

AGENDA
INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
September 20, 2017
5:30 P.M.

CALL TO ORDER

- | | | |
|------------|--|----------------|
| 1) | APPROVAL OF AGENDA | 1 min. |
| 2) | PUBLIC COMMENT
<i>Public Comment Note: This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is asked to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. Please include your first and last name, a mailing address or a phone number (in the event we need to contact you). When your name is called, step up to the podium and give your name for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. Citizens testifying are asked to limit testimony to three minutes.</i>

<i>The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.</i> | 10 min. |
| 3) | WSTIP PRESENTS SAFETY STAR AWARD
<i>(Ann Freeman-Manzanares)</i> | 5 min. |
| 4) | RECOGNITION AND CELEBRATION
A. 2017 State Rodeo Recognition | 15 min. |
| 5) | INTRODUCTIONS - Attendees provide self-introductions | 15 min. |
| 6) | SHORT/LONG RANGE PLANNING CONSULTANT CONTRACT
<i>(Eric Phillips)</i> | 5 min. |
| 7) | TRANSIT SIGNAL PRIORITY INTERLOCAL AGREEMENT
<i>(Eric Phillips)</i> | 5 min. |
| 8) | CAC SELF-ASSESSMENT <i>(Debbie Sullivan & Victor VanderDoes)</i> | 20 min. |
| 9) | SHORT/LONG RANGE PLAN & COMMUNITY CONVERSATION
<i>(Ann Freeman-Manzanares)</i> | 60 min. |
| 10) | GENERAL MANAGER'S REPORT | 5 min. |
| 11) | AUTHORITY/CAC ISSUES | 15 min. |
| 12) | ADJOURNMENT | |

Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.

For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to TitleVI@intercitytransit.com.

If you need special accommodations to participate in this meeting, please call us at (360) 786-8585 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 786-8585.

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

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 3
MEETING DATE: September 20, 2017**

FOR: Intercity Transit Authority and Citizen Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: WSTIP Safety Star Award

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- 1) **The Issue:** Tracey Christianson, Deputy Director of the Washington State Transit Insurance Pool will present Intercity Transit with the WSTIP Safety Star Award.
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- 2) **Recommended Action:** N/A.
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- 3) **Policy Analysis:** N/A.
-
- 4) **Background:** The Washington State Transit Insurance Pool recognizes the long-term dedication and commitment to safety by the annual award of their Safety Star Awards. This award recognizes members that maintain impressive and stable safety records in each WSTIP rating category (small, medium and large). Winners of this award are consistently good performers in terms of auto liability losses to the organization. Intercity Transit received the Safety Star Award in the large system category at the State Transportation Conference for our 2016 safety record.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** N/A.
-
- 7) **Goal Reference:** N/A.
-
- 8) **References:** N/A.

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 6
MEETING DATE: September 20, 2017**

FOR: Intercity Transit Authority

FROM: Eric Phillips, Development Director, 360-705-5885

SUBJECT: Short & Long Range Planning Consultant Contract

1) **The Issue:** Consideration of an amendment to an existing contract for the provision of short and long range planning services.

2) **Recommended Action:** Authorize the General Manager to execute an amendment to the contract with Nelson/Nygaard Consulting Associates, Inc. increasing the total contract to a revised not-to-exceed amount of \$193,862 for the provision of short and long range planning services and extending the agreement through December 31, 2018.

3) **Policy Analysis:** The procurement policy states the Authority must approve any expenditure over \$25,000.

4) **Background:**

A request for proposals for the provision of short and long range planning services was originally released on June 20, 2012. Nelson/Nygaard was selected and the ITA authorized a contract and an initial budget of \$79,958 in 2012 for short and long range planning work. In 2015 the ITA began discussions with staff regarding a more substantial community outreach and planning effort and it was agreed the short and long range planning work should be coordinated with the "Community Conversation" work. The contract was amended in December 2016 adding \$88,633 to the value of the contract and extending the term through December 31, 2017. As of June 2017, \$45,116 has been expended under this contract.

Following the draft review of existing conditions report last spring, and in consideration of some data concerns related to on time performance, staff requested some additional technical review work be considered by Nelson/Nygaard not originally included in the project scope of work. The amended contract provides resources for the additional technical work - specifically related to our internal scheduling, route performance, and service

implementation processes utilized to develop, manage, and deploy fixed route service. This amendment adds approximately \$25,270 to the previously authorized contract amount for a total contract not-to-exceed amount of \$193,862. The revised amount does not reduce or replace work previously planned to complete the S&LRP. As noted above the term of the agreement is also extended to address the updated schedule following our extended outreach effort on the initial Phase of the IT Road Trip.

5) **Alternatives:**

- A. Authorize the General Manager to execute an amendment to the contract with Nelson/Nygaard Consulting Associates, Inc. increasing the total contract to a revised not-to-exceed amount of \$193,862 for the provision of short and long range planning services and extending the agreement through December 31, 2018.
- B. Defer action. Our goal is to complete a short and long range service plan every six years. It has been seven years since completion of our last plan.

6) **Budget Notes:** If approved, the increase to the project will be included in the carry-over amount budgeted in 2018 to complete the Short and Long Range Plan project. The total project increase is \$25,270.

7) **Goal Reference: Goal #1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”*
Goal #4: *“Provide responsive transportation options within financial limitations.”*

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

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 7
MEETING DATE: September 20, 2017**

FOR: Intercity Transit Authority

FROM: Eric Phillips, Development Director, 705-5878

SUBJECT: Transit Signal Priority Interlocal Agreement with City of Olympia

1) **The Issue:** Consideration of an Interlocal Agreement with the City of Olympia supporting Transit Signal Priority implementation, coordination and technical support.

2) **Recommended Action:** Authorize the General Manager to enter into an Interlocal Agreement with the City of Olympia identifying processes, roles and responsibilities related to the implementation of Transit Signal Priority.

3) **Policy Analysis:** The Interlocal Cooperation Act (RCW 39.34) provides authority for two or more public agencies governing bodies to enter into an agreement in support of a joint project.

4) **Background:** Interlocal Agreements (ILA's) are an efficient tool to support coordination between two local agencies working cooperatively. The ILA with Olympia for TSP provides the supportive framework and defines roles and responsibilities for each agency while also providing support related to tracking and managing the project in accordance with the FTA grant requirements.

Under this agreement with the City of Olympia staff can move forward and manage the framework for continued TSP deployments including technical coordination for new intersections, equipment tracking processes consistent with Federal Requirements, and ongoing installation, communication and maintenance of the system. The ILA provides that, Intercity Transit will be responsible to purchase equipment required for successful TSP implementation. The City of Olympia will support the project by housing the equipment within City owned traffic signal control boxes. The ILA provides clarification on responsibilities of each jurisdiction regarding the management of the equipment, changes and monitoring of system performance, and coordination of the field implementation of equipment including operations to support TSP implementation. The agreement also specifies that Intercity Transit is the grant fund recipient and is solely responsible for tracking, documenting, and meeting the Federal Transit Administration (FTA) grant requirements.

Both agencies' attorneys reviewed the ILA as presented for consideration and the City of Olympia is scheduled to take action on this ILA at their October 3, 2017, City Council meeting.

Staff recommends proceeding with the Interlocal Agreement with the City of Olympia to support the overall implementation of TSP in our service area.

Project History: TSP deployments are part of the Smart Corridors Initiative, a regional study prepared by Thurston Regional Planning Council (TRPC) to review and implement measures to improve the technical and operating performance of major corridor operations in our region through a variety of measures. Utilizing federal Congestion Mitigation and Air Quality Improvement Program funds (CMAQ), a study for considering Transit Signal Priority technology (TSP) was undertaken between the jurisdictions of Lacey, Olympia, Tumwater, Thurston County, WSDOT Olympic Region, and Intercity Transit. The intent of this study and subsequent implementation strategies is to improve overall corridor capacity and mobility in the region. Among these key strategies, TSP is being deployed to study and enhance transit speed and reliability as these corridors experience increasing traffic, congestion and travel delay. ILA's are anticipated with each of the jurisdictions where Intercity has planned TSP deployments.

5) **Alternatives:**

- A. Authorize the General Manager to enter into an ILA with the City of Olympia identifying roles and responsibilities related to the implementation of TSP.
- B. Defer action. Do not approve the ILA. Without an ILA in place the project coordination and certain FTA requirements would be difficult to coordinate. The project may not proceed.

-
- 6) **Budget Notes:** The ILA does not include authorization of funds beyond staff support and coordination. Separate agreements may be entered into with the City of Olympia for equipment management within their control. Funds required for such agreements and planned work was previously approved as part of the TSP implementation grant project.

