

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
August 15, 2016  
5:30 PM**

**CALL TO ORDER**

- |              |  |                |
|--------------|--|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>  | <b>1 min.</b>  |
| <b>II.</b>   | <b>MEETING ATTENDANCE</b>  | <b>3 min.</b>  |
|              | A. August 17, 2016, Work Session (Joan O'Connell)  |                |
|              | B. September 7, 2016, Regular Meeting (Mitchell Chong)   |                |
|              | C. September 21, 2016, Joint Meeting of Authority and CAC (All)  |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - July 18, 2016</b>   | <b>1 min.</b>  |
| <b>V.</b>    | <b>CONSUMER ISSUES CHECK-IN</b>  | <b>3 min.</b>  |
|              | <i>(This is to identify what issues you wish to discuss later on the agenda in order to allocate time).</i>  |                |
| <b>VI.</b>   | <b>CAC PHOTOSHOOT FOR RECRUITMENT IN BUS YARD</b>  | <b>45 min.</b> |
| <b>VII.</b>  | <b>NEW BUSINESS</b>  |                |
|              | A. 2016 CAC RECRUITMENT (Nancy Trail)  | <b>10 min.</b> |
|              | B. CAC SELF-ASSESSMENT RESULTS (Ann Freeman-Manzanares)  | <b>30 min.</b> |
| <b>VIII.</b> | <b>CONSUMER ISSUES - All</b>   | <b>20 min.</b> |
| <b>IX.</b>   | <b>REPORTS</b>   |                |
|              | A. July 20, 2016, Work Session (Ursula Euler)  |                |
|              | B. August 3, 2016, Regular Meeting (Walter Smit)   |                |
| <b>X.</b>    | <b><u>NEXT MEETING - JOINT MEETING WITH AUTHORITY, WEDNESDAY, SEPTEMBER 21, 2016 AT 5:30 PM - DINNER WILL BE SERVED SO PLEASE ARRIVE AT 5:00 PM.</u></b> |                |
| <b>XI.</b>   | <b>ADJOURNMENT</b>   |                |

**Attendance report is attached.**

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*If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 705-5857.*

*Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).*

**Minutes**  
**INTERCITY TRANSIT**  
**CITIZEN ADVISORY COMMITTEE**  
**July 18, 2016**

**CALL TO ORDER**

Chair VanderDoes called the July 18, 2016, meeting of the Citizen Advisory Committee (CAC) to order at 5:35 p.m. at the administrative offices of Intercity Transit.

**Members Present:** Chair Victor VanderDoes; Sue Pierce; Ursula Euler; Jonah Cummings; Walter Smit; Billie Clark; Joan O'Connell; Carl See; Mitchell Chong; Lin Zenki; and Leah Bradley.

**Absent:** Vice Chair Jan Burt; Michael Van Gelder; Aria Perez; Quinn Johnson; Denise Clark; and Ron Hughes.

**Staff Present:** Ann Freeman-Manzanares; Eric Phillips; Jeff Brewster; and Nancy Trail.

**APPROVAL OF AGENDA**

**It was M/S/A by EULER and SMIT to approve the agenda.**

**INTRODUCTIONS**

**VanderDoes introduced Authority member, JEFF GADMAN.**

**MEETING ATTENDANCE**

- A. **July 20, 2016, Work Session - Ursula Euler**
- B. **August 3, 2016, Regular Meeting - Walter Smit**
- C. **August 17, 2016, Work Session - Joan O'Connell**

**APPROVAL OF MINUTES**

**It was M/S/A by PIERCE and EULER to approve the minutes of the June 20, 2016 meeting.**

**CONSUMER ISSUES**

- *Chong* - kudos for staff.

**NEW BUSINESS**

- A. **BUS TECHNOLOGY -** (*Paul Koleber*) Koleber indicated he was responsible for the maintenance of the agency vehicles. He provided the fleet composition: Fixed Route 71 buses (23 hybrid/48 conventional); Dial-A-Lift (DAL): 35 Diesel and purchasing 5 propane; Vanpool: 261 (including 4 Department of Transportation grant vehicles); Village Vans/Community Van: 8 vehicles; Staff/Service/Support: 22 vehicles. Maintenance supports a total of 402 vehicles and currently has 40 budgeted staff positions.

## **Intercity Transit Citizen Advisory Committee**

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Koleber shared that when he accepted this position he was told that it was important to support the core business and values. He encouraged staff to take everything out and play with it. He wanted to take a fresh look with fresh eyes. He encouraged staff to work with other agencies if they have solutions. Staff did a lot of work with preventative maintenance programs and implemented new FTA standards. Staff did a lot of testing on the oil and experimenting with a blend of synthetic oil that doubled the mileage between oil changes. Staff also experimented with a fuel additive that resulted in increased fuel efficiency by 4%. It creates less drag on the motor and cuts engine wear in half.

*VanderDoes* – asked how staff tested the oil.

*Koleber* – indicated they sent samples off to labs for scientific testing.

*Bradley arrived.*

Koleber discussed the work staff did with coach tires and that by purchasing tires that are rated up 2 load ranges they could carry more weight more safely and had less rolling resistance. The new tires cost the agency over \$100 less per tire. It was determined that the tires can travel 64,000 more miles and use 4,300 less gallons of fuel.

Koleber relayed information on new technologies that staff is tracking. Diesel/electric hybrid buses are quiet, but they cost 30% more per bus to purchase. They were supposed to get 23% better fuel mileage and emit fewer emissions. Now studies are saying maybe not so much. Traditional diesel buses ride in what they call the “sweet spot” all day long and it works. The hybrids are trying to push a bus with a small diesel engine. The buses use the battery to get moving until the engine kicks in and is doing the pulling. The hybrids are working so hard that they are actually spewing more emissions. The half-life rehabilitation costs for hybrids is \$300,000.

Koleber reviewed compressed natural gas technology currently utilized by Pierce Transit and Walla Walla transit. He indicated there is a 10% upcharge to have tanks added to the buses. Currently the agency doesn't have a way to fuel them, and the infrastructure to fuel them is very expensive.

Koleber spoke about hydrogen fuel cell technology. He indicated the buses run on hydrogen and the byproduct is pure water. The technology is bigger in Europe. As with compressed natural gas, the agency does not have the infrastructure in place for this.

