are well positioned to do so. The uncertainty about the economy and fuel prices requires us to be cautious and conservative about adding service or new programs. However, we remain poised to take advantage of increased federal, state or local funding and can quickly implement new service and move forward with capital programs. We continue to seek new funding and partnerships that will allow us to be more effective.

We provide excellent service to our customers and the entire community. We have one of the most modern and attractive bus fleets in the nation, and are one of the most effective systems in using technology to increase customer service and safety and continue to seek to improve in this area. Our service continues to improve; our ridership continues to grow. We have had incredible success in recruiting excellent new employees and our current employees strive for continuing improvement. Few other transit systems in the nation can compare with the quantity, quality, and diversity of service we offer to the Thurston County community.