

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
April 17, 2017  
5:30 PM**

**CALL TO ORDER**

- |              |  |                |
|--------------|--|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>  | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>   | <b>1 min.</b>  |
|              | <b>A. Intercity Transit Authority Representative KAREN MESSMER</b><br><i>(Victor VanderDoes)</i> |                |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>  | <b>3 min.</b>  |
|              | <b>A. April 19, 2017, Work Session</b> <i>(Billie Clark)</i>                                     |                |
|              | <b>B. May 3, 2017, Regular Meeting</b> <i>(Victor VanderDoes)</i>                                |                |
|              | <b>C. May 17, 2017, Work Session</b> <i>(Michael Van Gelder)</i>                                 |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES -March 20, 2017</b>   | <b>1 min.</b>  |
| <b>V.</b>    | <b>NEW BUSINESS</b>  |                |
|              | <b>A. 2017 BICYCLE COMMUTER CHALLENGE UPDATE</b><br><i>(Duncan Green)</i>                        | <b>20 min.</b> |
|              | <b>B. COMMUNITY CONVERSATION SURVEY</b> <i>(Dennis Bloom)</i>                                    | <b>30 min.</b> |
|              | <b>C. STRATEGIC PLAN POLICY POSITIONS</b><br><i>(Ann Freeman-Manzanares)</i>                     | <b>30 min.</b> |
| <b>VI.</b>   | <b>CONSUMER ISSUES - All</b>   | <b>20 min.</b> |
| <b>VII.</b>  | <b>REPORTS</b>   |                |
|              | <b>A. Road Usage Charge Overview</b> <i>(Carl See)</i>   |                |
|              | <b>B. April 5, 2017, Regular Meeting</b> <i>(Jan Burt)</i>                                       |                |
|              | <b>C. General Manager's Report</b> <i>(Ann Freeman-Manzanares)</i>                               |                |
| <b>VIII.</b> | <b>NEXT MEETING -May 15, 2017.</b>   |                |
| <b>IX.</b>   | <b>ADJOURNMENT</b>   |                |

**Attendance report is attached.**

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**Minutes**  
**INTERCITY TRANSIT**  
**CITIZEN ADVISORY COMMITTEE**  
**March 20, 2017**

**CALL TO ORDER**

Chair VanderDoes called the March 20, 2017, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

**Members Present:** Chair Victor VanderDoes; Vice Chair Sue Pierce, Jan Burt; Michael Van Gelder; Carl See; Peter Diedrick; Marie Lewis; Marilyn Scott; Austin Wright; and Billie Clark.

**Absent:** Jonah Cummings; Ursula Euler; Mitchell Chong; Tim Horton; Denise Clark; Joan O'Connell; Walter Smit; Aria Perez; Lin Zenki; and Leah Bradley

**Staff Present:** Ann Freeman-Manzanares; Dennis Bloom; Steve Swan; Erin Pratt; Cindy Fisher; Carolyn Newsome and Nancy Trail.

**APPROVAL OF AGENDA**

It was M/S/A by BURT and LEWIS to approve the agenda.

**INTRODUCTIONS**

VanderDoes introduced Authority member, RYAN WARNER.

**MEETING ATTENDANCE**

- A. April 5, 2017, Regular Meeting - Jan Burt
- B. April 19, 2017, Work Session - Billie Clark
- C. May 3, 2017, Regular Meeting - Victor VanderDoes

**APPROVAL OF MINUTES**

It was M/S/A by WRIGHT and DIEDRICK to approve the minutes of the February 13, 2017, meeting.

**NEW BUSINESS**

- A. **GO LEWIS McCHORD VIDEO** - (*Carolyn Newsome*) Newsome indicated TRPC received funds from DOT to look at regional transportation and congestion. TRPC partnered with Pierce Transit, Intercity Transit and JBLM's employee transportation coordinator on this project to take a regional approach to transportation. Everyone mentioned the need for videos to use in social media and on websites. The group decided to call them Go Lewis McChord.

Newsome played three videos (vanpool, transit and bike). The advertising firm suggested using animation. When the shuttle was initially available, it didn't include stops at the PX and movie theatre. Changes were made adding those stops and this made the service more useful for riders.