Koleber shared information on the use of fully electric buses, and that they don't have the range many expected. He indicated a lot of agencies are trying them, and the challenge is the cost of the bus is expensive at about \$500,000 to - \$1M. It also means agencies must install charging stations and they cost anywhere from \$50,000 - \$750,000. He believes the price will come down over time. Koleber showed photos of a bus that caught fire while being demoed at Mason Transit. The technology is evolving, but it isn't there yet.

Koleber requested committee feedback on the possibility of purchasing a different style of buses that have a curved nose, offer better visibility; and help with blind spots. The style is referred to as BRT effects and also known as European. The windshield glass is tipped like a car and doesn't have the reflection problem that drivers currently deal with. Some of the

## **Intercity Transit Citizen Advisory Committee**

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new styles can accommodate a 3 bike carrier, which is a common request from riders. The new styling adds about \$17,000 to the purchase price.

*Koleber* answered questions.

*VanderDoes* - remarked he was impressed with the research.

*Koleber* - indicated he was excited about where the agency is headed.

*O'Connell* - liked the idea of waiting until the electric industry worked things out before jumping in.

*Koleber* - stated he spoke with Wenatchee and the reliability of electric bus is at about 40% to 50% at any given time. That is a deal breaker for the agency. The chargers aren't working as promised and the vehicles don't have the range.

*Freeman-Manzanares* - asked the committee what they thought about the BRT or European styling. When the agency purchased diesel/hybrids the potential fuel savings and clean technology off-set the additional expense. The environmental statistic aren't as good as initially presumed and not only is the initial cost more, but the midlife rehabilitation costs are \$300,000 versus \$50,000. The general consensus was appreciation for the BRT styling.

*Koleber* - acknowledged the Authority decision to move forward with clean diesel.

*Zenki* - remarked that it would be a good thing to put on the website. She believes the information is counterintuitive to what the community might think. She likes the new style and thinks people will be surprised by the information.

*Gadman* - stated the regulations regarding clean diesel for motor vehicles has been aggressively attacked. They have made huge progress in making diesel burn cleaner, putting out a lot less particulate than they used to.

*Pierce* - indicated drivers try to leave the lights on when it's dark and the reflection is difficult for drivers.

*See arrived.*

*Koleber* - stated the front wheel housing was painted black due to the reflection issues it created for drivers.

*Gadman* - remarked that he likes the more modern look.

*VanderDoes* - inquired about the agency's biodiesel

*Koleber* - indicated the agency uses a blend.

*Freeman-Manzanares* - stated the agency has to balance between leading edge/bleeding edge technology and the fact that the FTA allows a 20% spare ratio. Systems testing new technology, which is considered proven technology by FTA, are

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having trouble complying with the 20% spare ration when some of their vehicles are out of service so frequently. In addition, the drivers here are frustrated with the lack of power in the hybrid vehicles.

*Koleber* – indicated the staff ran a test and rode to Tacoma. As the coach came out of Tacoma he thought he was going to have to get out and push. They tweaked the setting on the Allison's for increased performance on 5 buses to the most horsepower buses can give you. Nobody could guess which coaches they did it on. Pushing a 40,000 lb vehicle with a pick up engine isn't feasible. Not only did it not work well but if you are altering the engine to that degree, you are not getting good fuel economy.

*Gadman* – stated the terrain here is an argument against electric buses.

*Koleber* – indicated while testing one of the electric buses going up courthouse hill the gauges were drained. Another problem with electric buses is they have had to lighten them up. Some of the panels and ceiling were sagging on a brand new coach they wanted \$700,000 for. That's problematic.

*Zenki* – remarked that safety is an issue.

*Pierce* – indicated the perception of safety as well.

*Phillips* – asked about the performance of the BRT fleet at C-Tran.

*Koleber* – indicated the BRT fleet was very well received, and people like the styling.

*VanderDoes* – asked if Koleber was having fun and like working at IT.

*Koleber* – stated he was a technician when he started at IT. He left to get some management experience and came back as soon as the opportunity presented itself. He stated he has great and supportive management in Ann and Jim and he couldn't ask for better. The focus is on continual improvement and supporting the core business of this agency. He is thrilled to be here and yes, he is having fun.

*Freeman-Manzanares* – remarked that staff is thrilled with Koleber and he has made tremendous improvements both technologically and in terms of culture since he arrived.

*Freeman-Manzanares* – indicated the Authority has expressed their interest in pursuing clean diesel technology and forecasting a 15 year replacement cycle. FTA's replacement cycle is recommended at 12 years. This exercise prepares us to look at our next replacement in a 2018/2019 timeframe. Although it depends on the bus market, typically it takes about 18 to 24 months to receive buses so we're having the conversations now so we can focus on specification development. Staff will continue to study new technologies.

*VanderDoes* – remarked that he had apprehension about leaving hybrids and staff's analysis has alleviated his apprehension.

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*Gadman* – stated that the financial forecast tool IT uses is very useful. Looking long and short term, the hybrid's don't pencil out. As good stewards of public funds, the Authority must be responsible.

Eric Phillips introduced Jeff Brewster as the new Marketing, Communications and Outreach manager.

- B. DRAFT TRANSIT DEVELOPMENT PLAN (TDP) - (Eric Phillips)** Phillips shared information on the purposes of the document and that it was a state requirement. The document provides a recap of 2015 and then looks at 2016-2021 under a constrained plan. The interesting stuff is at the end in the appendices. The annual requirement includes a public process culminating in a hearing on August 3, and notice goes out this week. The final document gets forwarded to the state. There are 3 key things under the statute including a description of the system; any changes; and then a summary of the operating capital and finances. There is a rolling stock summary; equipment and facility inventory; and fixed route summary.

Phillips indicated the document also includes a history of the system. State sets rules that the agency has to aspire to be consistent and in coordination with the growth management act. There is a new section for economic vitality that staff needs to report on in the plan. If there was an increase in service it would be detailed. There was a .03% increase last year in Tumwater.

Phillips discussed the appendices and remarked that appendix D is the operating data that summarizes service headways by route; how much revenue service hours are deployed for each of the routes; and how many miles are involved. He mentioned the committee may find the service summary classification and hours/riders/per hour and performance measurement interesting. This provides the different types of vehicles and how they are assigned by routes. Some routes limit the size of the vehicles deployed.

