

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
June 20, 2011  
5:30 PM**

**CALL TO ORDER**

- |              |  |                |
|--------------|--|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>  | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>   | <b>2 min.</b>  |
|              | <b>A. Joe Baker, City Council Member - City of Yelm</b>                          |                |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>  | <b>5 min.</b>  |
|              | <b>A. June 22, 2011, Special Meeting</b> <i>(Need volunteer)</i>                 |                |
|              | <b>B. July 6, 2011, Regular Meeting</b> <i>(Steve Abernathy)</i>                 |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - May 16, 2011</b>  | <b>1 min.</b>  |
| <b>V.</b>    | <b>NEW BUSINESS</b>  |                |
|              | <b>A. Bicycle Commuter Contest Results</b> <i>(Duncan Green)</i>                 | <b>10 min.</b> |
|              | <b>B. Preliminary October Service Changes</b> <i>(Dennis Bloom)</i>              | <b>30 min.</b> |
|              | <b>C. Results of Self Assessment</b> <i>(Rhodetta Seward)</i>                    | <b>15 min.</b> |
|              | <b>D. Elections</b> <i>(Rhodetta Seward)</i>                                     | <b>5 min.</b>  |
|              | <b>E. Update on CAC Recruitment</b> <i>(Rhodetta - Panel Members)</i>            | <b>5 min.</b>  |
| <b>VI.</b>   | <b>REPORTS</b>   |                |
|              | <b>A. May 18, 2011, Work Session</b> <i>(Catherine Golding)</i>                  | <b>3 min.</b>  |
|              | <b>B. June 1, 2011, Regular Meeting</b> <i>(Jackie Reid) Highlights Attached</i> | <b>3 min.</b>  |
| <b>VII.</b>  | <b>PUBLIC COMMENT</b>  | <b>10 min.</b> |
| <b>VIII.</b> | <b>MEMBER &amp; STAFF COMMENTS</b>   | <b>5 min.</b>  |
| <b>IX.</b>   | <b>NEXT MEETING - July 18, 2011 - this will not be a joint meeting</b>           |                |

**ADJOURNMENT**

**MINUTES  
INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
May 16, 2011**

**CALL TO ORDER**

Chair Linda Olson called the May 16, 2011, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Gerald Abernathy; Steve 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; Jacqueline Reid; and Rob Workman.

**Excused:** Seema Gupta and Kahlil Sibree

**Staff Present:** Mike Harbour, Rhodetta Seward, Ann Bridges, and Shannie Jenkins.

**Others Present:** Thera Black, Senior Planner, Thurston Regional Planning Council.

**APPROVAL OF AGENDA**

**It was M/S/A by Reid and G. Abernathy to approve the agenda.**

**INTRODUCTIONS**

**A.** Board member, Marty Thies, Citizen Representative was introduced.

**MEETING ATTENDANCE**

**A. May 18, 2011, Work Session -** Catherine Golding.

**B. June 1, 2011, Regular Meeting-** Jackie Reid.

**APPROVAL OF MINUTES - April 18, 2011, Minutes**

**It was M/S/A by Reid and S. Abernathy to approve the minutes of April 18, 2011, as presented.**

## NEW BUSINESS

**A. Urban Corridors - A Regional Task Force Update** - Thera Black, Senior Planner from Thurston Regional Planning Council (TRPC) provided a briefing on the regional policy maker initiative to revitalize strategic urban corridors and how that intersects with the work at Intercity Transit. The Urban Corridors Task Force is made up of elected officials from all jurisdictions and is exploring reasons behind the on-going, disconnect between jurisdictions. Efforts are focused on the old auto-oriented state highway corridor that bisects the metropolitan area and its three city centers. This is the Capitol Boulevard/Capitol Way/4<sup>th</sup> /State/ Martin Way corridor, from south Tumwater through Lacey. Transportation is the common goal of all jurisdictions.

*Hogan arrived.*

The vision is distinct, livable communities with vibrant urban neighborhoods, healthy suburbs, and low-intensity rural areas. The relationship between land use and transportation is very important, and a complicated dance between local decisions and long range investments. Over the years, the vision wasn't aligning with reality. Cities are not as city-like as plans called for and rural areas are not as rural. We made investments in urban transport systems but are not getting the type of land use needed. Looking at data over time, we still have about 1/3 of residential growth outside of urban growth. There is less growth in cities, where transit can be more effective, and going out into urban growth areas, where it is hard to serve with transit. Close in urban areas are getting very little redevelopment along the corridors.

In late 2009, the Council created the Urban Corridors Task Force with the fundamental question, "What will it take for this region's urban corridors and activity centers to better support urban transit services, and how will we get there?" The Task Force had different ideas about what a regional corridor looked like. They identified the characteristics that make up a corridor, and then mapped them out. They looked at regionally-significant corridors and significant activity centers. They mapped 57 activity centers. To narrow this down, policy makers looked at corridor characteristic analysis such as: 15-minute or better transit service frequency; concentrations of jobs, plus some housing; supportive mixed-use and high density zoning. This corridor is the same as the Smart Corridor areas and is the main focus.

Corridor retrofit opportunities hope to accomplish:

- Increased commerce and institutional activities
- Develop mixed-use urban neighborhoods
- Provide more housing and lifestyle choices

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- Maximize existing infrastructure

It all boils down to building a linear, transit-oriented community.

Corridor Re-Development Objectives:

- Orient around people, not cars
- Foster increased residential density and diversity
- Grow neighborhood commercial activity
- Support the community's environmental ethic
- Reflect jurisdictional similarities and respect their differences
- Promote inter-governmental coordination and innovation

The goal is to link the three city centers and make it easier to get around other than driving, and try to turn suburban thinking into urban thinking.

We expect about 170,000 people (80,000 households) between now and 2040 to come into Thurston County. We need to focus efforts on the areas that are more attractive for redevelopment, know the market and work with it. We then need to develop a strategy and stick to it.

The next steps:

- **Reach across the counter** – What barriers and opportunities do community investors face in redevelopment projects?
- **Understand the market** – where are the best opportunities and what specific strategies are needed to stimulate high-quality investments?
- **Identify local action steps** – Intercity Transit is already focusing resources on this capitol community corridor. Can Intercity Transit influence land use decision and investment opportunities?

Hagenhofer asked if discussion of development fees came up in the task force conversation. Black said they have, and they discussion what the fees can pay for. Right now all three cities have impact fees, but Thurston County does not. That may be why rural development is more attractive. Hagenhofer asked what happens with Tumwater Square service with express service to South County. Black replied the team is trying to make those function as hubs. Tumwater has well defined plans for their town center, but there is a bigger urban area to concentrate on. Colley asked if there is any talk of raising heights limits for buildings along the corridor. Black said the Economics of Building Height committee touched on the limits, but needs to hear more from the public sector.

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Gray asked if the task force looks at preparing for demographic changes. Black reported they do a long range population forecast which looks at demographics. When they do a housing study, they look at different age groups, where they are today and where they will be in 10-15 years. S. Abernathy commented another demographic to be concerned about is how to attract the employment or retain the younger generation. Black confirmed the generation now is creative and has no problem with up and moving. Hagenhofer asked if they have been in touch with Thurston County Food Systems. Black confirmed the work they are doing rolls into their sustainability plan effort. They learned a lot in the last 20 years and now they will go back and revisit what did or did not work well.

Geyen asked if it will affect people who do want to live in the suburbs. Black asked what is appropriate for urban transit and where is the boundary between urban and suburban? This shows the importance of getting the land use right and making those types of decisions. Melnick thinks it is great to get jurisdictions involved. Black asked explicitly before presenting, is it ok to tell the city groups and Intercity Transit groups that we are actively looking to encourage growth in these areas and the jurisdictions confirmed yes, they are encouraging the type of growth and development that will provide people a lifestyle we do not offer right now. Collins asked if there has been any discussion about how we will get sustainable energy for this growth. Black commented sustainability and urban growth go together. Promoting urban compact is a key part of meeting that sustainability objective. Collins asked about cooperative solar energy. Black reported they have not gotten into that on the transportation side.

**B. Village Vans Update** – Bridges, Village Vans Coordinator, reported as of 5:00 p.m. today, Village Vans will have provided 49,943 trips. The program started in 2002 as a pilot project. It evolved into a full-fledge, essential community resource. The Village Van Program was designed to identify gaps in resources for low income job seekers and employees. Local providers identified the toughest barrier for low income families is transportation and child care. Today, Village Vans continues to provide transportation to low income job seekers. Workers travel to employment support locations such as job training sites, job interviews, childcare centers and also to begin or retain employment. The program doubles its important impact by using volunteer driver trainees in the Village Vans Customized Job Skills Training Course who are job seekers themselves, learning advanced employment skills while receiving current work experience and job search coaching. Many users of Village Vans are on an economic ladder toward self sufficiency and stability.

## CAC MEETING MINUTES

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The Federal Government enacted the Job Access, Reverse Commute Program (JARC). One national study estimates that every dollar spent in program costs results in a return of about fifteen dollars over the remainder of the user's work life. Village Vans has an ongoing partnership with Intercity Transit and other social and human service providers in Thurston County. Bridges shared several stories of clients who have become successful.

2010 Highlights for the Village Van Program include:

- Provided 5,960 trips to 239 people
- Volunteer Drivers contributed 5,324 hours worth \$116,238.97 in grant matching dollar value.
- Six drivers obtained paid employment while in Village Vans Job Skills Training Program or shortly after exiting.
- Maintained above 90% success rate of assisting drivers in obtaining good jobs.
- Reaffirmed as an "A" ranking program from the Regional Planning Council and as a major component of the Human Services Transportation Plan for Thurston County.
- Implemented a new Scheduler/Dispatcher volunteer position.

Drivers are screened for driving records and criminal background. They receive 25 hours of initial orientation. They take classes for defensive driving skills, customer service skills, professional ethics, communication skills, time management, organizational methods, problem solving, and interpersonal relations. One ingredient to be a success is their skills are integrated to connect and lead to one goal, employment as skilled and valued workers. When basic services are being slashed, the program still works. Right now, Village Vans is working with DSHA and Work Source in Mason County to duplicate the Village Vans Program.

Harbour recognized Bridges as the reason the program is successful. Her passion shows and she does an incredible job. S. Abernathy commented he manages the grants for the Village Vans Program, and every chance he gets, he shares information about the program to others. S. Abernathy reaffirmed Bridges bears everything for the success of the program. Bridges said the people gain hope when they enter the program, and it is the hope which enables them to be successful. Hustoft asked if the program had any problems with volunteers. Bridges confirmed we have had some problems, as many volunteer programs have. We have strict standards about conduct and performance. Hustoft commented she would like to see more vans and longer hours. Bridges replied one of the challenges is having enough drivers and because of the nature of the program, we help them to get out of the program. It is hard to project the near future of the program. Gray asked how many volunteers are in the program at one time.