*Newsome* answered questions.

*VanderDoes* – asked when emergency rides home started.

*Newsome* – indicated they started at the beginning of the program and are part of the Commute Trip Reduction plan which helps eliminate a lot of barriers for people using a commute alternative.

*See arrived.*

*Pierce* – remarked it is working because she has seen the Go Transit van at the 512 Park and Ride.

*Newsome* – added they intend to have a stop in Dupont as well.

**B. VILLAGE VANS UPDATE - (Erin Pratt)** Pratt indicated she is the Village Vans supervisor and would provide an overview of the program and yearly report for 2016. Pratt shared that Intercity Transit is a national leader in innovative programs, like Village Vans. The program was started in the early 2000's in partnership with several social service agencies. Seventy percent of people trying to become self-sufficient indicate transportation as a barrier. She indicated many program participants have gotten jobs at Intercity Transit. One participant, recently got a job as DAL driver and is now a DAL dispatch intern. Village Vans drives employment. The program has four vans used to transport low income people looking for work, and the program is free. People driving vans are in the job skills program. Employment support transportation is provided 7:30 am to 5:30 pm. Riders can book rides 10 days ahead. Staff uses RouteMatch software to schedule rides. People are eligible for the program if they have received state or federal assistance within the last 3 years. Drivers will take them to look for work, to their job, pre-employment activities, medical/dental appointments, to the food bank, etc. The program has two paid positions, including Nicci as the Village Vans assistant who schedules the rides and provides office support and Pratt is the program supervisor who is out networking, helping participants with cover letters, resumes, and interview skills. The program also has volunteer opportunities in the administrative assistant position. There are five computer work stations that participants can use to apply for jobs, prepare cover letters and resumes. Confidence is something you will hear over and over from volunteers. Their confidence is raised. Participants go through different types of training just like other Intercity Transit employees including anti-harassment training, bio-hazard, etc. To qualify for the program you must have a good driving record, and are only allowed one ticket. Drivers need 5 years driving experience in the US and some people don't qualify because they haven't been driving long enough. Drivers must have insurance, this is a WSTIP requirement. Participants don't have to have a car to be in the program. They receive a monthly bus pass. They get defensive driving training, learn new skills, learn to read a manifest, route finding experience, and job search support. Many have found jobs using agency computers. Each person receives an email account with Intercity Transit. This raises their hope, and confidence. They learn about posture, shaking hands, how to look going into an interview and coaching on the importance of a handshake and body language.

Pratt shared that volunteerism helps people get jobs. They have a 27% higher chance if they are volunteering, and that jumps to 55% higher in a rural area.

## **Intercity Transit Citizen Advisory Committee**

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Pratt provided some program statistics from 2016, including that the program had 25 drivers, and one administrative assistant. They volunteered a total of 7,406 hours, and 92% of those completing the program got a job. Five were hired by Intercity Transit and eight were employed outside the agency. The program provided 180 clients 5,600 one way trips; and 923 day care stops; for a total of 6,523 rides.

Pratt indicated she meets with several social service agencies once a month to try and find ways to help each other. A lot of the people who work at these agencies don't ride the bus so she gets to share Intercity Transit with them. This helps build strong partnerships. One of the program success stories, Elizabeth, who was hired in Intercity Transit's maintenance department shared her testimony and they gave her a standing ovation.

Pratt shared some accomplishments for 2016 including a new brochure with actual program participants included. The program experienced a 38% increase in ridership; daycare stops more than doubled; and strengthened and increased partnerships. Daycare stops are really important and can be a barrier for parents of young children when seeking and retaining employment. These things help move people up and out of poverty. Part of the training she shares with participants is Articulating Strength Together. This involves sharing positivity and provides that when someone tells you your strengths it is empowering.

Pratt indicated the program requires a balancing act. As participants go through the program there is a constant need for drivers and also for passengers. She asked the committee to share it with anyone they think might benefit from the program.

Pratt shared another success story about a participant who got a job with Dish Network. She read a thank you letter he wrote to Village Vans. They sent him to Arizona to train and he needed boots which he couldn't afford. Pratt asked Intercity Transit employees to help him buy boots for him and collected \$200. She shared another story from 2015 about Cindy who was homeless and came to the program from the Union Gospel Mission. She was 3 weeks into the program and saw a job at Capitol Courier while on one of the agency computers. She went to the interview without a resume, and based on her affiliation with the Village Vans program they hired her.