*Phillips* answered questions.

*Cummings* – inquired about revenue service hours in appendix D.

*Phillips* – replied that revenue service hours do not include the time the bus is headed to the point where it starts the route. This is called deadhead time. Revenue would be when the bus is in service on a route.

*Freeman-Manzanares* – indicated staff does a great job pulling together this information and it is useful for the CAC and the ITA to utilize in terms of performance. It is indicative of policy decisions regarding coverage and frequency. Some routes are lower performing but provide lifeline service. Some of these serve facilities that need to be service but are not in more densely populated areas therefore have lower ridership.

*O'Connell* – remarked it was great information when she was new to the committee and continues to be really useful.

*Cummings* – stated he was curious about Route #49 in the service routes summary as one of the highest performing routes.

*Phillips* – Staff looks analytically at the stop level and what’s potentially driving change. The system will be analyzed as a whole as part of the short range planning process. This is really a necessary exercise to see if we can better serve our community.

*Chong* – asked how long it takes to determine if another bus needs to be added to a route.

*Freeman-Manzanares* – because of our limited rolling stock, the answer is, it depends. If it’s peak service, we likely don’t have the ability to send additional buses to cover overloading situations. If it’s off-peak we likely can send a back-up bus. If the situation is perpetual, we look to increase frequency. Increasing frequency at this time would require additional equipment which would take approximately 18-24 months to get and the capital to purchase the equipment.

*Zenki* – inquired if the agency was any closer to something like ORCA card.

*Freeman-Manzanares* – stated fare systems are complicated. When the ORCA system was developed they had grant funds to help them purchase the system. IT was not included in that initial process. Staff requested to be included in the system once it was up and running. The charge to be included was exorbitant and unobtainable for us. Years later we looked to a member system to sponsor us in terms of evaluating what it would take to join. We had a financial agreement with Pierce Transit. They began to have financial issues and determined they needed to back away from their sponsorship. Now the region is studying ORCA II. They know we are interested in participating in the One Regional Card. Part of the challenge is our farebox system is old and no longer supported. We likely will have to migrate to another system before the Puget Sound has made a decision on a new system.

*Phillips* – indicated there are a lot of pieces to that and money creates issues.

**C. SHORT/LONG RANGE PLANNING STRATEGY – (Eric Phillips/Ann Freeman-Manzanares)**

Freeman-Manzanares discussed the short/long range planning strategy last done in 2006. The agency has a contract with Nelson Nygaard to pursue an updated planning process. The last process consisted of an in depth analysis of the fleet/routes and a constrained model for long range outlook. Staff is proposing we expand this study to include a more thorough evaluation and more scenarios for future possibilities. The community conversation is a huge driver of the need to expand our thinking and approach to the plans. The end goal being to present some solid examples of what our service might look like if we remain the same; if we look smaller; if we are able to exercise our final one tenth in sales tax; or if we get the opportunity to increase the local options from the legislature; and what an expansion might look like.

Phillips indicated normally a system review starts with tearing apart the current system to look at all the details. Consultants look route by route/stop by stop, and complete a detailed analysis and do a lot of number crunching. They look for opportunities to make improvements and make sure it is the best design for service delivery. It is a very analytical look at what the agency is doing. It will show what the options are for improving and

## **Intercity Transit Citizen Advisory Committee**

**July 18, 2016**

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include trade-offs for marginally performing routes; and look at what the cost would be to trade one neighborhood for a different neighborhood.

Phillips stated the long range plans looking back at the history of Intercity Transit have done a very constrained look at the agency's system. This provided a fixed route system review looking only within the limits of what the current budget allows. Here is where we're at and this potential can only be accomplished if the agency gets more funds.

Freeman-Manzanares indicated during that time staff was looking at northeast Lacey, and the Authority made some difficult decisions. They increased frequency on the 62 instead. Tumwater has annexed several areas. Officials have indicated a top question is when are they getting transit service. A desire is to have the agency look at current and anticipated land use and serve our entire PTBA. Staff is working with the consultant looking at what it might cost to expand service. We are waiting to hear back on that and will discuss with the Authority this week.

*Phillips/Freeman-Manzanares* answered questions.

*Gadman* – stated the board would discuss these very things to determine trigger points on when the agency needs to expand service at their annual retreat.

*Phillips* – indicated the idea was to come up with a better understanding of what the community wants to see, and not just three options. This work would provide some stepping stones moving forward.

*Freeman-Manzanares* – noted the conversations with the CAC and ITA have indicated both want to talk about the potential of adding service to support development and support comprehensive plans. The Pattison facility has to be rehabilitated and expanded to provide our current level of service. We can't expand service without addressing the maintenance and operations base.

*Gadman* – asked the committee if they would recommend the Authority take on the additional costs for the broader look through the Community Conversation.

*O'Connell* – remarked it really is worth the money to do this work.

*Euler* – confirmed the agency wants to broaden the study because you are opening the doors to look at some other revenue services and expand service.

*Phillips* – Staff wants to give people the opportunity to see what that might look like. The concern was not doing the work might not show the full picture and create alternatives. Staff would like people feel like they know what they will get long-term. The technical expertise these consultants offer is unparalleled. We have one of the better consultants who works with systems this size. He's going to tell the agency if there are problems and staff is very comfortable with their work.

*See* – asked if the opportunity presented itself does the agency have the staff resources and plan for how to use the studies together.



## **Intercity Transit Citizen Advisory Committee**

**July 18, 2016**

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*Phillips* – indicated the scope of work includes the short term plan in phase I and marry it with the public participation process which would include a public process. The long range plan becomes a set of implementation strategies. This work would expand the long range pieces and redevelop those alternatives to give the agency some understanding of community preferences. It will yield constrained and unconstrained alternatives showing the community what it would take to get there. This would definitely be an expanded version of what staff had previously scoped. He added it is a good time to do the work and identify what the future system looks like and what the costs are to get there.

*Freeman-Manzanares* shared that from the time the agency was awarded the funds Eric Phillips and Jeff Brewster have been hired. While we are still in the process of filling some positions, the agency is in a good place to look at doing the expanded work, and she doesn't think the agency can afford not to.