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- 7) **Goal Reference: Goal #2:** *"Provide outstanding customer service."* **Goal #3:** *"Maintain a safe and secure operating system."* **Goal #4:** *"Provide responsive transportation options within financial limitations."* **Goal #6:** *"Encourage use of services."*

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

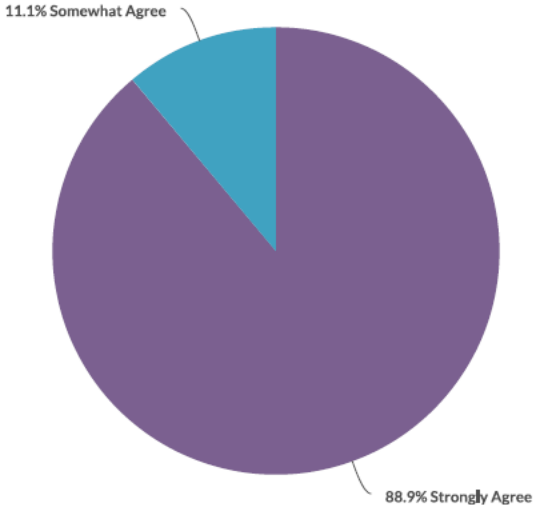
**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 8
MEETING DATE: September 20, 2017**

FOR: Intercity Transit Authority and Citizen Advisory Committee
FROM: Debbie Sullivan and Victor VanderDoes
SUBJECT: CAC Self-Assessment

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- 1) **The Issue:** Review the results of the Citizen Advisory Committee yearly self-assessment and discuss how the CAC interacts and advises the Authority.
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- 2) **Recommended Action:** Discuss the results of the assessment and how the CAC interacts and advises the Authority.
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- 3) **Policy Analysis:** The CAC conducts a self-assessment annually and presents the results to the Authority at the September joint meeting.
-
- 4) **Background:** Each May, the Citizen Advisory Committee conducts a self-assessment and shared the results with the committee at their August meeting, and now with the Authority at the joint meeting held in September.
- Twenty members were eligible to complete the assessment and eighteen (90%) members participated.
- This joint meeting provides a perfect opportunity to discuss what is working well and what could work better.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** Supporting a positive working relationship and open communications between the CAC and the Authority helps the agency achieve all goals.
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- 8) **References:** 2017 CAC Self-Assessment Results.

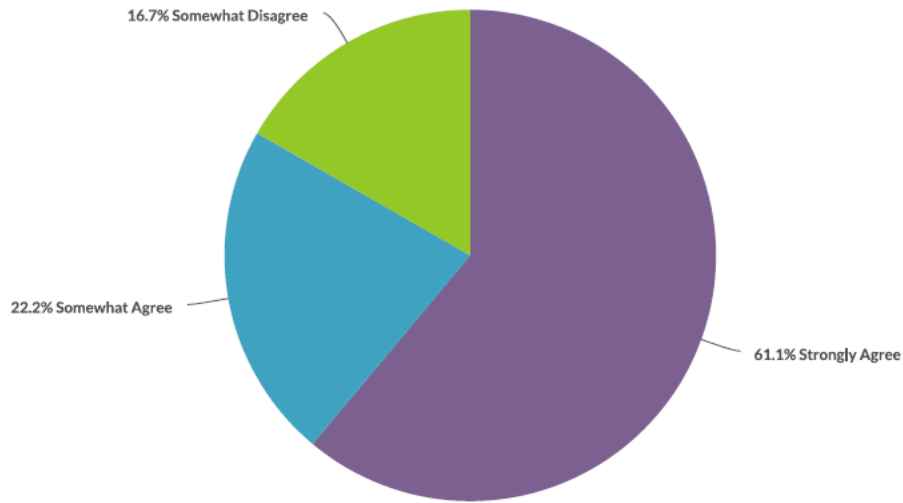
2017 CAC Self-Assessment Results

1. We remained faithful to our purpose.



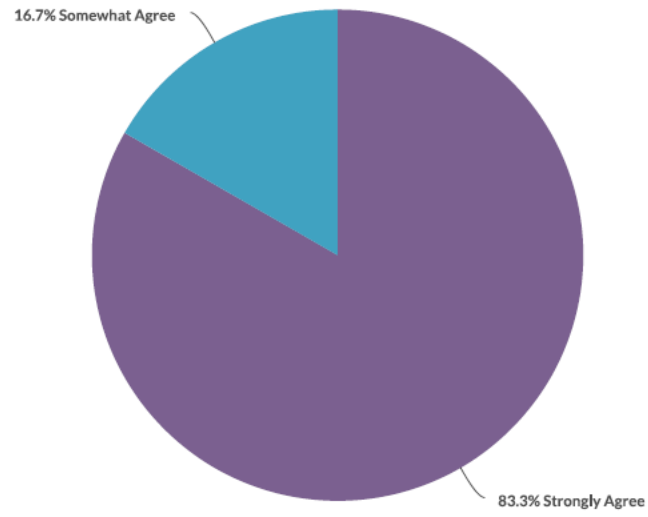
Value	Percent	Responses
Strongly Agree	88.9%	16
Somewhat Agree	11.1%	2
		Total: 18

2. The Citizen Advisory Committee represents the community.



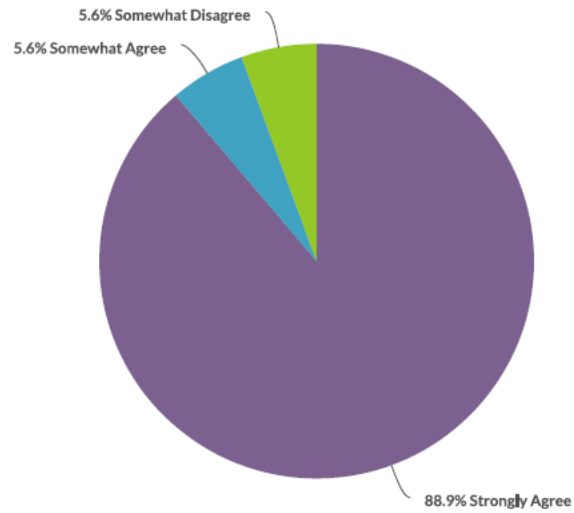
Value	Percent	Responses
Strongly Agree	61.1%	11
Somewhat Agree	22.2%	4
Somewhat Disagree	16.7%	3
		Total: 18

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



Value	Percent	Responses
Strongly Agree	83.3%	15
Somewhat Agree	16.7%	3
		Total: 18

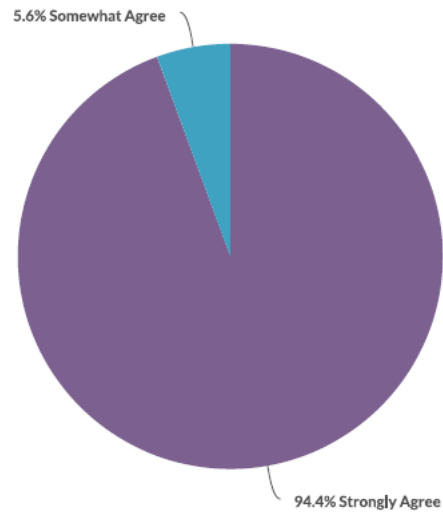
4. We add value to the Transit Authority's decisions.