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Bridges reports currently there are six drivers and they all drive part time. We are always recruiting, and she goes to community partners to remind them we need referrals. It depends on how we get a referral as to how long they can stay in the program. Through South Sound Community College, the program lasts 22 weeks. Others have varying time limits, but normally about one year. Self referrals have no time limits. We only have room for 7-10 participants. Curriculum is based on their individual skill level and experience. O'Connell asked if volunteers are allowed who are not seeking employment but just want to assist the program. Bridges confirmed we have had 3-4 community volunteers who just want to volunteer time. Gray asked if we serve outside of the PTBA. Bridges replied we service the greater urban area, but not into Yelm. Our boundary to the north is 36<sup>th</sup> and to the top of Nisqually hill.

**C. Nominations for Officers** – Seward reported this is the time of year to go through nominations for officers. Olson and Colley are not eligible as they will leave the CAC in June. At the June 20 meeting, refreshments will be served as a farewell and a thank you for their commitment to the CAC. Olson will not be at the June meeting but thanked everybody for all their support. Nominations are accepted at this meeting, not at the June meeting. Ballots are cast at the June meeting. The floor was open for nominations.

Colley nominated Reid as chair; Reid declined. Reid nominated S. Abernathy who accepted the nomination. O'Connell nominated Hogan who accepted the nomination. Hustoft nominate G. Abernathy who declined. Olson nominated Melnick who declined. Gray nominated Elliott who declined. Hogan suggested a raise hands if members are not interested in serving. Olson nominated Hagenhofer who accepted the nomination. **Elliott moved to close nominations for Chair. G. Abernathy seconded the motion. Motion carried.**

The floor was opened for nominations for Vice-Chair. **G. Abernathy moved that the Chair be decided by the most votes cast on the ballot. Then the Vice Chair be determined by the person who received the second most number of votes cast. The motion was seconded by Elliott.**

Discussion ensued. There was concern that someone who didn't raise their hand for wanting to serve as Chair may have wanted to serve as Vice Chair. The question was asked, and it was determined that one additional member's name would be added to the ballot for chair. Geyen nominated O'Connell for Chair. Her name will be added to the ballot with the others. She accepted the nomination.

**A vote was taken on the earlier motion for casting the ballots. Motion carried.**

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**D. Distribution and Explanation of Self Assessment** –Seward reported each May, the CAC members conduct a self assessment. The results will be discussed at the June 20 meeting, and with the Authority at a joint meeting in July. Each member received the packet electronically. The due date for the assessment is June 6, 2011. Seward asked that the assessments be turned in by the deadline and include name on the bottom of the form. This will let her know we have 100% participation. Elliott asked to revisit the nomination for the Chair. The wording states the “Chair” will attend all of the Authority meetings. Seward confirmed all the CAC members are on a rotating schedule, and wording will be changed to reflect such. O’Connell requests the self assessment be sent out electronically again.

### REPORTS

**A. April 20, 2011, Work Session** – No report available.

**B. May 4, 2011, Regular Meeting** – Elliott provided a brief report on the Authority meeting. Highlights are included in packets.

### MEMBER & STAFF COMMENTS:

Workman invited members to his graduation on June 1, 2011, at 1:00 p.m. at The Evergreen State College.

Workman shared concerns when riding fixed routes on how to call a bus with a hand or a wave. Some drivers waved back and drove by. Harbour asked Workman to call in when situations happen, so Operations can track down the operator. Workman noticed rider alerts on the bus say a new transit guide coming out June 6, and requests letting CAC members see the guide before it comes out. Harbour reported they had late information with Pierce changes, so the guide is late going to the printer. Marketing made the changes Workman previously offered.

Elliott spoke to a Lacey Councilmember and discovered Lacey is working on safety issues to get people to the Hawks Prairie Park and Ride.

Gray asked if bus schedules are changing in the new transit guide. Harbour requested members contact Dennis Bloom or service planning for updated information if information is needed right away for trips.

Hustoft commented because of construction on Yelm Highway and Boulevard, Route 68 detours onto Wiggins Road. Hustoft asked if there is any way to shuttle people in

## CAC MEETING MINUTES

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the area not being served during construction. Harbour reported staff can look into it, but if we cannot get through the area, a shuttle will not be able to either.

Workman stated there is confusion when routes change and suggested more advertising on the buses for these changes. Colley reported Carpenter Road, between Martin Way and Pacific Avenue, will be closing for construction through November.

**Seek 3 volunteers for CAC Interviews (Youth interviews will be the week of June 6; others TBA) -** Seward reported member Gupta resigned from the CAC. There are now four positions open plus the three seeking reappointment and one youth. Seward requested volunteers for the interview panel, and they cannot be those seeking reappointment. Hagenhofer, Elliott, O'Connell, and G. Abernathy volunteered. S. Abernathy volunteered as a tentative.

**NEXT MEETING: June 20, 2011**

### **ADJOURNMENT**

**It was M/S/A by G. Abernathy and Hustoft to adjourn the meeting at 7:20 p.m.**

Prepared by Shannie Jenkins, Executive/HR Assistant

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: June 20, 2011**

**FOR:** Citizen Advisory Committee

**FROM:** Duncan Green, BCC Assistant, 705-5874

**SUBJECT:** 2011 Bicycle Commuter Contest Update

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- 1) **The Issue:** Brief the Citizen Advisory Committee on the results of the 2011 Bicycle Commuter Contest.

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

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  - 3) **Policy Analysis:** The purpose of this presentation is to provide information on the 2011 Thurston County Bicycle Commuter Contest.

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  - 4) **Background:** The annual Thurston County Bicycle Commuter Contest (BCC), which ran the full month of May, just completed its 24th year. Staff will present information about this year's event and the results of our most recent efforts.

This is Intercity Transit's sixth year administering this countywide event, coordinated through the Marketing & Communications division. For the third consecutive year, Duncan Green directed the BCC and related efforts as a temporary employee (a six month position). He is assisted by Kris Fransen, lead Intercity Transit staff involved in commute trip reduction activities with commuters and area employers.

Bicycling is a significant element in Thurston County, and Intercity Transit's incorporation of bicycling into its trip reduction and alt mode promotion has been received well. Under the agency's guidance, the program has seen record participation (2008), record sponsorship (2011), and great event attendance and media attention (2011). The BCC broadened and sustained successful partnerships between our agency and the community and generated public goodwill. Intercity Transit was also recognized by APTA with an Ad Wheel Award, a top marketing honor within the public transportation industry, for the Bicycle Commuter Contest.

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5) **Alternatives:** N/A

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6) **Budget Notes:** The cost of the Bicycle Commuter Contest is largely staff time for one temporary position. The annual budget for the BCC is \$20,000; however, expenditures are usually well under this amount due to sponsorships and in-kind support.

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7) **Goal Reference:** Goal #4: *"Provide responsive transportation options;"* and Goal #1: *"Assess the transportation needs of our community."*

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8) **References:** N/A

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**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: June 20, 2011**

**FOR:** Citizen Advisory Committee

**FROM:** Dennis Bloom, Planning Manager, 705-5832

**SUBJECT:** Preliminary October Service Changes

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1) **The Issue:** Staff proposes preliminary route and schedule adjustments to Route 60 and possible service adjustments to both the Dash circulator and weekday Olympia Express service. Effective dates for any changes will be October 2, 2011. Service changes require a public hearing before adoption.

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2) **Recommended Action:** For review and discussion and to get direction from the Citizen Advisory Committee on which service adjustments should be considered for October.

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3) **Policy Analysis:** Agency policy requires a public review and comment process occur before the Authority approves proposals that make significant service changes.

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4) **Background:** Three routes are being considered for future service adjustments. Route 60, Routes 603/605 (Olympia Express), and the Dash circulator include the following considerations:

Route 60: Operates between Olympia and Lacey and serves both the Lilly Road medical facilities (Olympia) and Panorama City (Lacey). It faces on-time schedule adherence issues. While the number of wheelchair boardings can create timing concerns, the biggest delays are associated with routing:

- a) Panorama City: Deviation through private property for only a few daily riders.  
St. Francis House: (12<sup>th</sup> Street, Olympia) Off-route deviation through private property for a few riders.
- b) Travel time on the route segment between Lilly Road and the Lacey Transit Center, via Lilly and Pacific Ave.

Olympia Express: Pierce Transit's Board of Directors recently approved eliminating its remaining Olympia Express service, Routes 601 and 602, starting October 3, 2011. They initially reduced service on these routes from eight

roundtrips per weekday to four on June 13, 2011. These four roundtrips will now be eliminated. The loss of PT's service means there will be new bi-directional weekday service gaps affecting Thurston County residents. Staff is reviewing our current Olympia Express schedule to see if adjustments can be made that could fill some of these gaps.

Dash: Service began in January 2006. The Authority discussed this route a number of times over the past two years. Ridership, during the legislative session, remains fairly strong; however, the pattern during non-session time remains weak as does Saturday service after September. Other concerns expressed about the route include current operational expenses and duplication of local service along the Capitol Way corridor. Staff will review options for future service levels.

Public outreach and open houses are anticipated to occur in late June thru much of July. The Authority already approved conducting a public hearing on July 20, 2011, to take comments on the proposed service adjustments. A final review, recommendation, and adoption of those service changes will come before the Authority on August 3, 2011.

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5) **Alternatives:** N/A

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

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7) **Goal Reference:** Conducting a public hearing for proposed service changes is a set policy of the Authority, which is reflected in Goal#1: *"Assess the transportation needs of our community."*