*Euler* – commented that the process will be more of a community engagement not consultant and staff.

*Phillips* – indicated that the area is on the heels of unprecedented economic times, considering the economic losses the agency sustained in recent years. The agency's revenue streams make it very vulnerable, and the agency knows what it looks like supporting a community in those down times.

*VanderDoes* – remarked that he keeps wondering why the agency wouldn't do it. This is true marketing – finding out what they need and if the agency can provide the service.

*Euler* – inquired if the Authority approves it does the agency have a plan to implement it, knowing it can take years to do it.

*Pierce* – remarked that as staff finds out what the community wants they will find out what the community doesn't understand.

*Phillips* – stated staff will keep it practical because it is important for people to understand.

*Cummings* – asked if staff had looked into whether the county or cities have done any studies for their own purposes that might apply.

*Phillips* – indicated the scope includes evaluating the work that's out there and that includes the work jurisdictions are doing on their comprehensive plans and the regional modeling with TRPC's travel demand forecasting data. This also shows where the region will be going 20 years from now. All the plans will be looked at for consistency.

*Pierce* – shared that Intercity Transit does a good job of reaching out and getting information out. She remembered a few years back being upset at a proposed plan for the Express routes. When she got to the meeting and listened to the presentation it all made sense. It makes sense to spend the money and do the expanded work.

## **CONSUMER ISSUES**

## **Intercity Transit Citizen Advisory Committee**

**July 18, 2016**

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- *Chong* – had kudos for staff on an issue he had with a stop on route #94. He appreciates how helpful staff was in resolving the issue.
- *Chong* – would like some written documentation on how consumer issues have been settled.

*Freeman-Manzanares* – indicated she will work with staff on getting that information back to the committee.

### **REPORTS**

- Freeman-Manzanares provided the report from the ITA Regular meeting on Wednesday, July 6, 2016, including the TIP adoption; review of the draft TDP; and a review of the CAC Bylaw amendment proposed.
- Freeman-Manzanares provided the General Manager's report including reading an email from Charles Richardson thanking the committee for his tenure. The agency participated in the Lakefair parade and CAC members VanderDoes and Pierce attended as did Authority member Ryan Warner. The next parade will be the holiday parade and all are welcome. Morningside clients joined the group on bus too. The agency sponsored a local rodeo for our operators at the Olympia Airport. Last year staff won the Grand Champion award at the state level Rodeo. Twelve operators attended including some from King County and did so on their own time. About 40 employees came out on Sunday to judge and assist. While our operators were practicing the OFD came out and one of our operators was able to drive the fire truck. One of the agency's operators who is a pilot took some aerals of the roadeo which were distributed. Sales tax for June 13.56% and up 9.5 -10% over last year. Please join staff celebrating Transit Appreciation Day on August 10<sup>th</sup> in the bus yard – the program starts at 12:04 pm.

Gadman – shared the Authority's appreciation for the work the committee does and donating their valuable time. When attending transit conferences across the country he shares how valuable the agency's citizen advisory committee's work is to the Authority and agency.

**NEXT MEETING: August 15, 2016.**

### **ADJOURNMENT**

**It was M/S/A by O'CONNELL and CUMMINGS to adjourn the meeting at 7:38 pm.**

Prepared by Nancy Trail

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**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-A  
MEETING DATE: August 15, 2016**

**FOR:** Citizen Advisory Committee

**FROM:** Nancy Trail, 705-5857

**SUBJECT:** 2016 Citizen Advisory Committee Recruitment

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- 1) **The Issue:** Present timeline and process information for the 2016 Citizen Advisory Committee (CAC) recruitment.
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- 2) **Recommended Action:** Select three CAC members to join three ITA members as the 2016 CAC member selection committee.
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- 3) **Policy:** In 2001, the Intercity Transit Authority chartered a Citizen Advisory Committee. In 2011, the Authority approved an additional youth position, increasing the number of members from 19 to 20. It was the Authority's direction to conduct an annual recruitment. New members are appointed by the Transit Authority.
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- 4) **Background:** The CAC is comprised of 20 members. CAC members serve three-year terms, and may serve two consecutive three-year terms. The youth position(s) is a one-year term with the option to apply for a second one-year term. The youth can also apply for the regular three-year position if they wish to continue on the committee. Staff conducts a recruitment in the fall to fill vacancies which may occur throughout the year through expiration of terms, resignations, or if members do not seek reappointment.

Three Authority members, along with three CAC members will comprise the ad hoc committee which will conduct the interviews and make recommendations to the Authority for appointment.

Please note there is an additional time commitment to conduct interviews.

The deadline for applications is scheduled for October 28, 2016. The Authority would then make the appointments in December, 2016, and terms would begin January, 2017.

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

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

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7) **Goal References:** Maintaining active, interested Citizen Advisory Committee members supports all agency goals.

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8) **References:** Timeline attached.

**Citizen Advisory Committee**  
**RECRUITMENT TIMELINE**  
 Fall 2016

<b>Date</b>	<b>Process</b>
Aug. 15, 2016	Seek 3 volunteers from CAC for ad hoc committee.
August 17, 2016	Seek 3 volunteers from ITA for ad hoc committee.
Aug. 1 – Aug. 30, 2016	Update advertisements, application materials and assemble packets.
Sept. 1– Oct. 28, 2016	Advertise CAC volunteer opportunity. Distribute application materials. Continue to promote.
October 28, 2016	Applications due.
October 31, 2016	Reviewed for eligibility.
Nov. 2, 2016	Final list of applicants go to Authority for review and selection of candidates to interview.
Nov. 7 - 18, 2016	Interviews (possibly coordinate with 11/16/16 Authority meeting)
Dec. 7, 2016	ITA makes appointments to CAC.
Dec. 8 - 14, 2016	Staff to notify and schedule new member orientation (with orientation prior to first meeting).
Jan. 16, 2017	First meeting for new members.

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-B  
MEETING DATE: August 15, 2016**

**FOR:** Citizen Advisory Committee

**FROM:** Ann Freeman-Manzanares, 705-5838

**SUBJECT:** CAC Self Assessment Results

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1) **The Issue:** The Citizen Advisory Committee (CAC) will discuss the results of their recently completed self-assessment.