Pratt shared her family's story and how her mother gaining employment changed her family's life. She and her siblings have all worked in public service. Pratt has worked in public transportation at Intercity Transit for 31 years.

Pratt introduced Cindy Fisher as the next Village Vans Supervisor. She has been with Intercity Transit for 10 years, and worked as a scheduler, an operations supervisor and will transition into the role of Village Vans supervisor.

*Pratt* answered questions.

*VanderDoes* – asked about the body language training shared with program participants.

*Pratt* – responded that happier, more confident people get the jobs.

*Freeman-Manzanares* – added that it is wonderful to see people transform their lives.

## Intercity Transit Citizen Advisory Committee

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**C. UPDATE ON SERVICE REDUCTIONS FOR ROUTES ST 592 AND IT 609** – (*Dennis Bloom and Steve Swan*) Bloom indicated he would share proposed changes slated for July on ST 592 and IT 609. This is going through a public comment process and the Authority is interested in the committee's comments. There is also a possible solution with the expansion of route 612. The current Regional Mobility Grants (RMG) cover two biennium (2013-2015 and 2015-2017), for evaluating the market for the 592/609. The idea was a one seat ride from Olympia to downtown Seattle. The 592 has 12 weekday trips (6 NB, 6 SB). The average boardings/trip are just over 6 (2016). Both routes, over an almost 4-year period of time, are underperforming. The RMG provides 80% of the funding and Intercity Transit provides a local match of 20%. The 609 has 21 trips (10 NB, 11 SB) and the average boardings/trip are under 5 (2016). Express service performance is not analyzed by boardings per hour as with local service, it is based on the number of riders per trip. A minimum standard of 10-15 is marginal. In 2015, the route service summary of both the 609 and 592 were unsatisfactory. Staff worked with people, changed some of the scheduling and routing to increase performance.

Swan added the 592 northbound at 7:12 am is the one that gets the best ridership. Most of the riders are getting on at OTC, other than that there is not much ridership and southbound is the same thing. The first trip in the afternoon has about 11 passengers per trip. This is not the entirety of the trip this is Dupont to Olympia. Swan reviewed a graph of how the routes have performed over time. With the decrease in fuel prices the ridership has decreased over time.

*Van Gelder* – asked if staff was aware of other reasons it wasn't being utilized other than low gas prices.

*Bloom* – responded it could be an issue of time, because it is a 2 hour trip. There are tradeoffs when there is access to HOV lanes. It's what happens between Olympia to Tacoma where there aren't any HOV lanes. ST only operates their route in one direction and they are the only county that does that

Bloom added that the RMG funding for the 609 provided capital purchase for 3 coaches. The route starts in Tumwater, hops on I-5 going past campus and serves the Hawks Prairie Park & Ride. The same trip going southbound serves the capitol campus.

Swan reviewed the 609 northbound ridership numbers from Thurston County to Pierce County. The 4:40 pm afternoon trip on the 609 meets the ridership standard. Only 2 other pm trips come close to meeting the standard.

Swan reviewed where riders are getting on and off the 609 going northbound. There is a large percentage catching the bus in Tumwater and the capitol campus in the afternoon. Then 90% are getting off at Lakewood. With the southbound trips it is the opposite, the morning trips are doing well, averaging about 14 passengers per trip. There are a select number of trips that are doing fairly well. Looking at the locations, most riders are getting on in Lakewood (90%). The route was designed to meet the market from Lakewood to Tumwater, but most are getting off at the capitol campus, this is service supplementing routes 603 and 605.

*Bloom* answered questions.

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*Van Gelder* – remarked that it seems like the objective for the 609 was to try and take people north, yet it seems like you are getting more people going the opposite way. Reflecting back on the 592, it was sort of happening there.

*Bloom* – most express trips go into downtown Tacoma. What we see is people do transfer.

*Pierce* – indicated Pierce Transit trips are very limited that go in certain directions. Some people take 3 buses to get to a job in University Place.