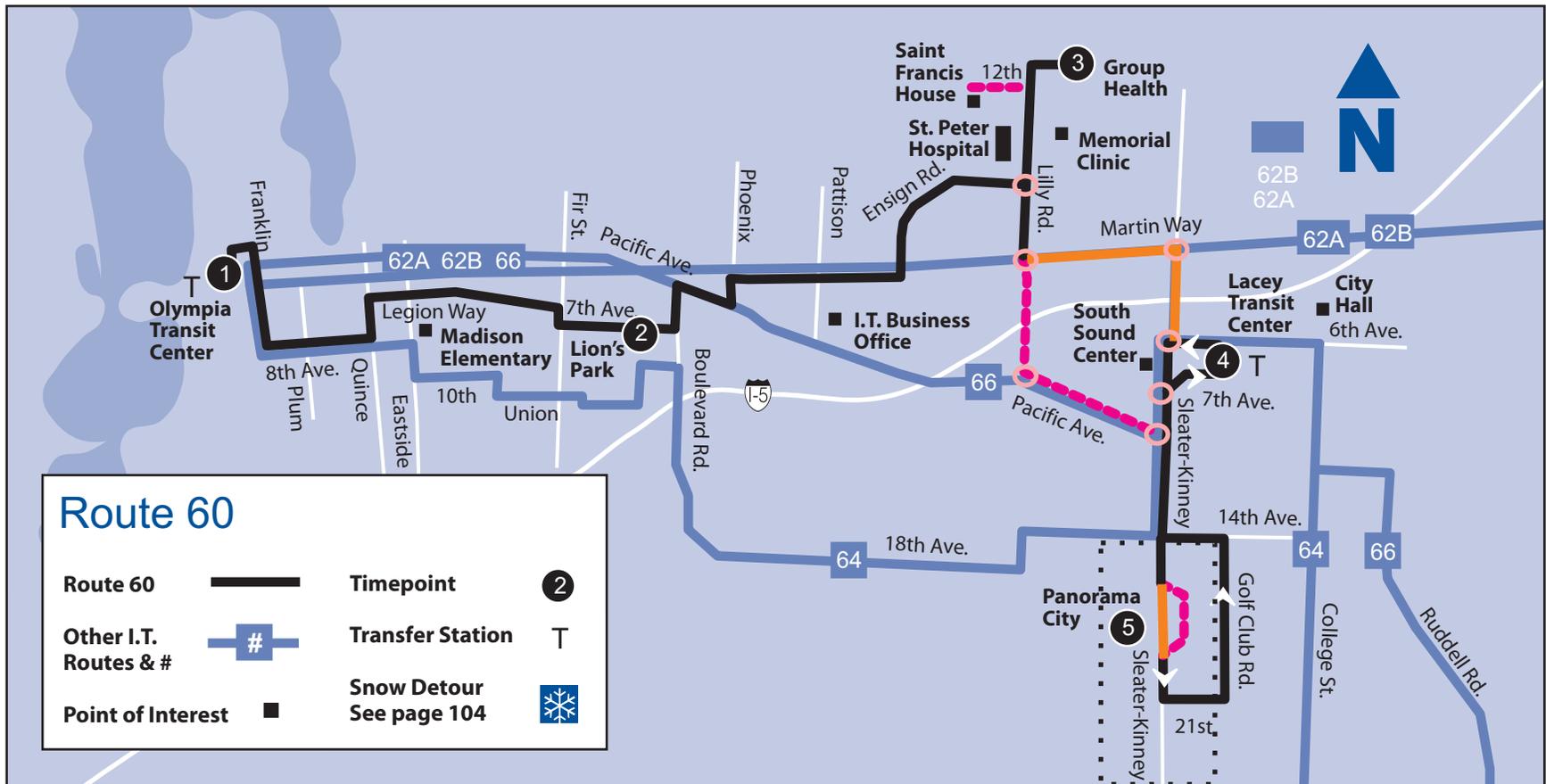
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8) **References:** Proposed timeline for an October Service Change includes:

June 1 - ITA:	Request Public Hearing for July 20. <u>Completed</u>
June 20 - CAC:	Provide outline of service change options.
June 22 - ITA:	Provide outline of service change options.
June 27 -	Public information and process begins.
July 20 -	Public Hearing.
August 3 - ITA:	Request Adoption.
October 2 -	Service change implemented.

Attachments: Route 60, Dash and Olympia Express materials

# Consideration of Route 60 routing revisions



Updated 6/11



## Route 60: Boardings/location of potential routing revisions

*Source: Jan-May 2011 APC Data*

<b>WEEKDAY</b>	<b>Boardings p/Day</b>	<b>% of Total</b>
<b>FULL ROUTE</b>	467	100%
<b>PANORAMA CENTER</b>	7	1.4%
<b>ST. FRANCIS</b>	5	1.1%
<b>LILLY/PACIFIC *</b>	11	2.4%
<b>TOTAL</b>	<b>23</b>	<b>5.0%</b>

<b>SATURDAY</b>	<b>Boardings p/Day</b>	<b>% of Total</b>
<b>FULL ROUTE</b>	216	100%
<b>PANORAMA CENTER</b>	5	1.1%
<b>ST. FRANCIS</b>	6	1.4%
<b>LILLY/PACIFIC *</b>	6	1.3%
<b>TOTAL</b>	<b>18</b>	<b>3.8%</b>

<b>SUNDAY</b>	<b>Boardings p/Day</b>	<b>% of Total</b>
<b>FULL ROUTE</b>	146	100%
<b>PANORAMA CENTER</b>	2	0.5%
<b>ST. FRANCIS</b>	3	0.7%
<b>LILLY/PACIFIC *</b>	4	0.9%
<b>TOTAL</b>	<b>9</b>	<b>2.0%</b>

\* From Lilly & Stoll/Griffin to Pacific & South Sound Way.  
 The Pacific Avenue stops are served by Route 66.  
 The Lilly Road stops are near Route 62A/B or Route 66 service.

## Options for Changes to the Dash Service

Intercity Transit began the Dash service in 2006 and it has been a very successful downtown shuttle service. It is a very visible and popular service and has served as a valuable marketing tool as well as enhancing partnerships in the community. Many passengers are introduced to public transportation by using the Dash. However, Dash service is one of Intercity Transit's least productive services in terms of boardings (riders) per hour. But this is common for many downtown shuttle services.

Dash ridership has always been much greater during the period when the Washington State Legislature is in session. It is weakest from the end of August (summer) until the legislative session begins again in January. While serving a number of valuable functions, the relatively low productivity dictates that the Authority and staff examine the service and consider alternatives to increase the productivity of the route.

The following table defines a range of options for reducing the level of resources dedicated to the Dash service. Eliminating the least productive service will increase the overall productivity of the service.

Potential Service Change	Annual Hours	Annual Cost*
<b>A. No change</b> – Service would continue with two buses in the off-session and three buses during the legislative session. Opening of new State office building at Jefferson/16 <sup>th</sup> may increase ridership.	0	0
<b>B. Trim unproductive trips during off-session.</b> Dash currently operates 6:42 a.m. - 7:20 p.m. Service could be trimmed to 7:45 a.m. to 6:30 p.m.	800	\$68,000
<b>C. Shorten span of service during off-session:</b> Operate 8:30 a.m. to 6 p.m.	1,300	\$110,500
<b>D. Shorten span of service for third bus during session:</b> Operate 9 a.m. to 5 p.m.	270	\$22,950
<b>E. Eliminate third bus during legislative session</b>	780	\$66,300
<b>F. Eliminate Saturday service during least productive time frame:</b> April/May and October - December	320	\$27,200
<b>G. Eliminate Saturday service:</b> April - December	600	\$51,000
<b>H. Combination of changes.</b> For example, options B, D, and F would eliminate 1,390 hours and save \$118,150 per year.	Varies	Varies
<b>I. Eliminate Dash Service.</b>	8,000	\$680,000

\*Note: estimated at \$85 per hour

### Criteria for Evaluating Service

Intercity Transit uses a number of criteria to determine if service levels on a route should be increased or decreased. These include:

Route productivity: Intercity Transit measures productivity primarily in terms of boardings per vehicle hour of service. Routes with high productivity generally have more frequent service while lower productivity routes have fewer resources and less frequent service. Intercity Transit's fixed route service currently averages 23.2 boardings per hour in 2011. The Dash service averaged 12.7 boardings per hour in 2010.

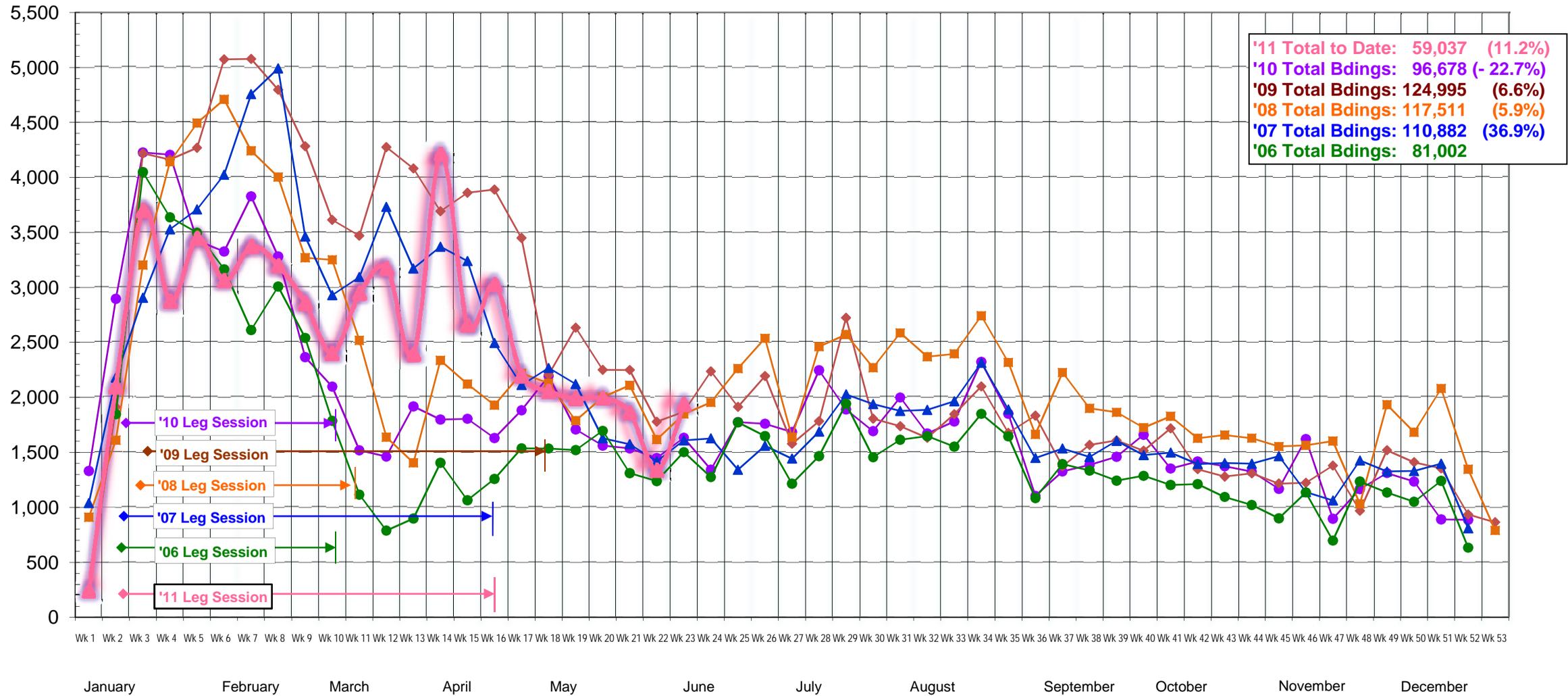
Duplication of service: A second criterion used in evaluating a route is whether there are alternatives or options if a route is eliminated or service is reduced. A relatively low productivity route may be

maintained if there are no options for passengers using the routes. Some routes, such as feeder routes to a trunk route or routes that serve primarily suburban or rural areas, will always have relatively low productivity when compared to urban trunk routes.

Service to vulnerable populations: A third criteria is related to the customers served by a route. Service to a concentration of senior citizens or to services for persons with disabilities may be maintained despite relatively low productivity.

Marketing or other benefits: Some routes have benefits that are not captured by standard productivity measures. The Dash serves as a great marketing tool for Intercity Transit and has helped strengthen partnerships between Intercity Transit and the State of Washington, the Olympia Downtown Association, the City of Olympia and the Port of Olympia. These partnerships contribute to the success of other programs at Intercity Transit and have other intangible benefits.