Value	Percent	Responses
Strongly Agree	88.9%	16
Somewhat Agree	5.6%	1
Somewhat Disagree	5.6%	1

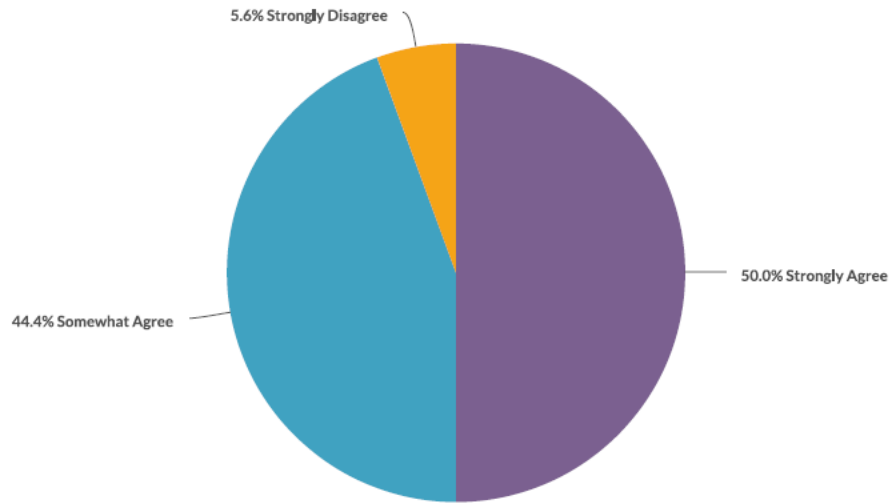
Total: 18

5. Our meetings are run well.



Value	Percent	Responses
Strongly Agree	94.4%	17
Somewhat Agree	5.6%	1
		Total: 18

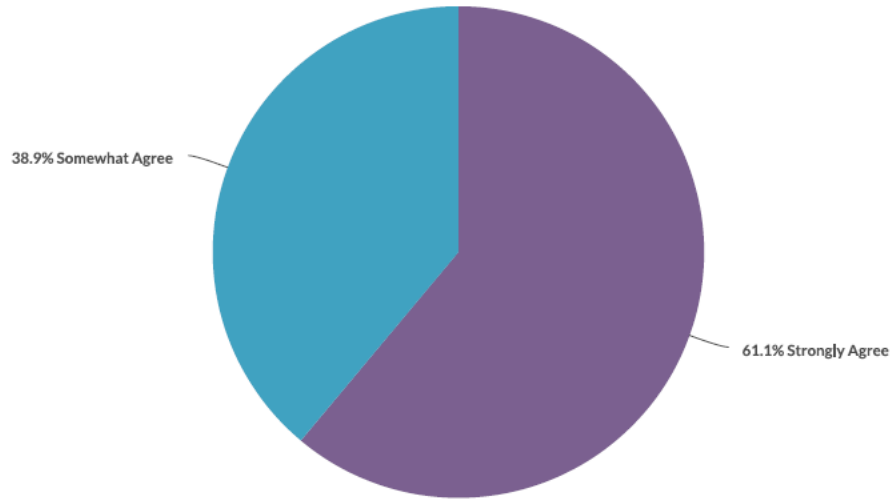
6. I feel satisfied with my participation level within the Citizen Advisory Committee.



Value	Percent	Responses
Strongly Agree	50.0%	9
Somewhat Agree	44.4%	8
Strongly Disagree	5.6%	1

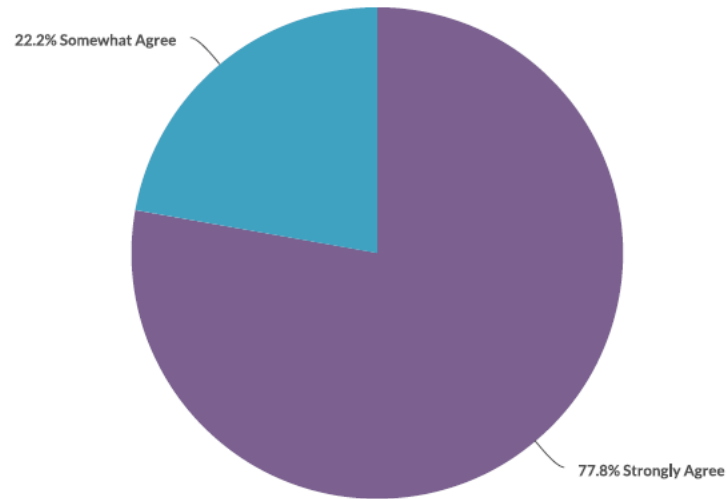
Total: 18

7. I am prepared for meetings.



Value	Percent	Responses
Strongly Agree	61.1%	11
Somewhat Agree	38.9%	7
		Total: 18

8. I feel comfortable contributing at the meetings.



Value	Percent	Responses
Strongly Agree	77.8%	14
Somewhat Agree	22.2%	4
		Total: 18

9. If you have additional comments please provide them here.

A word cloud centered around the acronym 'CAC'. The word 'community' is the largest and most prominent, written in a dark blue font. Other words are scattered around it in various colors and sizes. The word 'feel' is in blue, 'proud' is in purple, 'group' is in blue, 'learned' is in red, 'great' is in purple, 'good action' is in purple, 'future' is in red, and 'contribute' is in red. Smaller words include 'agenda', 'adding', 'agree', '6', '8', '2', and '90'.

community
feel
proud
group
learned
great
good action
future
contribute
agenda
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6
8
2
90

Count Response

- 1 #5 we sometimes get off track and lose track of time due to lots of input. #6 I would say 90% of the time I have read the agenda, have been looking over the IT website and have looked over the ITAs meeting notes. #8 There are time when I want to contribute but we have gone so long over allotted time that I hesitate keeping everyone longer. We need to try to stick to our agenda timeline a little more closely. Really enjoy working with this group and feel proud to serve on this committee.
- 1 —
- 1 Great management and CAC group.
- 1 I always feel that I could contribute and participate more.
- 1 I am proud to be a member of the CAC. I have learned a lot about the mission of the IT. I was not aware of the Village Vans program and think this is a great program. I hope I can be a helpful contributor now and in the future.
- 1 I am very happy to be able to participate. As a senior without private transportation I value my bus service highly. I have learned more about the impact you make in my community since my appointment to CAC. I look forward to being a part of this committee for the next three years.
- 1 I do feel most of the time the meetings are helpful for the passengers as well as the advisory committee. Sometimes I feel that things we discuss are not taken into action and repeatedly asked again in future meetings. For example, telling how the future of intercity transit should be more helpful for our riders. Sometimes I do not see our opinion or positive feedback placed or set into action. It would be great if we give the authority members one of our ideas to see it in action and written up as a summary of the results to our comments. Meaning if we give them an idea, and they set forth by adding it to their program or community events, then they should be summarizing it in the next meeting or ridership program
- 1 I feel that our committee could be benefit by seeking specific representation of our homeless and mental health community.
- 1 It seems like the CAC overrepresents citizens that would otherwise have a hard time having their voice heard. For example, there seem to be a high percentage of people with disabilities. However, I think that this is a good thing.
- 1 Regarding question 2, I strongly agree the CAC does a good job at trying to represent the community, to the credit of IT and CAC members. I just think we have to continue finding ways to build the connections.
- 1 The Community Action Moved to Willianette

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
July 17, 2017

CALL TO ORDER

Chair VanderDoes called the July 17, 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; Marie Lewis; Austin Wright; Walter Smit; Billie Clark; Jonah Cummings; Carl See; Denise Clark; Tim Horton; Joan O'Connell; and Marilyn Scott.

Absent: Ursula Euler; Michael Van Gelder; Peter Diedrick; Aariah Perez; Mitchell Chong; Leah Bradley; and Lin Zenki.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Dennis Bloom; Rena Shawver; Jessica Brandt; and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by O'CONNELL and BURT to approve the agenda.

INTRODUCTIONS

VanderDoes introduced Authority member, MOLLY CARMODY.

MEETING ATTENDANCE

- A. July 19, 2017, Regular Meeting - Denise Clark
- B. August 2, 2017, Regular Meeting - Peter Diedrick
- C. August 16, 2017, Regular Meeting - Tim Horton

APPROVAL OF MINUTES

It was M/S/A by WRIGHT and SMIT to approve the minutes of the June 19, 2017, meeting.

BREAK FOR GROUP PHOTO SHOOT/TOUR OF CONSTRUCTION

See arrived.

NEW BUSINESS

- A. **INTERCITY TRANSIT HAZARDS MITIGATION PLAN** - (*Jessica Brandt*) Brandt introduced herself and indicated she would provide an update on the Hazard Mitigation plan. Thurston County updates their plan every 5 years. Mitigation is a slice of overall emergency management. There are a lot of pieces to it and includes preparing before, respond during, and recovery to get things back to normal. Mitigation is interesting because it minimizes impacts of any emergency and involves planning ahead. The agency is very connected with all the emergency management planning groups. Thurston County

Intercity Transit Citizen Advisory Committee

July 17, 2017

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coordinates them and each has a specific purpose. Intercity Transit is at the table all the time. The Washington Administrative Code (WAC) requires that the agency have its own plan. Often the agency is listed in a supporting role in other plans. County and cities have transportation listed as the first priority and the agency is also listed under evacuation. Intercity Transit is listed as the lead in Thurston County's comprehensive plan. Intercity Transit could be called to go to the emergency operations center, and/or work with school districts. The agency is in charge of moving people and to coordinate with schools and the community transportation network. The agency is responsible for moving people who can't move themselves. Fortunately they don't have a lot of experience with it, but are prepared to if needed. The agency has its own emergency plan and has more scenario specific response plans for staff so they know what to do. Staff is working on a continuity of operations plan including preparing for an extended outage from 12 hours to 30 days.