*Bloom* – added there were no extra bays at the Lakewood transit center to move to, so it did not work out. It has been almost 4 years and ridership hasn't materialized. Yes the grant is running out and we tried to test the market.

*Wright* – asked what market in Tumwater the service was trying to reach and why doesn't it service the capitol campus in the morning.

*Bloom* – indicated staff talked with the state agencies in the Tumwater area, and the ETC's felt that people living in the Tumwater area were interested in going further north. The Attorney General's office sends people into Seattle every day. Routes 603 and 605 service the campus. He reminded the committee that Pierce Transit dropped their express service. Staff recently received a comment from a rider commending Intercity Transit for stepping up when Pierce cut service.

*VanderDoes* – asked if staff had done any what-if's with the routes.

*Bloom* – responded if the agency gets the funding for additional trips for the 612 there is some room within the schedule to add some trips. The agency has applied for two grants and one is to fund additional trips on 612. Staff is waiting for the legislature to determine funding. The additional trips would help relieve some of the pressure. Staff has received about 15 comments so far in the public process. Vanpool staff has ridden several times on route 609 to talk to commuters about their trip being eliminated. There is a "Cash in on Your Commute" promotion for vanpooling. The public hearing is set for April 19, and we take comments via our phone comment line, email and regular mail. Staff will ask the Authority to adopt the schedule on May 3. If funds are received from the legislature, the 612 changes will be implemented in July.

*Warner* – indicated citizens have the ability to call and push for these RMG's and he encouraged everyone to contact their representatives in support.

*Wright* – mentioned the elimination of service at the Hawk Prairie Park & Ride.

*Bloom* – stated staff has received some comments about that and it is something they'll be looking at.

*Van Gelder* – mentioned some of the factors that provided challenges to making these two routes successful, including gas prices is that a major factor in the success of bus service is the availability and low cost of parking. The cost of developing the parking is significantly higher than the revenue that comes from it.

- D. COMMUNITY CONVERSATION UPDATE** – (*Dennis Bloom*) Bloom indicated he would touch on some of the elements of the Community Conversation. The agency is using two consultants Jason Robertson and Thomas Whitman. Some of the pieces they've put together include a new website, and the project now has a logo, and a video. There is also a list of events staff will attend. If you see something on the list and would like to help out let staff know and we'll get you signed up to attend. Staff recently attended the Lacey Ethnic celebration and it was the first opportunity to go out and interview people. Bloom shared where the survey is located online to comment on current services to continue, and share enhancements they would like to see. The agency wants to know what they can do to help people get where they need to go. What's your big idea? Bloom shared the video.

Bloom shared the community conversation logo, and a poster that will be displayed internally to teach employees about the project. He reviewed the Join the Conversation form and indicated staff needs people who are fluid in other languages.

*Bloom* answered questions.

*Pierce* – requested the project information be emailed to CAC members.

Bloom showed the idea box along with the survey that will be placed at libraries, community centers, or community events.

- E. INTERLOCAL AGREEMENT - SUMMER YOUTH PASS PROGRAM** - (*Dennis Bloom*) Bloom indicated the agency would participate in a summer youth pass program with Clallam, Grays Harbor and Mason counties. The program runs through June, July, and August and provides a discounted bus pass for youth 6-18 for \$20 for 3 months, good on all participating agency's service. Youth receive a discount and get around the Olympic Peninsula. It allows them to transfer between routes. Grays Harbor and Mason Transit come to OTC. Jefferson meets Mason and Grays Harbor. There is a connection between all the systems.

## **CONSUMER ISSUES**

- *Wright* – indicated the time change on the 12/13 is effecting the connection on the 43.

*Bloom* responded the intent was to improve the connections. Staff will look into the issue and get back to everyone. Drivers were concerned the 12 was always running late.

*Scott* – remarked that she had that problem on her way to tonight's meeting. The 47, 68 and 62 were late because the 13 wasn't hitting the times.

*Swan* – added it was changed so they would get there at the same time to make connections.

*See* – added he had heard from a colleague on the 48 had trouble getting on the 13 to Tumwater Square, and it wasn't working for her since the change.