## Weekly Dash Boardings: 2006 - 2011 Week 23 - 2011



## Dash Ridership: Legislative Session, Non-Session, & Saturdays

Year	Session Days	Dash					Fixed Route				Dash % of boardings
		Boardings	RSH	VSH	P/RSH	P/Day	Boardings	RSH	P/RSH	P/Day	
2006	44	25,949	1,549	1,593	16.8	590	505,461	24,340	20.8	11,488	5.1%
2007	75	50,820	2,794	2,869	18.2	678	944,150	43,311	21.8	12,589	5.4%
2008	45	33,833	1,676	1,721	20.2	752	626,011	27,707	22.6	13,911	5.4%
2009	75	61,192	2,794	2,869	21.9	816	1,168,101	48,563	24.1	15,575	5.2%
2010	45	29,657	1,676	1,721	17.7	659	703,160	29,174	24.1	15,626	4.2%
2011	75	44,672	2,794	2,869	16.0	596	1,171,992	48,889	24.0	15,627	3.8%
	<b>359</b>	<b>246,123</b>	<b>13,283</b>	<b>13,642</b>	<b>18.5</b>	<b>686</b>	<b>5,118,875</b>	<b>221,983</b>	<b>23.1</b>	<b>14,259</b>	<b>4.8%</b>

2011 totals through May 31, 2011

Year	Non-Session Days	Dash					Fixed Route				Dash % of boardings
		Boardings	RSH	VSH	P/RSH	P/Day	Boardings	RSH	P/RSH	P/Day	
2006	206	49,207	7,251	7,457	6.8	239	2,246,782	118,491	19.0	10,907	2.2%
2007	180	51,959	6,697	6,877	7.8	289	2,161,883	103,913	20.8	12,010	2.4%
2008	211	74,561	7,860	8,071	9.5	353	3,044,089	135,333	22.5	14,427	2.4%
2009	181	55,067	4,913	5,043	11.2	304	2,497,112	115,445	21.6	13,796	2.2%
2010	212	58,869	5,328	5,470	11.0	278	2,977,457	134,212	22.2	14,045	2.0%
2011	31	10,211	779	800	13.1	329	494,237	19,893	24.8	15,943	2.1%
	<b>1021</b>	<b>299,874</b>	<b>32,828</b>	<b>33,717</b>	<b>9.1</b>	<b>294</b>	<b>13,421,560</b>	<b>627,287</b>	<b>21.4</b>	<b>13,146</b>	<b>2.2%</b>

2011 totals through May 31, 2011

Year	Saturday Days	Dash [Apr-Dec]					Fixed Route [Apr-Dec]				Dash % of boardings
		Boardings	RSH	VSH	P/RSH	P/Day	Boardings	RSH	P/RSH	P/Day	
2006	38	5,902	602	627	9.8	155	213,778	11,646	18.4	5,626	2.8%
2007	38	7,599	602	627	12.6	200	240,817	12,023	20.0	6,337	3.2%
2008	38	8,843	602	627	14.7	233	296,468	13,160	22.5	7,802	3.0%
2009	37	8,688	586	611	14.8	235	273,887	12,928	21.2	7,402	3.2%
2010	38	8,152	602	627	13.5	215	282,175	13,168	21.4	7,426	2.9%
2011	8	1,968	127	132	15.5	246	70,128	3,195	22.0	8,766	2.8%
	<b>197</b>	<b>41,152</b>	<b>3,119</b>	<b>3,251</b>	<b>13.2</b>	<b>209</b>	<b>1,377,253</b>	<b>66,120</b>	<b>20.8</b>	<b>6,991</b>	<b>3.0%</b>

2011 totals through May 31, 2011

Dash Totals by Year							Fixed Route by Year				Dash % of boardings
Year	Service Days	Boardings	RSH	VSH	P/RSH	P/Day	Boardings	RSH	P/RSH	P/Day	
2006	288	81,058	9,402	9,677	8.6	281	3,264,358	171,786	19.0	9,018	2.5%
2007	293	110,378	10,092	10,373	10.9	377	3,638,433	174,404	20.9	10,051	3.0%
2008	294	117,237	10,138	10,419	11.6	399	4,316,035	192,838	22.4	11,890	2.7%
2009	293	124,947	8,292	8,523	15.1	426	4,298,328	194,021	22.2	11,874	2.9%
2010	295	96,678	7,606	7,818	12.7	328	4,313,015	193,012	22.3	11,914	2.2%
2011	114	56,851	3,700	3,801	15.4	499	1,952,724	82,496	23.7	13,018	2.9%
	<b>1577</b>	<b>587,149</b>	<b>49,229</b>	<b>50,610</b>	<b>11.9</b>	<b>372</b>	<b>21,782,893</b>	<b>1,008,557</b>	<b>21.6</b>	<b>13,813</b>	<b>2.7%</b>

2011 totals through May 31, 2011

### Performance Indicators

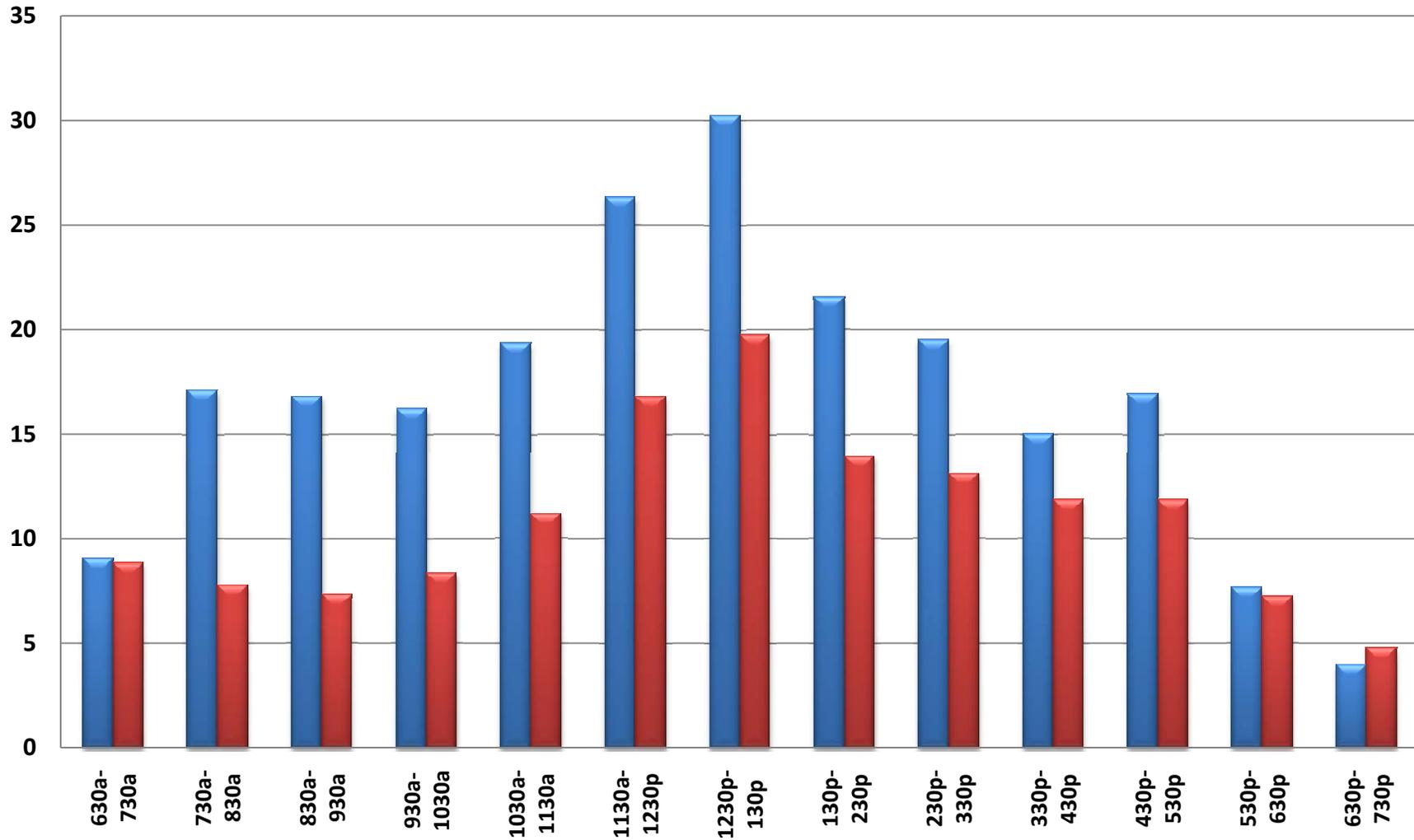
RSH = Revenue Service Hours

P/RSH = Passengers per RSH

P/Day = Passengers per Day

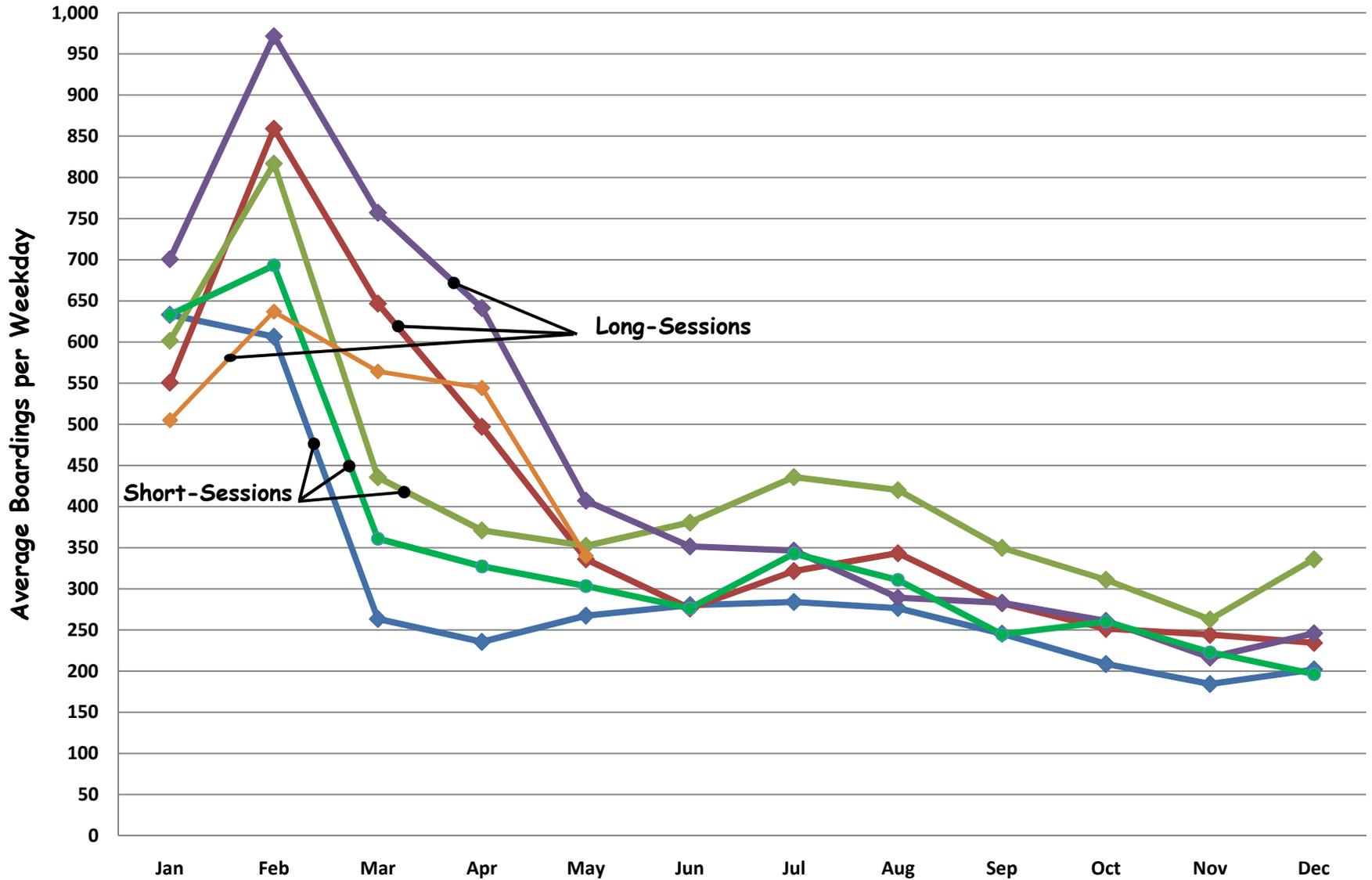
## 2010 Weekday Dash: Boardings per Revenue Hour throughout day