Brandt indicated Thurston Regional Planning Council (TRPC) engaged local jurisdictions, the Chehalis tribe, school districts, fire districts, special districts, and high education in their hazard mitigation process. The plan can be found online at TRPC.org. The process involved review of the natural hazards in Thurston County with a lot of maps with differing layers. These included earthquake, storm, flood, landslide, wildland fire, and volcanic event. The agency took the information and came up with their own priorities. Intercity Transit works with local governments and supports other agencies. The process involves collecting a lot of data and providing maps that show evacuation routes. This process helps in the development of regulations; hazard preparedness; hazard damage reduction and identification of critical facilities. Intercity Transit's section of the plan is out for review until July 31st.

Brandt reviewed the maps showing the service area and the different types of risk areas by natural hazard. This helps identify that downtown will be the worst after an earthquake. It also covers flooding; high groundwater, and identifies where roads might be closed as well as landslides and steep slopes. In terms of wildfire hazards most are on the fringe of town. Looking at storms and bad weather this has a historic record of storms. Intercity Transit's mitigation priorities for 2017-2022 include: install a 300kw generator at the OTC; update emergency plans and develop continuity plans so staff is prepared and the agency can support local and county government; train employees; replace CAD/AVL (satellite navigation and wireless communications systems); determine feasibility and options for a mobile command center to include a back-up plan for dispatch; evaluate and prioritize structural seismic retrofit option for the Pattison base; and evaluate and prioritize non-structural seismic retrofit options for Pattison base. The plan is out for comment and the idea is to adopt it in August and to imbed it into the strategic plan and budget. Staff will then begin looking for grants. The plan update is done every 5 years.

Brandt answered questions.

O'Connell - inquired about a scenario of an earthquake in the middle of the night.

Freeman-Manzanares - responded staff is doing what they can to plan around that. One issue is adding an entrance and exit on Martin Way so there is another way to get vehicles out of the facility. Staff participated in an exercise where the OTC was lost and then shortly thereafter there was an incident at the OTC. Operations Supervisors were able to swing into action, cover the parking meters so the public couldn't park there and that gave the buses a place to stop. It is possible staff might use operations vehicles

instead of using dispatch, or they might go to county, or someplace else. This process will help the agency identify a plan.

O'Connell – asked if this would involve the use of school district buses.

Freeman-Manzanares – indicated it most definitely could. Staff would work with other operations as the need arises. The agency has responded to flooding in Nisqually requested by the county. That situation happened in the middle of the night.

O'Connell – asked if all staff is trained to the same level.

Freeman-Manzanares – Training includes personal preparedness and training to our emergency response plans.

Wright – commented on a fire alarm situation and that dispatch was running service from an operations vehicle.

Freeman-Manzanares – stated that our back-up plans include alternative dispatching centers. We have outfitted the Operations Supervisor vehicles to accomplish that task if necessary.

Phillips – responded the things that are most likely to happen are covered in the foul weather plan. The foul weather plan covers where a storm hits and people abandon cars to go for buses. The larger challenge remains in communication strategies. The planning process and resulting conversations helped identify what staff needs hard copies of and how to be mobile in different areas. Also, what happens if a bridge is out. To be proactive the agency is implementing things like the automatic chaining system.

Freeman-Manzanares – added that the bridge downtown was lost in the earthquake, and the agency immediately went fare free.

VanderDoes – inquired about decontamination events.

Freeman-Manzanares – remarked there was a leak at the Port of Olympia and Intercity Transit was called to evacuate the Boardwalk apartments. The Emergency Management lead agency communicates the type of emergency to us and what they are trying to accomplish. We dispatch the necessary services and count on the emergency personnel to ensure responding agencies are safe.

See – asked if this only related to natural hazards.

Brandt – responded yes, and riot response and other non-emergency hazards are built into Intercity Transit's plans.

Clark, D. – asked if anyone in the agency is certified in NIMS.

Brandt – indicated some neighborhood groups are.

Freeman-Manzanares – added management and support staff are trained and they send new staff through periodically.

Wright – inquired about non-natural disaster events like the May Day protests.

Brandt – responded that local jurisdictions are in charge and the agency would support.

B. DRAFT TRANSIT DEVELOPMENT PLAN 2017-2022 - (Dennis Bloom) Bloom indicated he would review the highlights and changes in this year's Transit Development Plan (TDP). This is a state requirement and has three elements including information about the previous year, a description of the changes for the next five (5) years, and third the capital and financial elements. The one major change this year is the removal of the fifteen (15) page section on agency equipment. Maintenance now sends the information to WSDOT. Ann will present the Strategic Plan later this year which rolls into the budget for the following year. Years ago both documents were combined and since 2006 those elements were split out. The TDP talks about the organization from 1980 through 2016. It shows the organization with types of staff positions with a total of 325 employees. Section three (3) shows the fixed route farebox recovery which is close to 12% for local service and 9% for express service. Fixed route ridership decreased by 4% over 2015, with a little over 4.1M boardings. DAL ridership increased by 3%, and farebox recovery is at 3.5%. Vanpool services 177 vanpools and took about 1,000 vehicles off the road. Vanpool recovery is at 93.4% of operating costs. They lost about 12% in ridership over the previous year. Cost of fuel has demand low and people have gone back to driving as can be seen in the amount of traffic in our area daily. Village Vans summary from 2016 includes over 6,000 rides, which is an increase of nearly 40%. Commute Trip Reduction in working with TRPC goes to 197 active worksites of which 191 are affected sites and 6 voluntary. TRPC is the lead administrator for the program and Intercity Transit helps promote alternative transportation to reduce single occupancy cars. Land use reviews for 2016 included 9 project reviews and 6 requests for transit amenities. All 6 requests were approved. Transit amenities include bus stops, sidewalks, pathways, etc.

Bloom indicated in 2016 the agency retrofitted 10 shelters with solar lighting, and accessibility improvements were made at 40 bus stops. Of those improvements four (4) were made through private developers, three (3) through local jurisdictions, as well as two (2) sidewalk improvements through private parties. The Walk n Roll program reached approximately 4,194 students and 17 schools in 2016. They provided 23 presentations and 26 field trips. The Earn a Bike after school classes provided eight (8) hours of bike maintenance and safe riding instruction. The 60 kids completing the program received a functional bike, helmet, lock, and lights. The volunteers completed 80 bicycles. Section 6 outlines the State's proposed action strategies. Section 7 outlines the proposed changes over the next five (5) years. Intercity Transit is holding steady with what we have and plans include replacing vanpools. The agency will also purchase some DAL vans and there are some instances of possible expansion. Each of the years the agency has had vanpool expansions by 11. Going forward staff may need to complete a market analysis to make sure these numbers make sense. The capital expenses lists out other elements like hardware or software for the next 6 years. The agency doesn't show any park and ride expansion for the time being except in 2022 out in Yelm.

O'Connell – asked if that is because the current park and ride lots are meeting demand.

Bloom – indicated it is reflective of the number of vanpools. In terms of capacity they are at about 50% for the two major ones and the smaller one and all 3 have bus service. It is

possible they may eventually have one in Yelm, along Yelm Highway with additional route #94 service.

Freeman-Manzanares – added that during the recession the authority was faced with competing priorities of capital needs, and replacing vehicles. They had to look at other needs and what could be set aside.

Bloom continued with the documents appendices including the organizational chart, the system map and service boundary map, and the operating data. The fixed route summary identifies the types of routes and how it is viewed in terms of ridership and performance standards. Each category of routes is identified by how well it performed in 2016. Some routes have changed, and some went from satisfactory to marginal. There are some routes that continue whether they do well or not. Route #42 has been unsatisfactory for a number of years. Most of it is in an industrial area and goes to the community college, family court, and the county jail. The Authority has decided to maintain a baseline service.

Bloom answered questions.

Cummings – asked if there is a contingency plan in place in the event of cuts to federal grant money.

Freeman-Manzanares – indicated it has been a work in progress for many years. Federal dollars were eliminated and that's when staff started doing some significant planning and started prioritizing what the agency can do and focus on that. If the agency can't replace buses they can't put service on the street. There has been some conversation with the CAC and Authority on whether it can be done with all local dollars. This prompted the conversation with the state legislature as well as the community conversation to see what the community supports.

Bloom – added that the Rider News identifies opportunities for comments so he asked members to spread the word and encourage anyone to provide comments.