- *VanderDoes* – shared he was working on an issue with DAL concerning the swimming athletes for the Special Olympics for delivery and pick up times at River Ridge High School.

## **REPORTS**

## **Intercity Transit Citizen Advisory Committee**

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- **SMIT** - was not in attendance so Freeman-Manzanares provided the report from the February 15, 2017, Work Session including the Authority approved the Marketing & Communications video contract; received a presentation from the EDC on the Economic Alliance by Michael Cade; and they approved the construction management contract for the UST project.
- **CHONG** - was not in attendance so Freeman-Manzanares provided the report from the March 1, 2017, Regular Meeting including the Authority approved the copier contract; and received an update on the community conversation project.
- **SEE** - provided the report from the March 15, 2017, Work Session including the Authority received the Village Vans update; the Go JBLM videos; a presentation on the 592 & 609 routes; and a retirement recognition for Ben Foreman. See presented a Road Usage Charge Transportation Commission Study that he will share with the CAC in April.
- **FREEMAN-MANZANARES** - provided the General Manager's report including thanks to Billie for being a model for DAL to show how to transport a reasonable amount of bags. One of the things the agency is focusing on is using people who use the service as models. The agency is saying farewell to two long term employees Ben Foreman and Erin Pratt and this is a big loss for staff. She shared that the local sales tax options bill died. It was doing remarkably well, particularly through the senate, and had great support. Issues came out surrounding ST and everything transit related died. The agency will be looking at it again next year. She indicated there hadn't been a lot of positive conversation around the \$5M ask for the Pattison facility, or the operating dollars for DASH. The Senate budget came out today and neither project is in there. The House budget is anticipated to look very similar. The RMG for route 612 and \$2M ask for a vanpool facility is in the proposed budget. The project application includes \$3.9 in the next biennium for the vanpool center. Staff held the first community conversation at the Ethnic Festival in Lacey. It is always a great experience to go into the community and hear what is important to people. Staff will be going to the Nisqually Home & Garden show to continue the conversation. Thomas Whitman the planning consultant is close to getting the short range analysis done. That will be the baseline moving forward to do service planning. Shout out to vanpool for riding all those early morning express routes to help those express commuters. One of the real benefits to taking the time to reach out and talk to people included an email staff received thanking Intercity Transit for picking up the routes Pierce Transit dropped. She shared some recognition for the Wellness program from the American Heart Association and the state of Washington. The bike shop reports 119 volunteer hours in February, and they have built 25 bikes this year. Last year they built 80 bikes over the entire year. February ridership was at 322,181 for a total 659,178 on the year, which is 7.46% below last year. Some of this may be attributable to enrollment being down at local colleges. Last Saturday was Transit Driver Appreciation Day and the agency celebrated a chili feed (made by Jim), and cornbread, with some sweet treats. Please follow Intercity Transit on Face Book to see our operator's success stories.

**NEXT MEETING: April 17, 2017.**

### **ADJOURNMENT**

**It was M/S/A by VAN GELDER and DIEDRICK to adjourn the meeting at 7:35 pm.**



**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: April 17, 2017**

**FOR:** Citizen Advisory Committee

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

**SUBJECT:** 2017 Bicycle Commuter Challenge Update

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- 1) **The Issue:** Brief the CAC on the results of the 2017 Winter BCC, and progress on the 30<sup>th</sup> Annual Bicycle Commuter Challenge coming up in May.

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

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  - 3) **Policy Analysis:** Intercity Transit made encouragement and promotion of transportation options a key part of its mission. This includes non-motorized alternatives like bicycling. The agency took over the administration of the Bicycle Commuter Contest in 2006.

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  - 4) **Background:** The Winter Bicycle Commuter Challenge (BCC), which runs the full month of February, grew again in 2017. This year, 225 people registered for the event, and 8 people won prizes in random drawings and a photo contest on International Bike to Work Day. Registration is now open for the 30<sup>th</sup> Annual Bicycle Commuter Challenge and public outreach is ongoing. Items of note include our new name, our 30<sup>th</sup> anniversary, and a new website for the BCC which allows participants to sign up and record their bike trips online each day.