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2) **Recommended Action:** Discuss results of the assessment; prepare to share the information with the Authority at the joint meeting.

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3) **Policy Analysis:** Per the Operating Principles, the CAC will conduct a self evaluation (assessment) at least annually and present the results to the Transit Authority.

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4) **Background:** All 20 members of the CAC were eligible to participate in the self-assessment process, and 14 members completed the self-assessment. The results and comments are included in the attached document.

Members will have an opportunity at the meeting to seek clarification, discuss and share ideas. If the CAC identifies areas needing further development, staff will work with the Chair to schedule time for additional CAC discussion.

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5) **Alternatives:** N/A

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

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

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8) **References:** 2016 CAC Self-Assessment Results.

# CAC Self Assessment 2016

Wednesday, June 22, 2016

# 14

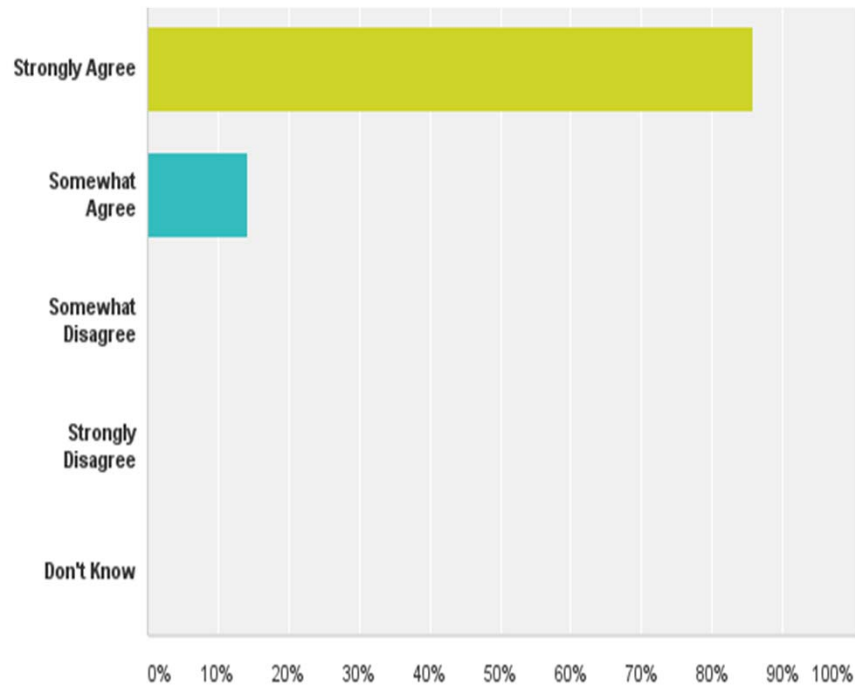
**Total Responses**

Date Created: Monday, May 16, 2016

Complete Responses: 14



## Q1: We remained faithful to our purpose.

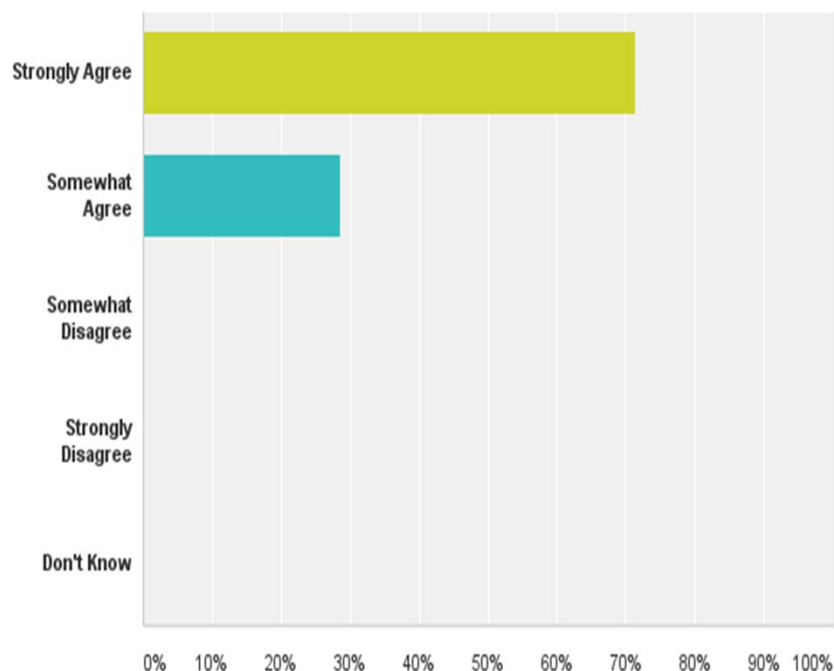


Answer Choices	Responses
Strongly Agree	85.71% 12
Somewhat Agree	14.29% 2
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 14</b>	

### Comments:

- I believe we worked hard to address issues and bring our ideas and opinions to IT and the ITA.
- We talk about transit issues and citizen concerns.

## Q2: The Citizen Advisory Committee represents the community.



Answer Choices	Responses
Strongly Agree	71.43% 10
Somewhat Agree	28.57% 4
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 14</b>	

### Comments:

- What a great group of people we have. Different age groups, different ethnic backgrounds, different jobs, different areas of residence. And yet, SO much the same....all caring about our transit system. Yes, I DO think we represent the community.
- I feel this has really improved with representation of the new members. Feels there is a better mix of younger and older riders, as well as different services like the Dial-A-Lift, Express bus, and trunk routes.
- Specifically the community of marginalized groups. There are statistically more young and disabled persons than the overall average of the community (I think) and that's not a bad thing. Those are the voices often unheard, anyways.