- C. CAC SELF-ASSESSMENT RESULTS** (*Ann Freeman-Manzanares*) *Freeman-Manzanares* indicated 18 members completed the 2017 Self-Assessment. This provides a nice opportunity for the committee to check in and the Authority looks forward to going over it at the joint session. She reviewed the eight (8) questions and discussed the comments.

Scott – addressed the confusion around the comment concerning the Community Action moving to Willamette and the difficulty that seniors are having accessing it.

Freeman-Manzanares – responded that she was surprised they moved out to an area that doesn't have service. One of the things the agency did to help was provide a community van which was ultimately granted to them in the surplus van grant program. They provide dedicated staff resources to drive people out to their new facility. It is difficulty when they move outside the service area.

Carmody – responded to the comment concerning what the authority does with the comments and input the CAC provides. She indicated a lot of the work they do involves budget number crunching. The authority values the opinions and ideas expressed by the CAC.

Cummings – added in terms of making sure the CAC accurately reflects the community it might help to find out which routes are adequately represented and look to fill in the gaps in the recruitment.

Pierce – reminded members that the citizen advisory committee is advisory to the authority. CAC has been asked specific questions by the authority about what the agency's role should be and the group provides feedback and ideas. The board does listen and she asked that members not get discouraged when they don't see immediate reaction.

Horton – suggested the definition of community many need some clarification.

Freeman-Manzanares – responded the broader definition.

See – added with respect to the comment on the authority being number crunchers and how much pressure that is, he would encourage and hope that there is room for policy discussion and using policy to guide and that the CAC can contribute to that discussion no matter how fiscal it is.

Carmody – responded that she doesn't ride the bus, but walks to work, and has a vested interest in making the Yelm route better.

CONSUMER ISSUES

- *Wright* indicated he really enjoys the parades.
- *VanderDoes* remarked on the terrible traffic last Friday and one of his family members took the #94 and they were just awesome. And, he commended the drivers on how they managed Lakefair.
- *VanderDoes* commented on the issue of theft and that 3 part receipts were helpful along with having 2-3 people involved in the process.

Freeman-Manzanares – indicated staff has implemented continuing controls and commented on how difficult it is when people are dishonest. She added that she has since been told that it is the number one thing that they see in the police department. Most occurs in the private sector and happens far more than she would have ever imagined.

REPORTS

- **June 21, 2017, Work Session** – Cummings provided the report from the June 21, 2017, Work Session including the approval of the DELL computer contract and the rationale is the current system is Dell. There was discussion around the project management services to support the OTC construction using a private contractor versus DES. Since it is coming up at the end of the state's budget cycle they would be able to get a project manager who would normally be attached to a larger project. They discussed a public comment about bus advertisements that cover the windows. During low light conditions it can be hard to see outside. They also amended the bylaws to make all meetings regular meetings to conduct business more efficiently.
- **General Manager's Report** – Freeman-Manzanares thanked Austin, Sue, Tim, Marilyn, Ursula and Carl for participating in the parades. There will be holiday parades later in the

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year, and the agency may be invited back out to Yelm for their holiday parade. The local Intercity Transit Rodeo is this Sunday and if anyone wants to participate as a judge to let her know. You would need to be at Pattison at 7:30 am to do a safety debrief before heading to the airport. The airport is a controlled site and everyone enters and leaves together. There is a BBQ afterwards around 1. Staff will be doing intercept surveys and if anyone is interested staff would love to have your help. They will be at the OTC, Olympia Farmer's Market, Tumwater Square, Capital Mall and Tumwater Square Transfer Station. Please let people now to go to IT RoadtTrip.net. The board was interested in the Pierce Transit project with Uber. So she reached out to their project manager and they still don't have a contract in place. Pierce received a research grant to see if using Uber could work so they have to gather information. Uber isn't interested in sharing their information. Transit Appreciation Day is **Wednesday, August 9, 2017** and the program begins at 12:04 pm.

See - asked who is going to the transportation conference.

Freeman-Manzanares - indicated Sue and Tim.

VanderDoes - remarked on Sue and Austin's perfect attendance this year.

NEXT MEETING: August 21, 2017.

ADJOURNMENT

It was M/S/A by O'CONNELL and WRIGHT to adjourn the meeting at 7:18 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2017\CAC Minutes 20170717.docx

INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 9
MEETING DATE: September 20, 2017

FOR: Intercity Transit Authority and Citizen Advisory Committee

FROM: Ann Freeman-Manzanares

SUBJECT: Short/Long Range Plan & Community Conversation

1) **The Issue:** Summarize progress to date, next steps and discuss service trade-offs such as policy versus performance service and providing local versus regional service.

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

3) **Policy Analysis:** The Authority is responsible to determine service and programs.

4) **Background:** Intercity Transit periodically completes an analysis of our services and prepares a long range look at service alternatives. This work is typically undertaken with support from a consulting team with staff support. Our previous short and long range plan was completed in 2006. We are currently under contract with Nelson Nygaard to undertake long and short range system planning services. Initially the work was more narrowly focused on a short range fixed route system analysis and development of long range options under a financially constrained scenario. The opportunity to pursue a broader Community Conversation has prompted the Authority to explore broadening the work and to consider a more comprehensive system analysis. Jason Robertson of J. Robertson and Company is facilitating our Community Conversation. He is going to provide an update on progress thus far, next steps and encourage the Authority and Advisory members to discuss service trade-offs that focus on performance (ridership) or policy (coverage) and focusing on local versus regional services.

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

6) **Budget Notes:** This discussion impacts our long range financial projections.

7) **Goal Reference:** This item addresses **Goal #2:** *“Provide outstanding customer service;”* and **Goal #5:** *“Align best practices and support agency activities and sustainable technologies.”*

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

Notes
INTERCITY TRANSIT AUTHORITY
PLANNING SESSION
August 18, 2017

Members Present: Chair and City of Tumwater Councilmember Debbie Sullivan; Vice Chair and Citizen Representative Karen Messmer; Thurston County Commissioner Bud Blake; City of Lacey Councilmember Virgil Clarkson; City of Olympia Councilmember Clark Gilman; City of Yelm Councilmember Molly Carmody; Citizen Representative Don Melnick; Citizen Representative Ryan Warner; and Labor Representative Art Delancy.

Staff Present: Ann Freeman-Manzanares; Dennis Bloom; Jim Merrill; Eric Phillips; Heather Stafford-Smith; Emily Bergkamp; Paul Koleber; Carolyn Newsome; Rena Shawver; and Pat Messmer, Recording Secretary.

Others Present: Facilitator Jason Robertson; Thomas Wittmann, of Nelson Nygaard; Citizen Advisory Committee member Walter Smit.

Chair Sullivan called the Planning Session to order at 8:30 a.m. and introduced the Facilitator, Jason Robertson.

Robertson said the goal for the session was to learn about and discuss system performance, trade-offs and priorities; set the stage for policy making at a later date; and identify additional information needed.

INTRODUCTIONS/ICE BREAKER - Everyone provided a self-introduction. This included one top priority they would like to say about Intercity Transit ten years from now.

City of Lacey Councilmember Virgil Clarkson: Would like to see Intercity Transit provide public transportation for the entire county.

City of Yelm Councilmember Molly Carmody: To see Intercity Transit truly be a fully Thurston County-wide system including the south portion of the county and all of the smaller cities people are commuting from; and integrating with Pierce County.

Citizen Representative Don Melnick: Would like to preserve the current service mentality.

City of Olympia Councilmember Clark Gilman: Would like to have the person on the street say, "Intercity Transit clears the roadblocks to mobility for everybody who lives here."

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Citizen Representative Ryan Warner: Would like to say Intercity Transit is a service that has expanded and changed with the dynamics of the community, and truly is a multi-modal experience.

Labor Representative Art Delancy: Would like to see service for the entire PTBA including the smaller communities in the south portion of the county (Tenino, Bucoda, Rochester).

City of Tumwater Councilmember Debbie Sullivan: Would like to embrace new technologies as they emerge and prove themselves integrating those types of things to our benefit and the benefit of our customers.

Citizen Representative Karen Messmer: Would like people to be thinking and saying that Intercity Transit is a part of the community and that it serves in so many different ways to help people move around.

Thurston County Commissioner Bud Blake: Would like to see changes in how public transportation is perceived. That it addresses social issues and meets the overall needs and demands of all sectors of our community. That we use technology wisely and to appeal to customers and we find a business model that is sustainable.

Clerk of the Board Pat Messmer: Would like to see service extended to the south county cities (Tenino, Bucoda, Rochester).

Planning Manager Dennis Bloom: Would like to see HOV lanes coming down from Pierce County.