Bicycling is a significant element in Thurston County, and Intercity Transit's incorporation of bicycling into its trip reduction and alternative commute promotion has been well received. Under the agency's guidance, the program has seen increasing participation, enthusiastic sponsorship, strong event attendance and media attention. The BCC broadened and sustained successful partnerships between Intercity Transit, local jurisdictions, the business community, and the general public as well as generated public goodwill.

This is Intercity Transit's twelfth year administering this countywide event. For the ninth consecutive year, Duncan Green is directing the BCC and related efforts as a temporary employee (a six month position). He receives assistance from the other members of Intercity Transit's Marketing and Communications staff.

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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 less than this amount due to sponsorships and in-kind support

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7) **Goal Reference:** **Goal #2:** *"Provide outstanding customer service."* **Goal #4:** *"Provide responsive transportation options within financial limitations."*

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8) **References:** N/A.

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: April 17, 2017**

**FOR:** Citizen Advisory Committee

**FROM:** Dennis Bloom, Planning Manager, 705.5832

**SUBJECT:** Community Conversation Survey

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- 1) **The Issue:** Seek CAC participation on survey questions for identifying and setting future priorities for Intercity Transit.
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- 2) **Recommended Action:** Information and discussion.
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- 3) **Policy Analysis:** This overall project is to help oversee and direct the agency's efforts to develop, maintain and improve services.
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- 4) **Background:** As previously presented last month to the CAC, Intercity Transit is in the beginning stages of a public outreach effort to engage stakeholders and the public for a "community conversation" about our long range planning efforts. We want to get your ideas that will help us remain effective, efficient and sustainable into the future.

Staff is seeking your comments and feedback on survey questions (attached) and your interest in participating in public engagement efforts. For more details about our project, please see our website: [www.itroadtrip.net](http://www.itroadtrip.net).

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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** Project budgeted for 2017.
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- 7) **Goal Reference: Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."*
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- 8) **References:** Road Trip Survey Questions and [www.itroadtrip.net](http://www.itroadtrip.net).



# ROAD TRIP

## ITroadtrip.net

Moving Forward Together

Intercity Transit takes pride in maintaining an efficient, sustainable and affordable public transportation system. But we need your help to be even better. Please take a moment to share your personal vision for the future of public transit in Thurston County.

For updates, schedules and more information visit [www.itroadtrip.net](http://www.itroadtrip.net), email [roadtrip@intercitytransit.com](mailto:roadtrip@intercitytransit.com) or stop by our office anytime!

**What current services or features would you like Intercity Transit to continue or enhance?**

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**What else can Intercity Transit do to help get people where they're going?**

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**What's your #1 priority or big idea for the future of our public transportation system?**

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**Are there any community events or other similar gatherings that you think we should be attending? Are you interested in helping out at these events?**

**Any suggestions for our website: [itroadtrip.net](http://itroadtrip.net)?**

**Name:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. V-C  
MEETING DATE: April 17, 2017**

**FOR:** Citizen Advisory Committee  
**FROM:** Ann Freeman-Manzanares, 705-5838  
**SUBJECT:** 2018 - 2023 Strategic Plan Policy Positions

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- 1) **The Issue:** First review of policy issues for the 2018-2023 Strategic Plan.

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  - 2) **Recommended Action:** Discuss and provide comment.

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  - 3) **Policy Analysis:** The Strategic Plan is Intercity Transit's primary policy document and Authority direction determines the level of resources and priorities devoted to specific services and projects.

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  - 4) **Background:** Every year the Authority defines critical policy issues and establishes direction for staff and the future of Intercity Transit. This typically takes place over several meeting sessions. This is the first of those meeting sessions. The Authority relies on the CAC to provide valuable discussion and comment.

Below is a list of policy issues to consider. Included is a short note regarding Authority direction for 2017. Staff will walk through these issues in more detail at the meeting.

1. **Should Intercity Transit maintain service levels in 2017 or consider new or expanded local transit services needed to serve the growing population?**

Authority direction for 2017 was to examine and monitor all routes in regards to productivity and issues of coverage.

2. **What is Intercity Transit's role in providing regional mobility?**

Authority direction for 2017 was to continue to engage with TRPC and WSDOT to consider alternatives for serving JBLM and the I-5 corridor. Approach state and federal funding sources to provide assistance in meeting the public transportation demand on the I-5 corridor. Advocate for HOV lanes and other transit prioritization mechanisms and support the growth of the vanpool program.