■ Session   ■ Non-Session



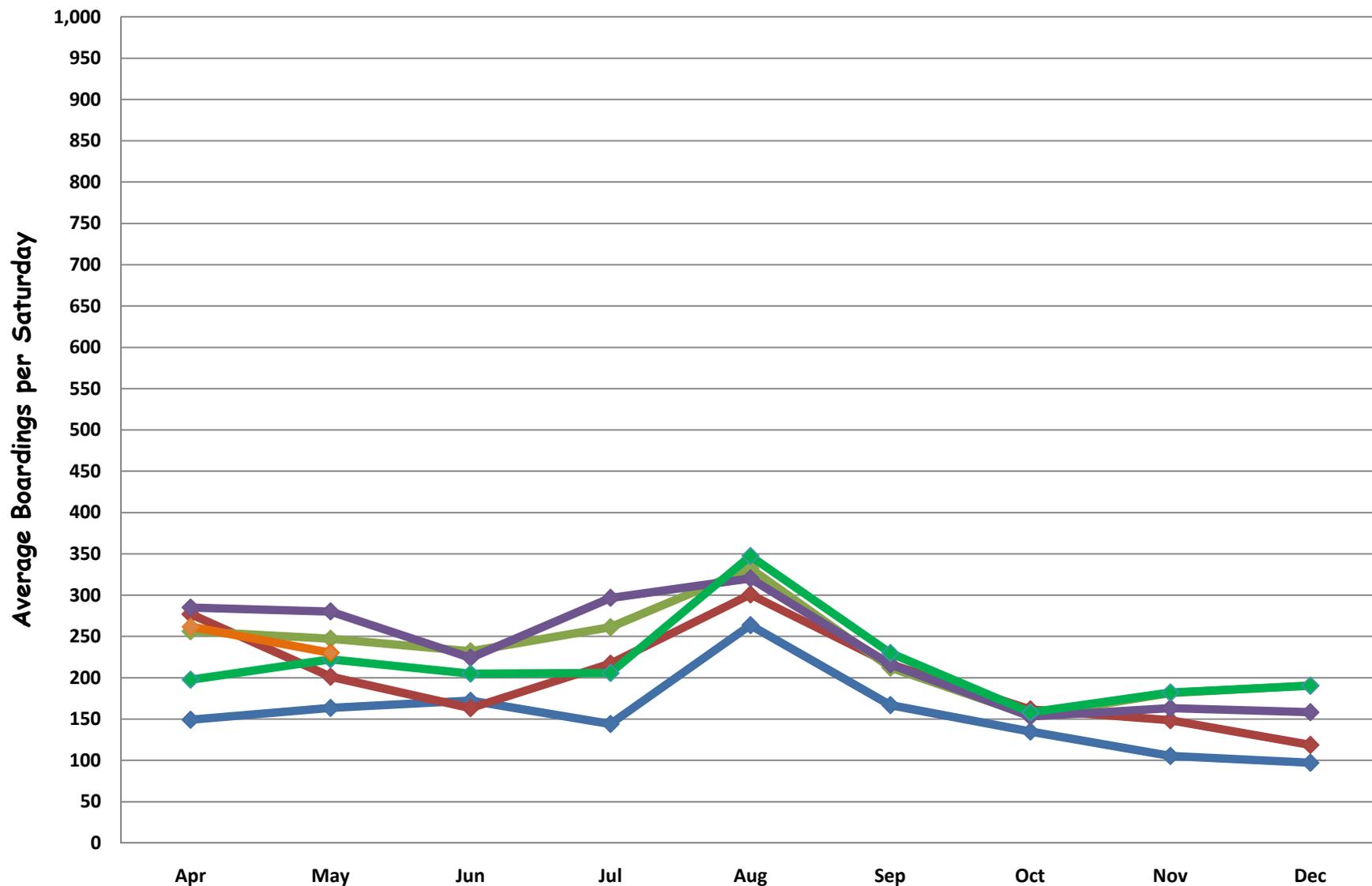
# Dash - Weekdays: Average Daily Boardings by Month

2006 2007 2008 2009 2010 2011



# Dash - Saturdays: Average Daily Boardings by Month

2006 2007 2008 2009 2010 2011



## **Olympia Express: Consideration of Options for Pierce Transit's Service Elimination**

Based on Pierce Transit's (PT) recent announcement to eliminate the 4 remaining roundtrips on Olympia Express weekday service in October, Intercity Transit staff has been reviewing options for schedule adjustments.

As of the June 13, 2011, Pierce Transit now only operates 8 trips on weekdays (4 in each direction) down from the previous 16 trips they had operated for many years. Current trips:  
Route 601: Two round trips between Gig Harbor/Tacoma/Lakewood/Olympia.  
Route 602: Two round trips each direction between Tacoma/Lakewood/Lacey/Olympia.

Given the upcoming loss of service in October, residents of Thurston and Pierce Counties that utilizing PT's Olympia Express service may be hard pressed to find other commuting options. We will continue to work with PT staff to find commute alternatives, like vanpools and carpools, but anticipate Intercity Transit's Olympia Express Routes 603 and 605 will also be impacted by these reductions.

### Service options for Intercity Transit to consider

- a) No change. Do not adjust or add service to compensate for loss of PT service.
- b) Adjust current IT trip schedule to fill major service gaps created by the loss of PT service.
- c) Provide back-up buses for overcrowded Intercity Transit trips.  
Consideration of fleet availability would need to be resolved.
- d) Consider future increase in Intercity Transit's Olympia Express service for 2012 or later, depending on financial reserves and customer demand.

As previously discussed with the Authority, we will continue to monitor ridership and service between Thurston and Pierce Counties. The intent is to assess schedule and ridership needs in serving stops in Lakewood and downtown Tacoma.

### Timeline for a October 2, 2011, Service Change

<u>June 22:</u>	Authority reviews service options, provides direction for public review process. If additional Olympia Express service is pursued then the following dates would apply:
<u>June 27 – July 20:</u>	Public review process,
<u>July 20:</u>	Public Hearing – includes Olympia Express service
<u>Aug 3:</u>	ITA Adoption.
<u>Oct 2:</u>	Service Change

## Olympia Express Trips and Boardings

**Pierce Transit Service Reduction Oct 3, 2011**

**NORTHBOUND (To Lakewood/Tacoma)**

Nr	Agency	Route	Start	Location	End	Location	Av Bdngs per trip*
1	IT	605	5:15 A	MW P&R	6:05 A	Tacoma	16
2	IT	605	5:40 A	MW P&R	6:30 A	Tacoma	8
3	IT	605	5:40 A	OTC	6:50 A	Tacoma	15
4	IT	605	6:10 A	OTC	7:20 A	Tacoma	23
5	IT	605	6:30 A	OTC	7:40 A	Tacoma	<b>24</b>
6	<b>PT</b>	<b>602</b>	<b>7:00 A</b>	<b>OTC</b>	<b>7:55 A</b>	<b>Tacoma</b>	<b>27</b>
7	IT	605	7:35 A	OTC	8:45 A	Tacoma	18
8	<b>PT</b>	<b>602</b>	<b>8:00 A</b>	<b>OTC</b>	<b>8:55 A</b>	<b>Tacoma</b>	<b>12</b>
9	IT	605	9:00 A	OTC	10:10 A	Tacoma	28
10	IT	605	10:30 A	OTC	11:40 A	Tacoma	32
11	IT	603	12:00 P	OTC	1:10 P	Tacoma	22
12	IT	603	1:30 P	OTC	2:40 P	Tacoma	28
13	IT	603	3:00 P	OTC	4:10 P	Tacoma	29
14	IT	603	4:05 P	OTC	5:25 P	Tacoma	40
15	<b>PT</b>	<b>601</b>	<b>4:15 P</b>	<b>OTC</b>	<b>5:33 P</b>	<b>Gig Harbor</b>	<b>23</b>
16	IT	605	4:35 P	LTC	5:40 P	Tacoma	18
17	IT	603	4:35 P	OTC	5:55 P	Tacoma	36
18	IT	603	5:05 P	OTC	6:25 P	Tacoma	31
19	<b>PT</b>	<b>601</b>	<b>5:25 P</b>	<b>OTC</b>	<b>6:43 P</b>	<b>Gig Harbor</b>	<b>16</b>
20	IT	603	5:35 P	OTC	6:45 P	Tacoma	26
21	IT	603	6:30 P	OTC	7:40 P	Tacoma	<b>15</b>
22	IT	603	7:30 P	OTC	8:30 P	Tacoma	17
<b>All Trips</b>							<b>505</b>
<b>IT Trips</b>							<b>427</b>
<b>PT Trips</b>							<b>78</b>

\* Jan-May 2011 Data, except for new IT trips that started June 13 (shaded blue).