Administrative Services Director Heather Stafford-Smith: Would like to see transit replace cars as a primary source of transportation.

Dial-A-Lift Manager Emily Bergkamp: Would like to see Intercity Transit offer a really responsive type of service, especially for those eligible for dial-a-lift.

Vanpool Manager Carolyn Newsome: Would like Intercity Transit to be 3rd largest vanpool program in Washington state; and would like to see HOV lanes.

General Manager Ann Freeman-Manzanares: Today, as well as ten years from now, would like Intercity Transit to be innovative, responsive to our community, and good stewards of public funds.

Development Director Eric Phillips: Would like to be talking about the transition in the regional plan framework being the transportation solution provider, and be recognized as the leader in solving problems moving forward.

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Marketing/Communications Manager Rena Shawver: Would like to be able to walk into a room and hear people say that Intercity Transit is top of line for commuter choice and for all income levels. Also that we are using digital means to communicate with the public; and digital options for ticketing and connecting people to vanpool and other means of multi-modal transportation to get them around, especially on I-5.

Maintenance Manager Paul Koleber: He would like to see Intercity Transit retain its great culture, and preserve that as the driving force.

Operations/Maintenance Director Jim Merrill: Would like to see Intercity Transit manage the amount of change taking place over the next ten years, and meet all of its goals at the same time preserving the culture, and keep up with new technology like self-driving vehicles.

Robertson did a quick preview of the three policy questions that were selected because they were identified as potential deficiencies in system performance and rose to the top of the topics mentioned via public input.

1. Do you want to maintain a policy based system or move toward a performance based system?
2. What is your level of support for continuing to provide commuter services outside of our PTBA?
3. Is increasing service speed worth the trade-offs?

Chair Sullivan said this is a great opportunity for the Board to move forward to make those tough decisions and have some of those conversations now.

Vice Chair Messmer said she would like the Board to challenge themselves to think about some of the questions and be curious about how things might be different and how the Board gets to that ten-year image everyone described.

Robertson introduced Thomas Wittmann from Nelson Nygaard. Wittmann provided a review of the terms being used and introduced some background data to help with the discussion of trade-offs and values.

Transit Service 101

Wittmann referred to a PowerPoint presentation and said he wants the Boards' feedback regarding the discussion of new technology and techniques. He said some of the things discussed today are already being applied by other transit agencies and is it / could it be applicable to Intercity Transit.

Transportation as a means.... Transportation (and transit) is not an end. It's a context of several different things. Transit/transportation in and of itself cannot stand on its own. It requires land use support, policy decisions that the transportation provides whether road or a transit agency cannot control in and of itself. The Board can look at "doing" for transit but there are things beyond its control.

Wittmann said when there are discussions in terms of "how do we see and where do we want to see Intercity Transit in the future" you have to take into account that it's not just what Intercity Transit can do, but it's what the supporting policies are set up to do that achieve that regional goal of mobility.

Walter Smit arrived.

COMMENTS FROM THE BOARD / RESPONSE BY THE FACILITORS

Messmer: One of the things that comes to mind, particularly in less dense areas, is there needs to be a market in place for service providers (i.e. Uber). I'm not sure that these areas fulfill all of their needs to be in business or not. Where's the breakpoint between somebody willing and able to do this and make a living at it.

Robertson: Uber is here. What you need is a critical mass of people. There isn't a density of people going to a specific place. Examples like Tenino. There are people who use it once in a while, but if enough people use it once in a while, it's extra income for the drivers. Not necessarily a fulltime job at this point. The current density that we have today is a subsidy to get that coverage if we move to a more demand driven policy.

Warner: Regarding Uber, there are 9 cars on the road within Olympia right now. His biggest concern is with the cons. These are significant cons and each one has some very significant federal requirements attached. He wants to focus on what our quality of service is as well as those federal requirements like drug and alcohol testing, the provision of ADA services and social equity that we are mandated as an agency to do. And as a Board, we're mandated they are happening. Part of what makes Intercity Transit great is we have fabulously trained drivers. He would struggle to see an Uber driver be able to do that.

Sullivan: Is the demand in a lot of these areas going to be there when people are teleworking from their home? It's keeping an eye on those non-physical transportation modes of how we also meet those needs.

Robertson: As the Board debates this topic, what does the Board think about integrating and giving time to work through these policy issues.

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Messmer: This brings up the question whether Intercity Transit operates it, owns it, oversees it and takes responsibility for compliance; or whether the evolution of these things provides people with other options, but it is not something Intercity Transit owns. An example is the Capital Aeroporter Shuttle – we don't have anything to do with them. There are medical transportation providers as well that we don't have any connection with. They are all significantly more expensive.

Delancy: If service is already there, why do we need to integrate with services like Uber? Intercity Transit is already held to a higher standard as opposed to the average Uber driver.

Robertson: One way to think about it is and this goes back to when we first started the road trip conversation and a point several Board members have made, "I'd like Intercity Transit to be top of mind when you're planning your trip." And what we want to do is improve mobility – that's our mission so the question becomes how do we do that? If we could get the public to use Intercity Transit for the core part of their travel plan they save a lot of money, but they need to get to places Intercity Transit can't afford to take them and need to learn how to integrate from Intercity Transit.

Carmody: Worries about the liability standpoint unless we have an iron-clad contract with every single one of the Uber drivers or Uber as a whole. What happens when the Uber driver gets into an accident and then the passenger sues Intercity Transit because we subsidized with Uber? This is a liability issue we have to consider and who do we make a contract with – Lyft, Uber or the individual drivers?

Melnick: We've seen examples where other transit agencies have managed to find a way to work with some of these organizations. They have the same challenges arguably with the federal government and liability and they found a way to get around those. It would be good to know how they came to that decision.

Wittmann: There are multiple agencies that have worked through, or are in the process of working through, these liability issues and how to deal with other issues as well. The lessons learned in how to figure this out are going to be there as multiple agencies try to figure how/what to do and finding the right balance. IT needs to ask the question, "is this right for our agency in the first place." None of the cons are insurmountable, but they are big challenges. You can't just say you're going to do this next month. It would take at least a year to work through any one of these, and you could say this isn't worth it.

Warner: Some of the cons need to be answered from a federal government and FTA level.

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Wittmann: The FTA already knows about the complications and how to deal with the drug/alcohol issue. ADA responsiveness needs an accessible vehicle in order to provide equivalent travel times. That's been addressed to a large extent. The data issue and bus fares are not federal issues. The equity – there are multiple ways that various cities have figured out how to create credit cards, how to use telephones instead of a smartphone. All of these can be solved and from a federal perspective the guidance is there to say here's what you need to do in order to address this – 95% of the cons have already been addressed.

Robertson: Provided Lacey/Hawks Prairie as example in how to use other service in conjunction with Intercity Transit. IT goes as far as the park-and-ride in NE Lacey, then an Uber driver picks four people up at once every Tuesday at 8:30 a.m. and they share the fare the rest of the way in. That way IT doesn't have to pay for a route that has really low ridership. Or maybe it is a vanpool. We could set up a route there if enough people are going at the same time. What to do at this point is introduce this as an idea to other people and run some pilot projects.

Wittmann: The idea of using app based services to provide better transportation/mobility to customers is not just something the private sector has been working on but it is also something that multiple agencies have tried to implement. There are multi places where an agency has said we will rent or buy the technology off the shelf that will allow us to use app based services to schedule and to show our vehicles and our operators in terms of how we pick people up and we can use some accessible vehicle to do that so we don't have some of the challenges of how to pick up certain customers.

Much of the same advantages a partnership with the private sector would have would be a part of this business model. It's more responsive, allows for coverage and it allows for control. Two other agencies looked at doing this and both shut down their pilot projects because the cost per passenger was so much higher than what they were providing beforehand. Providing this service requires investments and has a higher operating cost, but you have control.

Messmer: There's another question about what is the reduction in emissions or what is the more sustainable greener approach. Two taxi rides back and forth to a location creates more emissions than a single occupancy vehicle going into town and back home. It requires two rounds trips to pick someone up and take them to their destination and pick them up again. It creates more congestion. At what point is there an increased cost or subsidy and external costs.

Carmody: We need to think about cost and we're already on a tight budget and already don't know where the money is coming from on a year-to-year basis. Spending more to give single occupancy rides at a zero-dollar savings or an expense doesn't make sense.

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Melnick: We have to know how the public feels about this. Is our survey asking how much people are willing to pay or how they feel about sustainability?