3. **What role should Intercity Transit play in serving the core areas of Olympia, Lacey and Tumwater area?**

Authority Direction for 2017 was to continue to work with the state to identify and promote adequate parking for Dash service; including the provision of park and ride spaces at the Olympia Farmers Market during the legislative session. Work with State, local jurisdictions and major employers regarding parking and promote Commute Trip Reduction. Work with area stakeholders to market and cross promote transit in core areas of Lacey, Olympia and Tumwater.

**4. Is there a role for local express service in the current service area?**

Intercity Transit currently operates no local express service. Local express service generally operates in major corridors with service speeds increased by reducing the number of stops and/or by introducing transit priority measures in the corridor.

**5. Should transit priority measures – signal priority, queue bypass, bus lanes – be considered?**

Authority Direction for 2017 was to continue the implementation of the pilot signal preemption project in the Martin Way and Capital corridors.

**6. Should Intercity Transit pursue efforts to coordinate service with local school districts?**

Authority Direction for 2017 was to continue Youth Education program and continue to work with schools and youth to teach skills for safe biking, walking and transit use.

**7. What level of passenger infrastructure (bus shelter, benches, lighted stops, passenger information) is appropriate?**

Authority Direction for 2017 was to continue to implement the grant funded project, in cooperation with the City of Tumwater, to enhance Tumwater Square and pursue engineering for the 2017-2018 grant funded bus stop enhancement project.

**8. What additional investments in technology should be made beyond the current Advanced Communications System project?**

Authority direction for 2017 was to complete the website upgrades and continue to work with the CAD-AVL system manufacturer to insure performance is meeting expectations.

**9. Should Intercity Transit pursue additional park and ride facilities?**

Authority direction for 2017 was to pursue joint use agreements to secure park and ride space to serve ridesharing, express bus and local transit service.

**10. Should Intercity Transit's current marketing approach and level of effort be continued?**

Authority Direction for 2017 was to focus on community outreach and engagement and aggressively market its services.

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

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6) **Budget Notes:** The Strategic Plan provides the basis for the development of the annual budget.

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7) **Goal Reference:** The strategic plan provides the basis for all our goals.

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8) **References:** 2017-2022 Strategic Plan

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of April 5, 2017*

**Action Items**

Wednesday night, the Authority:

- Welcomed new employee Angie Shamburger, Senior Account and congratulated Gene Dickens on his promotion to DAL Dispatch Specialist.
- Authorized the General Manager to purchase Dell backup server equipment from Dell in the amount of \$30,666, inclusive of tax.
- Authorized the General Manager to enter into a one-year contract extension with American Landscape Services to provide landscaping and grounds maintenance service at Intercity Transit facilities in an amount not-to-exceed \$47,002, including taxes.
- Authorized the General Manager to execute a contract amendment with Pierce County Security to extend the contract for security services at the Lacey and Olympia Transit Centers for a period of one year in an amount not-to-exceed \$194,116.
- Authorized the General Manager to issue a purchase order to Northwest Lift & Equipment, LLC for gear mechanism upgrades to the ECO 60 Vehicle Lifts in Bays 5, 15, and 16 of the Maintenance facility in the amount of \$33,620, including tax.
- Authorized the General Manager to enter into a short-term lease agreement with Gordon Truck Centers to lease space at the property located at 13232 Case Road SW, Olympia, WA for \$4,160 per month.
- Authorized the General Manager to enter into a contract with Rognlin's for the Pattison Base Improvements - Underground Storage Tank (UST) project in the amount of \$5,343,760, including taxes.
- Received an update on the 2017 Bicycle Commuter Challenge.
- Advised staff to pursue either July 14 or August 18 to conduct the 2017 Planning Session; and to work with the Chair/Vice Chair to select a facilitator.

**Other Items of Interest:**

- The Federal Transit Association's Triennial Audit was completed last week and Intercity Transit passed with no deficiencies. The FTA auditors indicated they have never seen a system that did not receive any findings. Freeman-Manzanares will inquire whether the FTA issues any statements showing results that can be shared.