**PT** = Weekday trip to be cut

} 30 = span of minutes until next trip

## Olympia Express Trips and Boardings

**Pierce Transit Service Reduction Oct 3, 2011**

**SOUTHBOUND (To Lacey/Olympia)**

Nr	Agency	Route	Start	Location	End	Location	Av Bdings per trip*
<b>1</b>	<b>PT</b>	<b>601</b>	<b>5:36 A</b>	<b>Gig Harbor</b>	<b>6:50 A</b>	<b>OTC</b>	<b>17</b>
2	IT	603	6:10 A	Tacoma	7:20 A	OTC	35
<b>3</b>	<b>PT</b>	<b>601</b>	<b>6:31 A</b>	<b>Gig Harbor</b>	<b>7:49 A</b>	<b>OTC</b>	<b>24</b>
4	IT	603	6:45 A	Tacoma	7:55 A	OTC	32
5	IT	605	6:50 A	Tacoma	<b>7:48 A</b>	<b>LTC</b>	14
6	IT	603	7:05 A	Tacoma	8:15 A	OTC	27
7	IT	603	7:35 A	Tacoma	8:45 A	OTC	23
<b>8</b>	<b>IT</b>	<b>603</b>	<b>8:05 A</b>	<b>Tacoma</b>	<b>9:15 A</b>	<b>OTC</b>	<b>14</b>
9	IT	603	9:05 A	Tacoma	10:15 A	OTC	19
10	IT	603	10:30 A	Tacoma	11:40 A	OTC	19
11	IT	603	11:55 A	Tacoma	1:10 P	OTC	23
12	IT	605	1:25 P	Tacoma	2:45 P	OTC	28
<b>13</b>	<b>PT</b>	<b>602</b>	<b>2:54 P</b>	<b>Tacoma</b>	<b>4:02 P</b>	<b>OTC</b>	<b>28</b>
14	IT	605	3:10 P	Tacoma	4:30 P	OTC	20
<b>15</b>	<b>PT</b>	<b>602</b>	<b>3:51 P</b>	<b>Tacoma</b>	<b>4:55 P</b>	<b>OTC</b>	<b>22</b>
16	IT	605	4:30 P	Tacoma	6:00 P	OTC	28
17	IT	605	5:30 P	Tacoma	6:55 P	OTC	31
18	IT	605	6:00 P	Tacoma	7:15 P	OTC	18
19	IT	605	6:40 P	Tacoma	7:55 P	OTC	17
20	IT	605	7:10 P	Tacoma	8:25 P	OTC	12
<b>21</b>	<b>IT</b>	<b>605</b>	<b>8:00 P</b>	<b>Tacoma</b>	<b>9:15 P</b>	<b>OTC</b>	<b>15</b>
22	IT	603	8:50 P	Tacoma	10:00 P	OTC	15

<b>All Trips</b>	<b>480</b>
<b>IT Trips</b>	<b>390</b>
<b>PT Trips</b>	<b>90</b>

\* Jan-May 2011 Data, except for new IT trips that started June 13 (shaded blue).

**PT** = Weekday trip to be cut

} 30 = span of minutes until next trip

<b>Preliminary Weekday Olympia Express Options</b> <i>Service Change: Oct 2, 2011</i>		One-Way Trips [IT]	Peak Coaches [IT Only]	Annual VSH [IT only]	Estimated Annual Cost [IT only]
		<b>CURRENT SERVICE</b>			
<b>Current Express Service</b>	Intercity Transit: 36 one-way trips using 6 buses. Trips originate and terminate in Thurston County.  Pierce Transit: 8 one-way trips using 2 buses. Trips originate and terminate in Pierce County. <i>(these trips are being discontinued as of Oct 2)</i>	36	6	13,995	\$1,189,596
<b>NEW SERVICE OPTIONS</b>		<b>ADDED SERVICE</b>			
<b>Unfilled PT Service</b>	<i>These trips cannot be replaced by IT without additional vehicles :</i> Northbound: 7:00 am (602 - 27 riders), 5:25 pm (601 - 16 riders) Southbound: 5:36 am (601 - 17 riders), 6:31 am (601 - 24 riders)				
<b>Northbound (1)</b>	Add 8:15 am (IT 605 - from Olympia Transit Center to Tacoma)  Purpose: Fills northbound gap at 8:00a (PT 602 - 12 daily riders)	1	0	553	\$46,963
<b>Northbound (2)</b>	Extend current 4:35 pm from the LTC to start at 4:15p at the OTC (IT 605).  Purpose: Fills northbound gap created at 4:15 pm (PT 601 - 23 daily riders) End in Tacoma (not Gig Harbor).	0	0	85	\$7,225
<b>Southbound (1)</b>	Add combination of North - 2 (above) <u>and</u> add new 2:35 pm southbound trip from Tacoma using same bus.  Purpose: Fills large southbound gap at 2:54p (PT 602 trip - 28 daily riders)	1	0	595	\$50,575
<b>Southbound (2)</b>	Add 3:50 pm from Tacoma (IT 605).  Purpose: Fills southbound gap at 3:51p (PT 602 trip - 22 daily riders)	1	0	595	\$50,575
<b>Total Potential New Service</b>		<b>3</b>	<b>0</b>	<b>1,828</b>	<b>\$155,338</b>
<b>Opt for NB and SB Service</b>	Replace one-way deadhead travel with roundtrips: Northbound: 1:00 and 2:15 pm from Olympia Transit Center Southbound: 9:45 am from Tacoma	3	0	680	\$57,800

Note: All totals are annualized. Actual totals for 2011 calendar year would be about 25% of the totals shown here.

Per hour cost used for estimate>

\$85

Intercity Transit

Oct 2011 Potential New Service

**NORTHBOUND**

Option	Route	Leaves Olympia Transit Ctr.	Capitol & 11th	Lacey Transit Center	Martin Way Park & Ride	Lakewood Station	SR512 Park & Ride	Tacoma Dome Station	Tacoma 10th & Commerce
	605	---	---	---	5:15	5:37	5:40	5:55	6:05
	605	---	---	---	5:40	6:02	6:05	6:20	6:30
	605	5:40	5:44	5:55	6:00	6:27	6:30	---	6:50
	605	6:10	6:14	6:25	6:30	6:57	7:00	---	7:20
North - 1	605	6:30	6:34	6:45	6:50	7:17	7:20	---	7:40
	605	7:35	7:39	7:50	7:55	8:22	8:25	---	8:45
	605	8:15	8:19	8:30	8:35	9:02	9:05	---	9:25
	605	9:00	9:04	9:15	9:20	9:47	9:50	---	10:10
(Opt)	605	10:30	10:34	10:45	10:50	11:17	11:20	---	11:40
	603	12:00	12:05	---	---	12:42	12:45	1:00	1:10
	603	1:00	1:05	---	---	1:42	1:45	2:00	2:10
	603	1:30	1:35	---	---	2:12	2:15	2:30	2:40
(Opt)	603	2:15	2:20	---	---	2:57	3:00	3:15	3:25
	603	3:00	3:05	---	---	3:42	3:45	4:00	4:10
	603	4:05	4:10	---	---	4:57	5:00	5:15	5:25
	605	4:15	4:20	4:35	---	5:12	5:15	5:30	5:40
North - 2	603	4:35	4:40	---	---	5:27	5:30	5:45	5:55
	603	5:05	5:10	---	---	5:57	6:00	6:15	6:25
	603	5:35	5:40	---	---	6:17	6:20	6:35	6:45
	603	6:30	6:35	---	---	7:12	7:15	7:30	7:40
	603	7:30	7:35	---	---	8:07	8:10	8:25	8:35

**SOUTHBOUND**

Option	Route	Tacoma 10th & Commerce	Tacoma Dome Station	SR512 Park & Ride	Lakewood Station	Martin Way Park & Ride	Lacey Transit Ctr.	Capitol & 11th	Arrives Olympia Transit Ctr.
	603	6:10	6:17	6:35	6:37	---	---	7:15	7:20
	603	6:45	6:52	7:10	7:12	---	---	7:50	7:55
	605	6:50	6:57	7:15	7:17	---	7:48	---	---
	603	7:05	7:12	7:30	7:32	---	---	8:10	8:15
(Opt)	603	7:35	7:42	8:00	8:02	---	---	8:40	8:45
	603	8:05	8:12	8:30	8:32	---	---	9:10	9:15
	603	9:05	9:12	9:30	9:32	---	---	10:10	10:15
	603	9:45	9:52	10:10	10:12	---	---	10:50	10:55
South - 1	603	10:30	10:37	10:55	10:57	---	---	11:35	11:40
	603	11:55	12:02	12:20	12:22	---	---	1:05	1:10
	605	1:25	---	1:50	1:52	2:20	2:27	2:35	2:45
	605	2:35	---	3:00	3:02	3:30	3:37	3:45	3:55
South - 2	605	3:10	---	3:35	3:37	4:05	4:12	4:20	4:30
	605	3:50	---	4:15	4:17	4:45	4:55	5:05	5:15
	605	4:30	---	4:55	4:57	5:30	5:40	5:50	6:00
	605	5:30	---	5:55	5:57	6:25	6:35	6:45	6:55
	605	6:00	---	6:25	6:27	6:50*	6:57	7:05	7:15
	605	6:40	6:47	7:05	7:07	7:30	7:37	7:45	7:55
	605	7:10	7:17	7:35	7:37	8:00	8:07	8:15	8:25
	605	8:00	---	8:25	8:27	8:50	8:57	9:05	9:15
	605	8:50	---	9:10	9:12	9:35	9:42	9:50	10:00

Preliminary Service Options: No additional buses. Trips added to fill time gaps created by eliminated PT service.

Note: Options (Opt) are dependent upon North and Southbound trips being added first.