Sullivan: Doesn't think anyone on the Board is interested in being an early adopter of any unproven technology. We need to manage the costs to the taxpayers and risk. A good example is the shared bikes program in Seattle. There are likely options to look at with several different modes of transportation.

Wittmann: Brought up Bus Rapid Transit is a way to take some existing high ridership corridors and make them better. It's a package of improvements that includes a separate brand, specialized vehicles, stations; technology gets you through intersections more effectively. To make the travel times more reliable have dedicated right-of-way - ways to move the vehicle faster. Another key piece is you pay the fare before you get on the vehicle so all doors can open for people getting on/off. It assists with economic development; attracts new riders 30-40% increase within the year; upfront capital cost associated with this - feds have program to help; to move vehicles faster need a dedicated right-of-way.

Robertson: He can see rapid transit working in Seattle because you can't park anywhere; and Eugene, Oregon has the large university with a lot of students who don't have a car. So how can Olympia make it work?

Messmer: There is a conversation about corridors in the regional transportation plan of this community in the urban area going from someplace out Martin Way into Olympia and south of Tumwater. The regional concept of imaging having this type of corridor is there, but she's frustrated whether land use wise we're moving forward with any of that. Need to help public think of transit as our version of the "train" they want.

Clarkson: Six years ago TRPC ran a comprehensive study on that "L" shaped area (Martin Way down through State and Capitol Way into Tumwater). The primary problem was it was built on the fact that people be willing to walk a quarter mile to get to the bus stop, and the people were not willing to do that.

Carmody: This boils down to local governments, and Intercity Transit lobbying at the state and county level. City councils need to be involved to make this happen.

Clarkson: Stop promising the youth a car when then reach driving age - let them make their own decision on how to get around. And we have an aging society that is hesitant to give up their cars. We need a system that offers options to get where one needs to go with increased speed.

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Messmer: We are seeing shifts in what people want in terms of a walkable community. Perhaps subsidize “granny” carts to address the ½ mile issue.

Messmer: Need to ask TRPC and other jurisdictions about the small steps to bring a higher quality service transportation to corridors in urban areas.

Carmody: Local councils should relax the parking lot requirements, and not require specified parking for new buildings. It’s really expensive for property owners and it might push people to take transit.

Wittmann: Another way to improve mobility and get more people to use our services is “fare free.” This is not without controversy. Fare free allows a system to provide faster transportation services. It takes away the barrier of having to pay and looks at transit service as a community service allowing the public to ride as much as they want. Chapel Hill, North Carolina did this 10 years ago; Salem, Oregon did this about a decade ago and Missoula, Montana did it three years ago. They use their local resources. Ridership increased. Fare is a huge piece in how to change people’s behavior. It’s the least expensive, most cost-effective way to increase ridership if you have capacity on the vehicles. Some have experienced a 40% increase in ridership without needing to put additional service out. Speed in service improved. There’s an administrative cost savings. About 3% of the cost of getting your fares is spent on processing, counting and paperwork. Operators have less conflict. Find other public/private partnerships for funding. Note that the fares for paratransit services would also be eliminated. There can be an issue of problem riders.

Warner: Mason Transit is the only transit agency that is fare free. The state legislature has been pushing back on transit agencies that become fare free. They withhold funding until the agency becomes a shared fare agency.

Messmer: Fare free brings up questions about what is important and not necessarily whether we go all the way to completely fare free. We’re charging people money but it costs us to charge them. It costs speed on the routes. People want faster routes and more convenience. What inhibits people from riding a bus is whether they have exact fare, when and how to give it, etc. What about fare free Fridays? It might make people try the bus.

Bergkamp: Some transit agencies decided that anyone eligible for ADA paratransit gets a free fixed route bus pass. That would create more people with disabilities riding the bus and but it might also slow down service.

Break.

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Robertson reviewed the IT Road Trip data and trends in community responses to the survey and the processes taken.

Wittmann walked through Design Your Own System and provided a snapshot of the online survey. Over 600 responses received to date. The key take-aways include:

- Add new services to areas not currently served
- Increase service and improve frequency during off peak times
- Improve passenger experience (shelters, safety)

Wittmann reviewed responses to the following questions:

1. "What current services/features would you like Intercity Transit to continue or enhance?" Responses included night service, expand service, service to Seattle, service to Evergreen and Yelm.
2. "What else can Intercity Transit do to help get people where they are going?" Responses included more service in Lacey, service to more areas, later evening services, and bike access on the buses.
3. "What's your #1 priority or big idea for the future of our public transportation system?" Responses included rail service, service to Seattle and Tacoma, the need for dedicated bus lanes.

Robertson and Wittmann continued with discussion about whether to maintain a policy based system or move toward a performance based system; and referred to the PowerPoint presentation showing specific data.

Regarding cost per rider by service type – Wittmann said there is some discrepancy in terms of how much investment Intercity Transit is putting into a service type and what they're getting out of it. From a policy perspective, look where investments are being made now, where are you getting ridership now, where might you get ridership in the future, is the investment mix you're making now the appropriate one? IT has a policy-based system and should you continue with that?

Messmer: The concept of express service going north makes her wonder whether IT allocating resources to give people what they might envision as a little more express within the PTBA along certain routes. Are there areas where people want to get to/from within the PTBA more quickly? What about people who want more speed and convenience within the service areas. Are we doing enough for them? How about a BRT approach? What kind of changes can be made to improve that kind of service? Does it fit into the performance side?

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Carmody: Likes the idea of local express. Tucson has local express with limited stops inside the city, and it really works.

Warner: Doesn't think IT can be focused just on performance. IT has a responsibility to the community to provide lifeline services even though they do not meet performance standards. The question for this Board is when should we be looking at quick, efficient services that allow people to effectively use the service and when do we need to be providing policy services.

Messmer: It would help to know information about that area. If there is an area IT is not serving, are there large numbers of people who don't have cars, are low income, have limitations about their ability to move themselves, what kind of service could IT provide to them. We need to understand and explain those numbers.

Carmody: Another policy driven decision would be adding wifi to all of the buses. That has nothing to do with performance but it makes it easier for people to check their email, etc. Something IT needs to consider in order to increase ridership.

Robertson: Does any Board member disagree with Warner's statement about having a responsibility to be a policy Board?

Melnick: That is one of the questions he was getting at to see what the customers think. We have to make a final decision, but it would help him to know what they expect of IT.

Messmer: The Board needs to be able to understand and explain those numbers about concepts such as being good stewards of tax dollars. That ties into performance.

Gilman: We're a public entity serving a public interest. Is this conversation about which model we use? Gilman wants to learn more about why transit authorities are created. IT is a public entity and was once a private bus company. That helps him think about the balance about the federal requirements for the funding we receive and there are decisions to be made as an organization that serve some set of public interest and that's something he'd like more clarity about.

Messmer: In terms of the regional transportation planning that goes on at the community level there's a certain amount of expectation that one of the things we perform is to move people and reduce congestion and there's an expectation that we will assist with that so people who decide that people who drive their cars have more room. How do we explain the difference between policy and performance?

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Robertson: You're doing that now with the IT Road Trip. IT is part social service agency, part economic driver and economic development partner because it gets people to work.

Sullivan: As a policy do you want to go totally green or provide more service? There is some education involved. The idea of having electric buses for instance is attractive but the reality is they are expensive and the technology is not there yet. If we did that we would have to provide less service. In terms of service provided, if we focus on densely populated areas and move people quickly, it will better serve those people and encourage others to ride because it's a better value/time proposition. That leaves people on the fringes with little or no services. Should we be setting higher performance measures to provide the most effective bus service on the road. Tough decisions.

Robertson summed up this question:

1. What is a policy making role – good stewards of tax dollars, balancing investments and weighing the trade-offs.
2. Find more money – make good decisions.

If the Board decides they don't want to trade policy service for performance, but the budget is still fixed or even getting smaller based on cost rising because of congestion, then as a policy Board you may say we need to raise additional dollars, or ask our partners to invest in some element of our system they value. The Board needs to figure out how to do that if you want to meet service expectations of the broader community.

Robertson continued with the next question: "What is your level of support for continuing to provide commuter services outside of the PTBA?"

Wittmann asked how big is IT's travel market outside of the existing PTBA? There is a movement of people traveling inside/outside of the PTBA. There is travel demands into and out of Thurston County so that using 2014 numbers there was 94,000 daily work trips in Thurston County and of those a little over half came from within Thurston County. There are a significant number of people who work in Thurston County coming from Pierce and King Counties. An additional 60,000 commuters will be traveling out of Thurston County for work by 2025 and of those 85% are going to Pierce/King County.