- Eric Phillips, Steve Krueger and Thomas Van Nuys recently attended the APTA Fare Collection and Revenue Management and TransitTech Conference in San Antonio. Their feedback will assist in the exploration of that process.
- Freeman-Manzanares, Jim Merrill, and Heather Stafford-Smith and members of the ATU and IAM will attend the Labor and Employment Relations Association (LERA) conference in Seattle April 6 and 7.
- The National Roadeo is scheduled for the weekend of May 5, 2017, in Reno. Intercity Transit will be represented by Rob Wood of Operations; and the Maintenance Team Joe Bell, Grant Swidecki, and James Bush, as well as Coaches David Dudek and William Snyder.
- Staff is exploring dates to host Intercity Transit's 2<sup>nd</sup> annual Roadeo this summer.
- Intercity Transit will have a booth at the Nisqually Home and Garden Show, April 29 and 30. All are welcome to attend.
- Intercity Transit is providing public transportation opportunities for an event sponsored by the County entitled, "Civic Pride Honor Roll" which honors individuals who maintained a perfect voting record for over 50 years. Emily Bergkamp has taken the lead on this event.
- Intercity Transit provided transportation for the City of Tumwater - Tumwater University. Freeman-Manzanares reminded the Authority that Intercity Transit can provide the jurisdictions with transportation services for official functions.
- The agency participated in the development of the County Hazard Mitigation Plan, which is required to receive grant funding from the County. Intercity Transit will bring organization annex to the plan, and will ask for Authority support of the document at the June 7 meeting.
- There are 176 active vanpools.
- One of the Village Vans participants has been hired by Medline and is starting the first Medline vanpool. Medline is currently located in Sumner and employs 140 people. They will be moving to a 750,000 square foot facility in Hawks Prairie and anticipates hiring 60-80 more employees. Intercity Transit is assisting employees from Thurston County to vanpool to Sumner, and will help Pierce County employees vanpool to Thurston County. Medline is offering a \$50 stipend, cash bonuses and reserved vanpool parking.
- Staff met with the Operations Manager at Conduent (formerly Xerox) regarding the startup of new vanpools. This is especially timely as a number of their employees use the Sound Transit 592 route to work.



- Vanpool Manager, Carolyn Newsome, gave a presentation at the Veteran's Transportation Forum at the Lacey Hub and at the JBLM Military Affairs meeting. This was designed to assist veterans and their families with transportation to critical appointments. The forum helped identify a need in Thurston County, map and pull together existing resources and plan solutions for any gaps.
- Carolyn Newsome joined the JBLM GoRideshare Board as the new Co-Chair, sharing duties with Pierce Transit staff. They are developing the Board's work plan and performance measures.
- The Senate and House Budgets include \$375,000 in DASH operational dollars. This is for a single year. The two Regional Mobility Grants are in the Governor's, Senate's and House's Budget.

**Pat Messmer**

**Prepared: April 6, 2017**

### CITIZEN ADVISORY COMMITTEE ATTENDANCE RECORD

CAC		3	4	5	6	7	8	9	10	11	12	1	2	3	
Members		Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	
Leah	Bradley	Absent			Absent			Absent			<b>MEETING CANCELLED</b>	Absent	Absent	Absent	
Jan	Burt			Absent		Absent									
Mitch	Chong		Absent				Absent	Absent							Absent
Billie	Clark			Absent	Absent								Absent		
Denise	Clark				Absent		Absent	Absent					Absent		Absent
Jonah	Cummings														Absent
Peter	Diedrick														
Ursula	Euler							Absent	Absent						Absent
Tim	Horton														Absent
Marie	Lewis														
Joan	O'Connell			Absent	Absent										Absent
Ariah	Perez	Absent	Absent		Absent	Absent		Absent	Absent				Absent	Absent	Absent
Sue	Pierce														
Marilyn	Scott														
Carl	See							Absent							
Walter	Smit				Absent		Absent						Absent		Absent
Victor	VanderDoes						Absent								
Michael	Van Gelder				Absent	Absent									
Austin	Wright														
Lin	Zenki				Absent		Absent			Absent		Absent		Absent	

= Joint meeting does not count against required meeting attendance