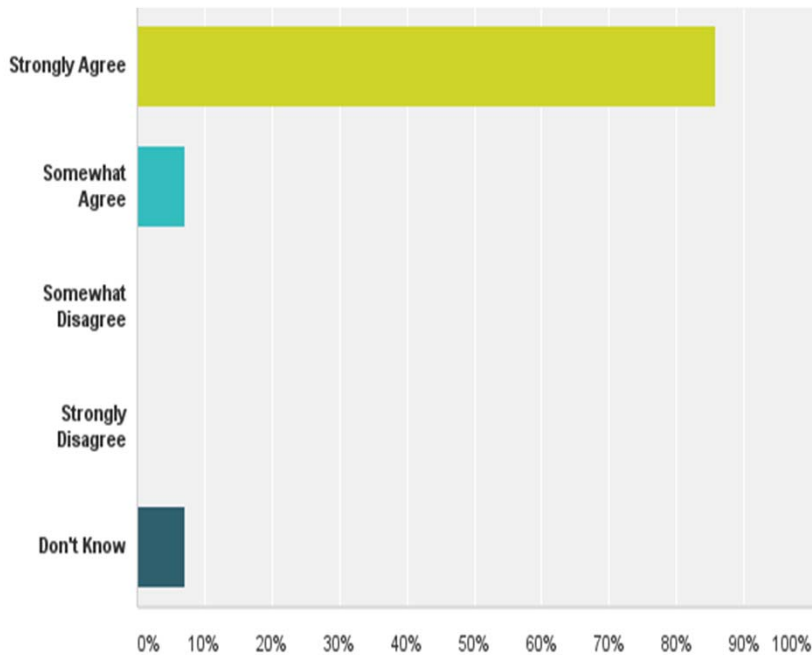
## Q2: The Citizen Advisory Committee represents the community.

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### **Additional Comments:**

- We have a diverse group of people from all walks of life.
- We represent the community, but are not necessarily representative of the community. People who work nights, for instance, would have more difficulty volunteering as they would need to take the time off of work, despite many being regular transit users. I don't know if this is a problem or not -- I think it would depend on whether those groups who would struggle to attend CAC meetings feel like their concerns are still being addressed. Maybe a question for the next ridership survey.

### Q3: Intercity Transit and the community benefited from our input.

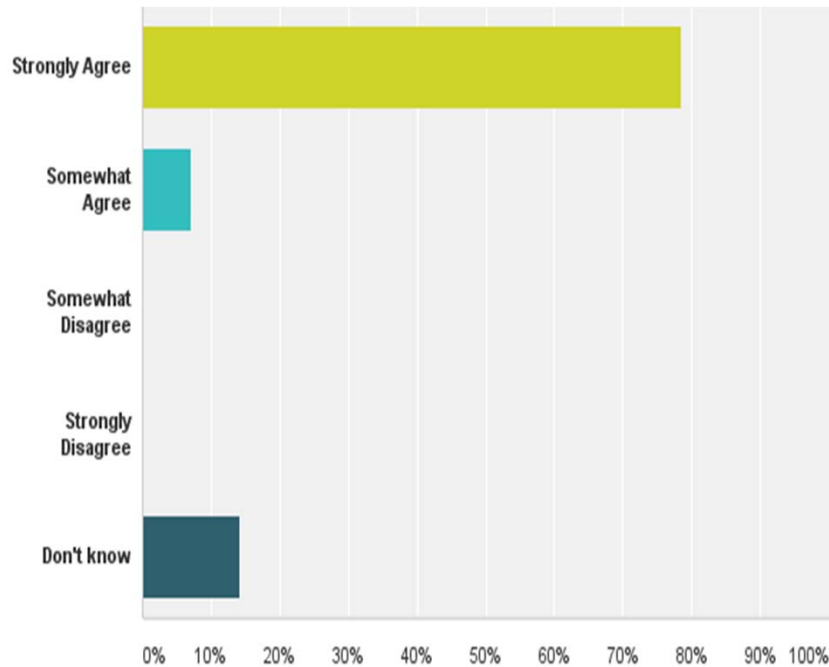


Answer Choices	Responses
Strongly Agree	85.71% 12
Somewhat Agree	7.14% 1
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	7.14% 1
<b>Total Respondents: 14</b>	

#### Comments:

- Well, I know that IT staff and various other groups keep us in the information loop through presentations at our meetings of all that is going on within IT and the community. With the information/knowledge gained by us, hopefully we provide IT with a place to get a 'community type' pulse on various issues.
- I definitely agree Intercity Transit benefited, but always hard to measure if the community directly benefitted. That said, by helping inform Intercity Transit decisions, I think the community benefits.
- The suggestions we input are often times things IT as an organization has not thought of yet.
- I like to think so. However, whether our input is useful to Intercity Transit seems like a question for the staff. Whether the community has benefited from our input depends on our ability to identify the needs of the community and bring them forward, and whether those needs are then addressed in a way that the community finds satisfactory -- these seem like questions suited for the next ridership survey.

## Q4: We add value to the Transit Authority's decisions.

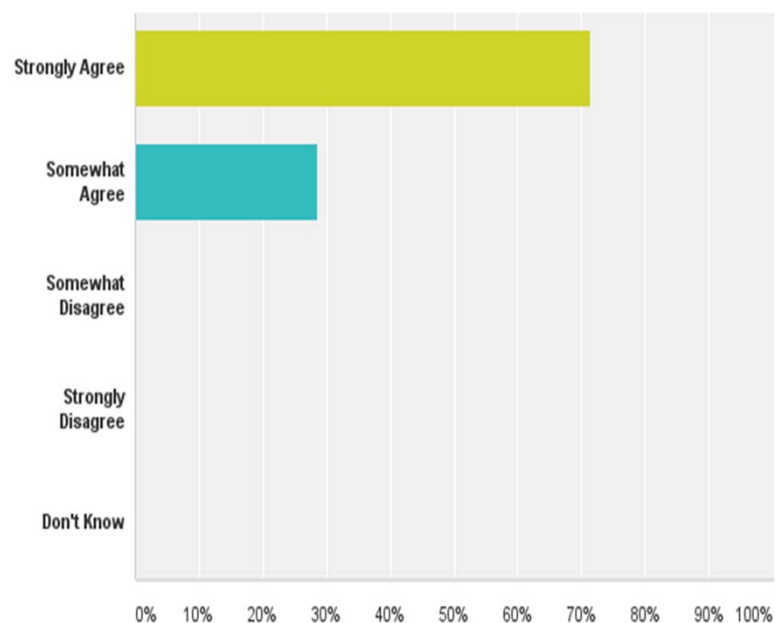


Answer Choices	Responses
Strongly Agree	78.57% 11
Somewhat Agree	7.14% 1
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't know	14.29% 2
<b>Total Respondents: 14</b>	

### Comments:

- I hope we provide them with valuable input on issues they address.
- Yes, even if just as a sounding board. We provide perspectives they may not otherwise hear, and ideas along the way as well.
- This seems like a question to ask Transit Authority decision-makers.