12 Jun 2011 Schedules

**NORTHBOUND**

**SOUTHBOUND**

Agency	Route	Leaves Olympia Transit Ctr.	Capitol & 11th	Lacey Transit Center	Martin Way Park & Ride	Lakewood Station	SR512 Park & Ride	Tacoma Dome Station	Tacoma 10th & Commerce	TCC Transit Center	Narrows Park & Ride	Kimball Dr Park & Ride	Agency	Route	Kimball Dr Park & Ride	Narrows Park & Ride	TCC Transit Ctr.	Tacoma 10th & Commerce	Tacoma Dome Station	SR512 Park & Ride	Lakewood Station	Martin Way Park & Ride	Lacey Transit Ctr.	Capitol & 11th	Arrives Olympia Transit Ctr.
IT	605	---	---	---	5:15	5:37	5:40	5:55	6:05	---	---	---	PT	601	5:36	5:46	5:50	---	---	6:10	6:12	---	---	6:45	6:50
IT	605	---	---	---	5:40	6:02	6:05	6:20	6:30	---	---	---	IT	603	---	---	---	6:10	6:17	6:35	6:37	---	---	7:15	7:20
IT	605	5:40	5:44	5:55	6:00	6:27	6:30	---	6:50	---	---	---	PT	601	6:31	6:41	6:45	---	---	7:05	7:07	---	---	7:44	7:49
IT	605	6:10	6:14	6:25	6:30	6:57	7:00	---	7:20	---	---	---	IT	603	---	---	---	6:45	6:52	7:10	7:12	---	---	7:50	7:55
IT	605	6:30	6:34	6:45	6:50	7:17	7:20	---	7:40	---	---	---	IT	605	---	---	---	6:50	6:57	7:15	7:17	---	7:48	---	---
PT	602	7:00	---	---	7:12	7:32	7:35	---	7:55	---	---	---	IT	603	---	---	---	7:05	7:12	7:30	7:32	---	---	8:10	8:15
IT	605	7:35	7:39	7:50	7:55	8:22	8:25	---	8:45	---	---	---	IT	603	---	---	---	7:35	7:42	8:00	8:02	---	---	8:40	8:45
PT	602	8:00	---	---	8:12	8:32	8:35	---	8:50	---	---	---	IT	603	---	---	---	8:05	8:12	8:30	8:32	---	---	9:10	9:15
IT	605	9:00	9:04	9:15	9:20	9:47	9:50	---	10:10	---	---	---	IT	603	---	---	---	9:05	9:12	9:30	9:32	---	---	10:10	10:15
IT	605	10:30	10:34	10:45	10:50	11:17	11:20	---	11:40	---	---	---	IT	603	---	---	---	10:30	10:37	10:55	10:57	---	---	11:35	11:40
IT	603	12:00	12:05	---	---	12:42	12:45	1:00	1:10	---	---	---	IT	603	---	---	---	11:55	12:02	12:20	12:22	---	---	1:05	1:10
IT	603	1:30	1:35	---	---	2:12*	2:15	2:30	2:40	---	---	---	IT	605	---	---	---	1:25	---	1:50	1:52	2:20	2:27	2:35	2:45
IT	603	3:00	3:05	---	---	3:42	3:45	4:00	4:10	---	---	---	PT	602	---	---	---	2:54	---	3:20	3:22	3:47	---	---	4:02
IT	603	4:05	4:10	---	---	4:57	5:00	5:15	5:25	---	---	---	IT	605	---	---	---	3:10	---	3:35	3:37	4:05	4:12	4:20	4:30
PT	601	4:15	4:20	---	---	4:57	5:00	---	---	5:18	5:21	5:33	PT	602	---	---	---	3:51	---	4:13	4:15	4:40	---	---	4:55
IT	605	---	---	4:35	---	5:12	5:15	5:30	5:40	---	---	---	IT	605	---	---	---	4:30	---	4:55	4:57	5:30	5:40	5:50	6:00
IT	603	4:35	4:40	---	---	5:27	5:30	5:45	5:55	---	---	---	IT	605	---	---	---	5:30	---	5:55	5:57	6:25	6:35	6:45	6:55
IT	603	5:05	5:10	---	---	5:57	6:00	6:15	6:25	---	---	---	IT	605	---	---	---	6:00	---	6:25	6:27	6:50*	6:57	7:05	7:15
PT	601	5:25	5:30	---	---	6:07	6:10	---	---	6:28	6:31	6:43	IT	605	---	---	---	6:40	6:47	7:05	7:07	7:30	7:37	7:45	7:55
IT	603	5:35	5:40	---	---	6:17	6:20	6:35	6:45	---	---	---	IT	605	---	---	---	7:10	7:17	7:35	7:37	8:00	8:07	8:15	8:25
IT	603	6:30	6:35	---	---	7:12	7:15	7:30	7:40	---	---	---	IT	605	---	---	---	8:00	---	8:25	8:27	8:50	8:57	9:05	9:15
IT	603	7:30	7:35	---	---	8:07	8:10	8:25	8:35	---	---	---	IT	605	---	---	---	8:50	---	9:10	9:12	9:35	9:42	9:50	10:00

**CURRENT OLYMPIA EXPRESS SCHEDULE: 22 trips in each direction.**

Trips **highlighted** will be elimination by Pierce Transit, effective 2 Oct 2011.

Annual service levels for current IT-operated Olympia Express service:

Coaches:	<b>6</b>
Vehicle Service Hours:	<b>13,995</b>
Cost:	<b>\$1,189,596</b>

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-C  
MEETING DATE: June 20, 2011**

**FOR:** Citizen Advisory Committee  
**FROM:** Rhodetta Seward, (705-5856)  
**SUBJECT:** CAC Self Assessment Results

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1) **The Issue:** The Citizen Advisory Committee will 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 a future joint meeting.

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

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4) **Background:** Eighteen members were eligible to complete the assessment - fifteen completed the assessment. Multiple reminders and phone calls were made to members regarding the assessment. This was the lowest return of assessments the committee experienced since its inception.

The results and comments are included on the attached document.

Members will have opportunity at the meeting to seek clarification, identify areas of both strength and areas of opportunity. If the CAC identifies areas that need further work, staff will work with the Chair to schedule time for further 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:** 2011 CAC Self Assessment Results

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
SELF ASSESSMENT  
MAY 2011**

*Total Members Eligible to Participate: 18  
83% of Participation:*

*Members Participating in Survey: 15*

Due to rounding, percentages may be either 99%, 100% or 101%.

	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
<b>1. We remained faithful to our purpose.</b>	<b>13</b> 87%	<b>2</b> 13%			
<p><b>Comments:</b>            "I feel the CAC fulfilled its mission as an advisory committee more this year than in the previous 5 years."            "I love that most of us are team players."            "There were meetings when we were certainly quite sidetracked. In all fairness, this sometimes produced insightful observations, though it's hard to know if they were considered or useful to the Transit Authority."            "We remained faithful to our purpose."            "I believe we are doing what we are supposed to be. Occasionally, we get caught up with things that only the ITA can deal with and some meeting time has been wasted. There have been a few other times where personal agendas or issues have taken up meeting time, as well. I don't believe that is our function."</p>					

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

<b>2. The Citizen Advisory Committee represents the community.</b>	<b>12</b>	<b>80%</b>	<b>3</b>	<b>20%</b>			
<p><b>Comments:</b></p> <p>“Really looking forward to having a dedicated youth position.”</p> <p>“It will even be more so with a youth rep.”</p> <p>“Still need to have a youth rep.”</p> <p>“We are moving towards an even better representation with the addition of a youth position.”</p> <p>“For the most part, yes. Most of our members think of the community at large when they ask questions or have concerns. We all have user groups that we are trying to represent and I think we do a good job of bringing their concerns forward for consideration.”</p> <p>“We have excellent and diverse representation.”</p> <p>“I think we have it all covered.”</p> <p>“Once we have the youth position filled, I think we will.”</p> <p>“Once we have our youth on the committee, we will represent the community very well.”</p> <p>“It can never represent the breadth of our community, but it seemed to be pretty diverse. We didn’t keep our business reps for as long as we would have liked.”</p>							

<b>3. Intercity Transit and the community benefited from our input.</b>	<b>10</b>	<b>67%</b>	<b>5</b>	<b>33%</b>			
<p><b>Comments:</b></p> <p>“I’m not sure that I can point to one instance, but we did send to the Authority several recommendations that were accepted. Adding a youth position comes to mind.”</p> <p>“Recent decision on whether to take over Pierce bus service to Tacoma showed how valuable our decisions are.”</p> <p>“I think we did good.”</p> <p>“Economic concerns prohibited further growth. How about some PSA’s?”</p> <p>“We help to make sure that every user group in the community has a voice.”</p> <p>“Recommendations and input made by the CAC on behalf of the community often result in concrete changes which directly impact our transit system and the community that depends on it. I especially feel the direct and forthcoming communication from members who share their observations and experiences with Dial-A-Lift have greatly supported significant and important improvements.”</p> <p>“Looking over the exchanges between the CAC and the Authority, I don’t quite see where CAC’s input influenced actions of the Authority. I do think the CAC members are informed people who speak up in their own circles, which is certainly useful. So perhaps our largest benefit to the PTBA is as go-betweens.”</p> <p>“IT and the community benefitted from our input.”</p>							

<b>4. We add value to the Transit Authority's decisions.</b>	<b>10 67%</b>	<b>4 27%</b>			<b>1 7%</b>
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**Comments:**

"We add value to the Authority's decisions."

"See above."

"Always reminded by Board Authority of our contributions to decision making and how we are valued."

"It is my belief that we do add value to the Transit Authority's decisions and it is my hope that the Authority feels the same."

"I hope they think so. If our opinions aren't valued, we shouldn't exist. I believe the ITA does pay attention to our input. It is a great process and I think that is why IT has such strong community support."

"I'd like to see a bit more interaction/information prior to some of the Authority's decisions. I think the CAC could provide information to the Authority that could be of benefit."

"Clearly, we are heard."

"Per the ITA themselves."

"Probably the most value to the Authority comes from attending the CAC meetings and participating in our discussion. As mentioned above, the CAC has sent along a few recommendations."

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

<b>5. Our meetings are run well.</b>	<b>11 73%</b>	<b>4 27%</b>			
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"Linda ran good meetings and was good about recognizing all that wanted to speak. I don't recall that Jackie ran any of the meetings."

"Sometimes they go beyond time. I prefer to be on time for each topic."

"Linda did a great job."

"Generally, yes, but would like to see a more controlled comment period, which would be helped by raising hands and being acknowledged versus just speaking out."

"Agenda packet materials, organization are all great. President does a nice job keeping us on task. Staff and guest presentations have been really good."

"Meetings are organized and well run."

"We have been steadily improving since I joined the CAC. Linda has been especially skillful at balancing efficiency with full participation."

"I am continually impressed with how much we are able to discuss and accomplish within such a short period of time. I appreciate that allowing for questions is always a priority. It is my understanding that our meetings are scheduled to run 2 hours though we often can end early. At times it seems there is an impatience for meetings to end early, which puts unnecessary pressure on those who wish to share during member comment."

<b>6. I feel satisfied with my participation level within the Citizen Advisory Committee.</b>	<b>10</b>	<b>67%</b>	<b>5</b>	<b>33%</b>			
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**Comments:**

"I sometimes leave feeling that I could have participated more. But overall, I am satisfied."

"I feel satisfied with my level of participation on the committee."

"I wish at times that my job was not so demanding and that I could contribute more time to the CAC."

"The longer I am part of the group, the more comfortable I am with contributing."

"I am still on the learning curve."

"Due to change in family circumstances, I was not able to give/attend every meeting."

"I probably participated more this year than in past years. Anything that I needed to bring to the committee, I did. Yes, I am satisfied."

<b>7. I am prepared for the meetings.</b>	<b>11</b>	<b>73%</b>	<b>4</b>	<b>27%</b>			
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**Comments:**

"Yes, for the most part. I received the meeting packets electronically and that allowed me to be informed, except the couple of times when I didn't read the packet."

"I take the commitment seriously."

"Yes, I look at the packet and take notes if needed."

"Staff always provides materials in a timely manner and is very thorough."

"I could always be more prepared, yet the meetings are so thorough that I feel well supported."

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

<b>8. I feel comfortable contributing at the meetings.</b>	<b>14</b>	<b>93%</b>	<b>1</b>	<b>7%</b>		
<p>“Yes, I am comfortable contributing and feel that comments are heard and received with genuine interest by fellow CAC members and IT staff.”</p> <p>“We are provided with excellent information from well informed and well spoken representatives.”</p> <p>“Environment is one of collaboration and equal contribution.”</p> <p>“Our contributions are always welcome and appreciated even if we occasionally ask something dumb.”</p> <p>“I’m still feeling new.”</p> <p>“This last year has again been a pleasure.”</p> <p>“My comments at the meeting are always welcomed and well answered.”</p> <p>“Yes, I can’t think of one time when I held back because I was uncomfortable with what I wanted to say.”</p>						

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

- “This question doesn’t apply anymore.”
- “Would appreciate being briefed by the ED regarding ongoing transit operations much as he does for the Authority Board.”
- “Would like to have a CAC tour of the bus maintenance facility so we can appreciate the job of bus maintenance.”
- “I am waiting for the new system which will help IT to remain on time. When the bus time ranges from 5-15 minutes it is so hard to know whether a person has missed the bus or the bus is late. A telephone hot line which can help the customers to know where the bus is at the moment will help to relax and do the necessary.”
- “Can’t think of any. If I don’t know something I will ask.”
- “I am always interested in expanding the service area and hope we can come up with some new ideas that can make service available to seniors who should not be driving.”
- “Could the CAC do a quarterly logistics review, i.e. bus schedules, routes, shelter/sidewalk issues? This is the most common type of feedback I get from community members and while I know that all wishes cannot be accommodated, I think that if we regularly visit the public needs and requests, then the most common needs and requests of the community will show up as trends and could help guide the planning process.”
- “I can’t think of any particular issues that we need to discuss apart from the regular agendas.”

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-D  
MEETING DATE: June 20, 2011**

**FOR:** Citizen Advisory Committee  
**FROM:** Rhodetta Seward, (705-5856)  
**SUBJECT:** Elections

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1) **The Issue:** The Citizen Advisory Committee will conduct their elections for their officers.

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2) **Recommended Action:** Elect a Chair and Vice Chair.

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3) **Policy Analysis:** Per the Operating Principles, nominations are made in May and elections conducted in June.

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4) **Background:** At the May 18, 2011, meeting, four members were nominated for Chair: *Steve Abernathy; Meta Hogan; Faith Hagenhofer; and Joan O'Connell*. It was agreed at the May meeting, one ballot will be cast, and the member with the most votes will be elected Chair. The member with the second most votes will be elected Vice Chair. In case of a tie, staff will have a second set of ballots, and a second vote will be cast.

The new officers will take office at the July meeting and reside through June 30, 2012.

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5) **Alternatives:** N/A

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

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7) **Goal References:** N/A

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8) **References:** Pages 2-3 of the Operating Principles

## MINUTES

The Staff Liaison shall distribute a summary of the meeting. Verbatim transcripts and detailed documentation of discussion will not be available. Members will be asked to consider and approve the minutes for the record by majority vote. The minutes will include a list of all members present and absent.

## QUORUM

It is intended a quorum should be present at each meeting. One more than half of the current CAC members constitutes a quorum. If a quorum is not present, the meeting may still be held and any decisions made by members present will be forwarded to the Authority with a note indicating a quorum was not present at the vote. If a meeting starts with a quorum, the quorum requirement is considered met, even if members leave following the opening of the meeting. *(Amended 07/16/01)*

The CAC shall use Robert's Rules of Order as a guideline for conducting its business except as provided otherwise by State law or the operating procedures.

## OFFICERS/TERM OF OFFICE

Officers will consist of Chair and Vice Chair. The process for choosing officers shall consist of nomination in May (either self-nomination or nomination by others) and affirmation by majority vote in June. *(Amended 07/16/01; 2/06/08)*

Officers will serve a term of one year and may serve up to two terms in the same office. If a CAC member completes an officer vacancy during the year, it shall not be considered against the two term limitation. A member may serve two years as Chair and two years as Vice Chair consecutively.

Officers may be removed prior to the end of term by majority vote of the CAC members. If an officer resigns or is removed prior to the end of the term, a replacement will be nominated and affirmed by majority vote. Such replacement will serve until the end of the regular term. *(Amended 07/16/01; 12/20/04)*

### Section 1.                   Chair

The Chair shall:

- preside at all meetings;
- develop the agenda in coordination with the Staff Liaison;
- act as spokesperson for the CAC;
- ~~attend the regular Authority meeting the 1<sup>st</sup> Wednesday of each month and provide reports to the CAC;~~

- provide leadership and direction for the CAC;
- appoint members to attend the Authority work sessions, who then report back to the CAC at their monthly meeting; and
- perform other duties as may be requested from time to time by the CAC or the Authority *(Amended 07/16/01)*

## Section 2. Vice Chair

The Vice Chair, in the absence or inability of the Chair to serve, shall have the powers and shall perform the duties of the Chair. The Vice Chair shall perform such other duties from time to time as may be requested by the CAC or the Chair.

## Section 3. Authority Work Session Representation

All members are expected to share the responsibility of representing the CAC at Authority work session. The Chair, working with the Staff Liaison shall seek CAC members to attend the monthly Authority work sessions. The CAC representative shall sit with Intercity Transit Authority members, participate fully in the meeting, and share the CAC's comments on respective issues. CAC representative(s) will serve at the work sessions in an advisory capacity to the Authority. *(Amended 07/16/01; 12/20/04)*

## MEETING PROTOCOL

- ***Presentations*** made by staff or others should be succinct and relevant.
- ***Discussion*** of relevant issues and development of recommendations should constitute the majority following adequate briefing and presentation. All members' opinions will be respected and considered. The CAC may seek, at its discretion, input from the Authority and staff.
- ***Agreement*** on the CAC's position and recommendation to the Authority, prior to transmittal to the Authority, is the preferred method. Consensus is one method of agreement. *(Amended 2/19/01)*
- ***Opposing positions will be shared with the Authority.***
- ***Majority Vote*** is considered a majority of members present. *(Amended: 12/20/04)*

## PRODUCTS

It is anticipated the CAC will have a product in the form of a recommendation and/or a summary of the various points of view to the Authority following study and discussion of an issue. The recommendation and/or points of view will be forwarded to the Authority through the Staff Liaison, using the appropriate agenda forms and process. The CAC will seek Authority feedback regarding disposition of the recommendation and/or points of view. *(Amended 07/16/01)*

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-E  
MEETING DATE: June 20, 2011**

**FOR:** Citizen Advisory Committee  
**FROM:** Rhodetta Seward, (705-5856)  
**SUBJECT:** CAC Recruitment Update

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- 1) **The Issue:** Provide an update on the 2011 recruitment process.
- 
- 2) **Recommended Action:** For information only.
- 
- 3) **Policy Analysis:** The Intercity Transit Authority will make appointments at the June 22, 2011, meeting, based on the interview panel's recommendations.
- 
- 4) **Background:** On June 8, 2011, an interview panel comprised of three Citizen Advisory Committee members, two Intercity Transit Authority members and two staff interviewed three youth, and had seven adults scheduled for interviews, seven of whom were interviewed.

After the youth interviews and a debriefing were completed a decision was made on which candidate to recommend to the Authority for appointment. The panel then interviewed the remaining candidates for the vacancies on the CAC, after which another discussion took place. The panelists completed their dialogue by recommending to the Authority they appoint three adults to the CAC and consider appointing two youth, each for a 1-year term. This recommendation will be considered Wednesday, June 22, 2011.

New members will assume their new positions July 18, 2011. Staff will arrange an orientation prior to the 18<sup>th</sup>, with the Chair and Vice Chair of both the CAC and Authority, along with staff.

- 
- 5) **Alternatives:** N/A
- 
- 6) **Budget Notes:** N/A
- 
- 7) **Goal References:** Filling these vacancies assists the CAC in helping meet all goals of the agency.

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8) **References:** N/A

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of June 1, 2011*

**Action Items**

Wednesday night, the Authority:

- Scheduled a special meeting and public hearing for June 22, 2011, at 5:30 p.m. to receive public comment on the Transportation Improvement Program and the Program of Projects. (*Bob Holman*)
- Scheduled a special meeting for July 20, 2011, to conduct a public hearing to review and take comments on any proposed service changes to the Dash and Route 60 service. (*Dennis Bloom*)
- Authorized the General Manager to issue a purchase order for \$77,965.78, including tax and freight, to Xiologix LLC, for the purchase of an EMC NS-120 Upgrade (\$50,914) and a Data Domain Backup to Disk De-Duplication Appliance (\$27,051.78). (*Marilyn Hemmann*)
- Declared the property listed on Exhibit "A" as surplus. (*Marilyn Hemmann*)
- Authorized the General Manager to execute a one year contract with Siemens for the maintenance of the agency telephone system for \$32,578.17, including taxes. (*Marilyn Hemmann*)
- Reappointed *Meta Hogan, Rob Workman and Roberta Gray* to the Citizen Advisory Committee to a term beginning July 1, 2011, and ending June 30, 2014. (*Rhodetta Seward*)
- Approved interviewing three youth applicants and seven additional adult applicants for vacancies on the Citizen Advisory Committee, and directed staff to schedule the interviews for June 8, 2011. (*Rhodetta Seward*)
- Appointed Karen Messmer to the TRPC – Regional Plan – Sustainable Development Task Force and appointed Virgil Clarkson as the alternate. Seward added the ad hoc committee to the Authority's committee structure list since it is scheduled to be at least a 2-year commitment. (*Rhodetta Seward*)

**Other items of interest:**

- **Pierce Transit** announced a public hearing for June 13, 2011, on the subject of reducing service, and included in the list of new reductions are the remaining

Olympia Express trips. The Authority discussed sending a letter to Pierce Transit and perhaps sending a representative to the public hearing.

- **Sales tax revenue** is up significantly in May; however, this is primarily due to a one-time “tax amnesty” income of \$160,000. It would have been flat without this.
- The **Legislative session** has come to a close with status quo funding for Intercity Transit. We received funding for the second phase of the Hawks Prairie park-and-ride and special needs funding. Vanpools were also funded.
- The price of **biodiesel** dropped significantly, with the premium on B20 dropping from \$.40 per gallon to about \$.13 per gallon.
- May **ridership** is up significantly, giving us three months in a row of ridership exceeding 400,000. May’s ridership exceeded 400,000 by approximately 7%.
- **Transit Appreciation Day** is scheduled for August 10, at which time the agency will recognize eight long term employees plus the Excellence in Transit honorees.
- WSTA is hosting the **Annual Transportation Conference** in Kennewick in August, (21-23). If any Authority member is interested in attending, please contact Rhodetta.
- Seward completed the **Amtrak Umbrella Contract** which is now with all jurisdictions for review. She will begin gathering signatures later this week.
- The **GOLD (Growth, Opportunity, Leadership, and Development) Program** for the Operations Supervisor training which is an element of our Succession Planning has been well received with a great deal of interest. We have several internal applications thus far, with the deadline Friday, June 3.
- The **new 2011 Pocket Fact Card** is completed and distributed to you this evening. The card contains 2010 and 2011 operating information and intended to be a quick reference tool.
- The **new Transit Guide**, effective June 12, 2011, will go into distribution next week. Copies are provided to you this evening.
- The North Thurston School District, 800 Komachin Middle School students, participated in **Rolling Classroom field trips**. The activity incorporated a mini green building tour in Lacey and Olympia while students learned about Intercity Transit and how to use transit. Our Youth Education Coordinator designed the activity to meet the school’s science curriculum assignment to design a green transportation system.

- We doubled the goal for our **vanpool marketing campaign** after five months, with 201 new vanpoolers and 12 new vanpool groups.
- **Biking events in May** included 1,000 students participating in “Bike to School Day;” a total of nine schools participated; 300 cyclists participated in “Bike to Work Day.”
- The **Bicycle Commuter Contest** had 1,353 participants, with 50 sponsors, record participation in the BCC events including 100 cyclists in the Earth Day Market Ride and 100 bikes were tuned up at the Wrencher’s Ball.

**Rhodetta Seward**  
**prepared: June 2, 2011**

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