## Q5: Our meetings are run well.

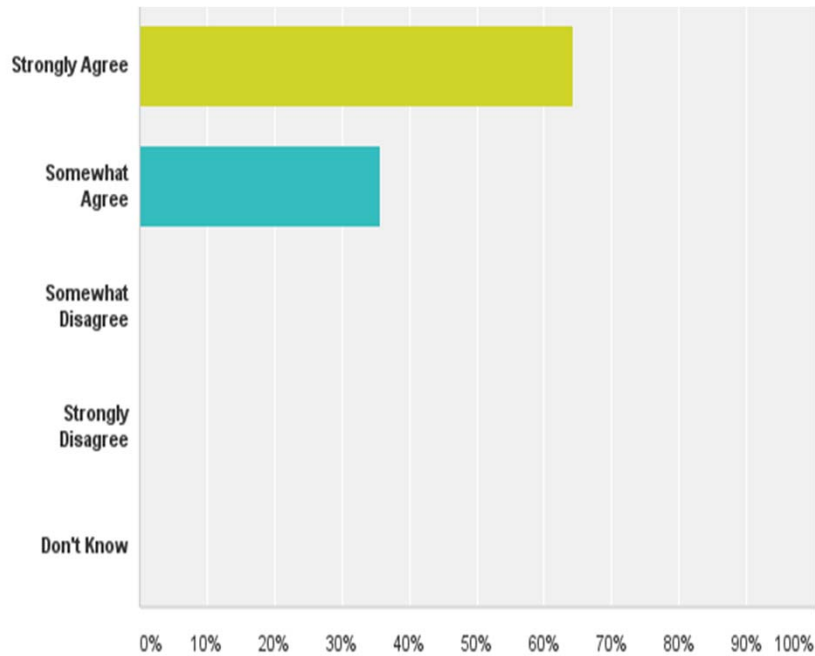


Answer Choices	Responses
Strongly Agree	71.43% 10
Somewhat Agree	28.57% 4
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 14</b>	

### Comments:

- I wonder why we have a check in about authority/ customer issues at the start of the meeting, and then have the discussion later. Most of the time the check in covers the matter, or takes as much time as the later discussion. Sometimes it feels rushed at the end, or the CAC member has already left the meeting due to schedule or transportation. The reason given in the past that we need to gauge the time required just doesn't make sense to me.
- I'm thankful that we always start on time. I know some of the meetings have run long but the material is always important. It is important too, to let everyone have a voice which can take extra time. I believe we do well at staying on subject and keeping things moving.
- Despite going long at times, yes. Everyone seems to have a comfort level with speaking up, which reflects well on our Chair & Vice-Chair, and IT staff too.
- Mostly on time and mostly business with some time for fun. Which is better than 100% business.

## Q6: I feel satisfied with my participation level within the Citizen Advisory Committee.

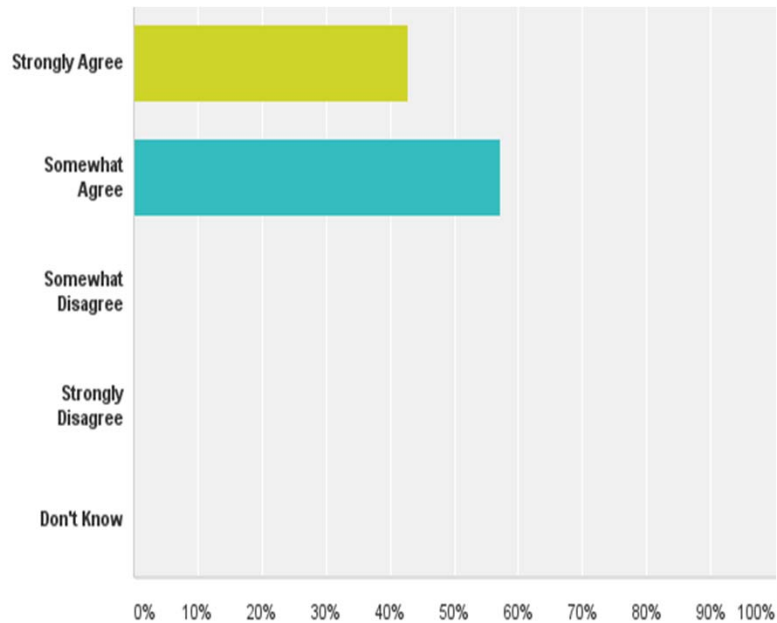


Answer Choices	Responses
Strongly Agree	64.29% 9
Somewhat Agree	35.71% 5
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 14</b>	

### Comments:

- Always room for improvement...will continue to attend additional Authority meetings when possible and prepare for CAC by fully reading agenda items ahead of the meeting.
- I'm happy with my role, but I'm unhappy that I've not been able to regularly attend. No fault to the CAC though.
- I wish I had more time to devote to the Committee and more capacity to engage in deeper studies of the issues.
- By participating in the committee I have fulfilled my goal to expand service to the Hawks prairie area.

## Q7: I am prepared for meetings.



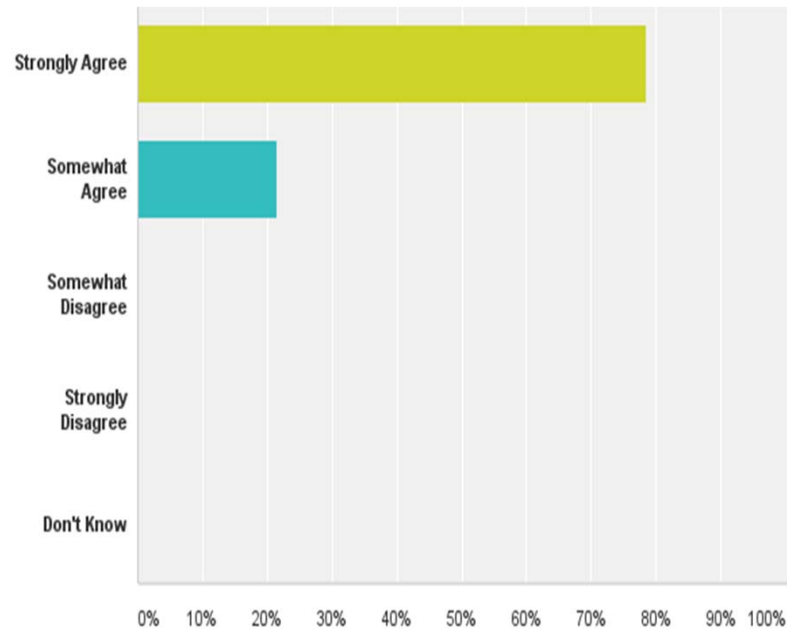
Answer Choices	Responses
Strongly Agree	42.86% 6
Somewhat Agree	57.14% 8
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 14</b>	

### Comments:

- I read the agenda ahead of the meeting and to listen closely to presentations, taking notes and asking any questions.
- I read up before the meetings, but can be hard to know the status of discussions when I've missed a recent meeting(s).
- While the monthly agenda and materials are available in e-form and on the website, are all the presentations together with the agenda etc., posted on IT's webpage for those that are interested?
- Even though I don't have much time to read the packet, oftentimes the material itself isn't too heavy to sift through before the meeting either way.



## Q8: I feel comfortable contributing at the meetings.



Answer Choices	Responses
Strongly Agree	78.57% 11
Somewhat Agree	21.43% 3
Somewhat Disagree	0.00% 0
Strongly Disagree	0.00% 0
Don't Know	0.00% 0
<b>Total Respondents: 14</b>	

### Comments:

- Yes, for the most part.
- Yes, definitely.
- I've been here more than half a decade, why would I not be?
- If anything, I want to thank the staff for humoring me!

## Q9: Additional Comments.

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### Comments:

- It's a pleasure serving on this committee.
- Thank you to the Chair and Vice-Chair for guiding us month to month, and to the staff for thoughtful presentations.
- We have often said that instead of just presentations--which are generally very useful--more efforts could be made to bring issues to the fore that would encourage greater and more in-depth discussion. One such effort was the question posed a couple of years ago about how should IT handle regional service (though the question was really broader. And IT staff do provide "transit 101". But perhaps there are other topics or issues that both the TA and IT staff would like more discussion about. Perhaps a presentation and discussion on how operators are trained in customer service or ADA sensitivity.
- Yes, providing 2 additional rain and wind shelters in Yelm going out bound across the street from the Olympia Federal Credit Union and in front of the Cattlemen Cafe. Dennis Bloom and I have talked about this a few times, but I have yet to hear from him that if will be installed at those locations and a timetable for installation. Dennis Bloom tells me he is aware of the need for a shelter at these locations but yet I have no idea if and when to expect the rain and wind shelters at the above mentioned sites. Please have someone get back to me. Thank you, Kahlil Sibree.
- Is it inappropriate to use CAC participation to try to get a job at Intercity Transit?
- I generally bring things up as I hear from community members.
- Future tech.
- I would really love to interact with employees that work everyday in transit. Having their opinion would give me a good sense weather the decisions made by the CAC are being implemented and if they think it makes a difference. I would also like to know more about the community involvement and charity work Intercity Transit is involved in on a continuous basis.
- I have told them for years that we need a 1 hour later bus coming into Yelm for the kids that get off work at 10 pm from working in Olympia and Lacey. They need a 10:45 pm or 11:00 pm bus going into Yelm. The kids are forced to buy a car too soon and pay high insurance they cannot afford. If we want young people to use public transportation we must accommodate their needs with a late bus and the ridership will increase over time.

**Authority Meeting Highlights**  
*A brief recap of the Authority Meeting of August 3, 2016*

**Action Items:**

**Wednesday night, the Authority:**

- Conducted a *public hearing* to receive public comment on the Draft Annual Report and Transit Development Plan. (*Dennis Bloom*)
- Authorized the General Manager to execute a one-year contract extension with American Custodial, Inc., for Janitorial Services and Supplies for the Olympia Transit Center, Lacey Transit Center, Amtrak Centennial Station and Pattison Street Facilities in an amount not-to-exceed \$124,934, including tax. (*Katie Cunningham*)
- Authorized the General Manager to enter into a three-year contract with Urban Solar Corporation for solar lighting solutions for bus stops with two, one-year contract extension options; and to purchase 20 solar units in the amount of \$27,636.00, including tax.
- Scheduled a special meeting for Wednesday, September 21, 2016, to conduct a joint meeting of the Authority and the Citizen Advisory Committee. (*Ann Freeman-Manzanares*).

**Other Items of Interest:**

- Sales tax is 9.96% over last year.
- Staff conducted interviews August 3, 2016 for the State Advocay Contract.
- The ISO Gap Audit was held August 3, 2016.
- Staff is exploring using a professional grant writer for federal grants.
- Transit Appreciation Day is Wednesday, August 10, 2016, from 10 a.m. to 4 p.m. All are invited to attend.

**Pat Messmer**

**Prepared: August 5, 2016**

		7	8	9	10	11	12	1	2	3	4	5	6	7	
CAC	Members	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	
Leah	Bradley		Absent	Absent			<b>MEETING CANCELLED</b>		Absent	Absent			Absent		
Jan	Burt		Absent	Absent									Absent		Absent
Mitch	Chong	Absent							Absent			Absent			
Billie	Clark												Absent	Absent	
Denise	Clark	Absent								Absent				Absent	
Jonah	Cummings														
Ursula	Euler			Absent	Absent										
Ron	Hughes											Absent			Absent
Quinn	Johnson		Absent	Absent								Absent	Absent		Absent
Joan	O'Connell												Absent	Absent	
Ariah	Perez		Absent	Absent		Absent				Absent	Absent	Absent		Absent	Absent
Sue	Pierce														
Carl	See			Absent	Absent	Absent				Absent					
Walter	Smit														Absent
Victor	VanderDoes														
Michael	Van Gelder	Absent	Absent		Absent	Absent								Absent	
Lin	Zenki			Absent				Absent						Absent	

= Joint meeting does not count against required meeting attendance