Warner: Something that has challenged this Board is the fact that a regional service has not been shared as a regional responsibility and IT keeps picking that service up. He would like a policy issue to make sure that the cost of those services is being shared equally between Pierce and Thurston Counties.

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Newsome: She would like us to recognize that vanpool is a commuter service and mobility out of, and into the county is not just about the bus.

Carmody: In defense of vanpool versus bus – Carmody has used vanpool and it's very intimate, and you may not like the people you're stuck riding with. A bus is more anonymous and may appeal more to some people. In addition, a vanpool has one start time and one end time. With the bus one can catch multiple trips depending on your need to start earlier or end later and that is attractive.

Warner: The challenge with vanpool is it is generally Monday through Friday going to a specific destination. Whereas you can take the commuter bus to the Tacoma Mall on Saturday or Sunday and have more recreational flexibility.

Robertson: If homes prices are pushing people here from Seattle, what about Thurston County people moving to Elma or Shelton? Is Grays Harbor Transit picking them up and bringing them to work here?

Messmer: How responsible is Intercity Transit as a public agency to provide subsidized service for people being chased around by housing prices? If they can afford to buy an expensive house, they may be able to provide funding for transportation. We've created the expectation of providing regional type of service.

Carmody: Until Pierce/King Counties start helping and pitch in to create a Puget Sound-wide solution, Intercity Transit can't be responsible. Let's have quality service within Thurston County. Thurston County needs to make the decision that it's not going allow all these outliers to keep expanding outside of urban growth areas. If you build it, help pay for it.

Gilman: Jubilee is an example of people who need transportation services. We can try to do good land use planning but people will still build where they want and live where they want, and what do we do for the person who wants to age in the rural areas.

Warner: There needs to be an understanding that just because you build it doesn't mean Intercity Transit will come.

Clarkson: Intercity Transit needs to be at the table when new construction projects are approved.

Robertson: Intercity Transit apparently wasn't at the table when Jubilee was permitted outside of the area served by transit. Likely 99.9% of the people who moved there had no clue about permitting or planning or the provision of services, they were just looking for a place to live. Do we have a social service role to help people get where they need to go. Not necessarily to Seattle, but locally to the doctor, etc. Can IT revisit providing

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DAL services to those outside of the PTBA and/or seniors? Is there a solution IT can come to that is affordable and still be good stewards of tax dollars?

Perhaps create a policy for areas outside of the service area that don't have enough ridership to command service; we're willing to find creative solutions.

Find creative ways to cost share. Don't want to deny service, but can't afford to subsidize better service with the tax payers' money when serving few. That means someone needs to come to the table to help fund our service into those areas.

Do we want to back away from service to Pierce County? At some point, there needs to be a conversation with Pierce County to bring them into the conversation again.

Does this Board believe that vanpool is our commuter service or employer-related commuting outside of the county? We would rather focus our attention there since our resources are stagnant. That we would rather focus on a more robust Thurston County bus system than spend money on exporting commuters by bus to other places?

Does IT provide service to the county and stop going north? I understand the Board is not ready to make this decision. But it's important to discuss it out loud.

Carmody: Final thoughts as she needs to leave the planning session. She thinks pulling away from Pierce is a good idea; requiring private sector investment if they want to build outside the urban growth boundary is probably a good idea; get away from using fareboxes as it costs more than it's worth to buy the farebox system and process money in addition to slowing down service and causing confusion and barriers for people that want to ride; if IT can increase ridership by having no fares is fantastic; and would like to branch out service Thurston County-wide.

Carmody left the meeting.

Warner: Regarding having a conversation with Pierce Transit -- he wants IT to be prepared for what happens if they say they are not willing to be involved. Is IT willing to deny service when the community is asking for it? Looking back at the community responses, what are we saying when we talk about pulling away from service to Seattle and Pierce County.

Sullivan: Why can't Intercity Transit Board and Pierce Board have a conversation? We have never sat down in the same room together and have this conversation. We need to sit at the same table, face-to-face and talk about this issue together and come to a mutual agreement.

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Freeman-Manzanares shared that it was her understanding that the board chair and GM did pay a visit to the Pierce Transit Board asking them to reconsidering pulling their resources from the intercountry services. Pierce decided the service didn't meet their performance requirements and they cut all funding.

The Board agreed they should meet with Pierce to discuss.

Break for lunch.

Robertson opened with the last question: "Is increased speed worth the trade-offs?"

Wittmann said Intercity Transit's overall travel times within the region and bus travel times are increasing. The causes are primarily related to congestion as more people move into the area and it's taking longer to get from point A to B.

Potential Solutions to Improve Travel Times:

- Increase stop spacing to reduce number of stops
- Pros: Improved travel times; better reliability; faster service for customers
- Con: Requires longer walking distances for certain people to access service. Certain people can't walk far distances in order to access service.

Warner: In terms of the cons is there a fear this would cause additional paratransit costs because the client can't get to a bus stop?

Wittmann said what he "hears" is that it increases paratransit costs. What he "believes" is there is no direct relationship between the two.

Freeman-Manzanares asked Wittmann to share what the King County Commission experienced as a result of their decision.

Wittmann said King County set up closely spaced bus stops and the reason was pre-ADA to provide access so that people can almost stay on their block and have service to/from. What was the impact on ADA service - stopping every 200 feet was painful for regular riders. They identified which stops would go away, and there was a public process. Not every stop went away, but a significant series of them did. There was meaningful reduction in travel time as a result.

Bus priority treatments at intersections

- Queue jumps; bus lanes; transit signal priority
- Pros: Improved travel times; better reliability; faster service for customers
- Cons: Impacts on other vehicular traffic / costs

Minimize deviations off of arterials

- Less service on neighborhood streets; rationalization of all buses going into a transit center
- Pros: Improved travel times; better reliability; faster service for most customers
- Cons: Longer walks for some customers; difficult roadway crossings; transfer may be impacted.

Faster Boarding

- All door Boarding
- Off-Board fare payment
- Greater emphasis on cashless Boarding (passes)
- Pros: Improved travel times; better reliability; faster service for all customers
- Cons: Operating retraining; fare enforcement; cost of off-Board installations

Robertson said everyone would like a faster system, and what approaches is the Board interested in pursuing.

Gilman wants to know what the relative gain is – how much of the increased trip times are in traffic. Boarding is what IT has the most control over, but he’s not sure it’s the most impact that has the most room to grow or make improvements.

Wittmann said travel time increased overall and the amount of ridership decreased. If the number of boardings had gone down, it should have had a positive impact on travel time but you’re not seeing that. The logical conclusion is that congestion is causing the increase in travel times. This has been confirmed with the Operators.

Messmer is curious where the trouble spots are - where is there congestion. What kind of solutions might there be in those areas. Is there an intersection where a lane can become dedicated so that it relieves some of the congestion, and maybe that’s during a certain time of day?

Wittmann said the idea to take a travel lane and turn it into a transit lane is frequently a political non-starter. Parking lanes are fair game because that’s not a decrease in capacity for everyone else. It’s a different set of issues that has its own set of political priorities that are different for every jurisdiction.

Sullivan said this is a conversation jurisdictions must have up front, and Intercity Transit needs more interaction with the jurisdictions.

Robertson brought up “fare free” or prepaid fares.

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Messmer said the current system IT is operating with has Evergreen and the other colleges buying fares in advance as does the state of Washington, i.e. the Star Pass. This is already a set population that is willing to pay and the state is using it as a commute trip reduction. She likes the concept of making it easier to get on the bus, whether it's fare free or something like a flash pass. She wants to know what would be the cost and what would be the benefit?

Wittmann said Intercity Transit can control faster Boarding and stop spacing.

Discussion revolved around sacrificing quality of service with quicker Boarding. Warner asked does IT want to be efficient at the cost of not allowing the rider to sit before moving. What standard does IT want to set?

Gilman said his initial thought on this question was about compromise between IT's customer service which has been highly rated. And that there is a "not urban feel" to having someone say hello and let you sit down. That's the value he thought was getting pushed against by trying to increase the efficiency of Boarding. Is that a value to preserve?

Messmer said it's worth talking about because it is high value and people feel cared for when they feel secure on the bus. It's also worthwhile to understand that has a cost.

Robertson asked the Board, "What are you not willing to sacrifice for faster service?" Responses included: Funding; safety; negative FTA audit which means no funding.

Messmer: She would like learn more about what she calls the spectrum of don't change what we're doing now, keep the same fare system, don't do much and on the other end of the spectrum is fare free. Along that line what could IT do to make it faster more efficient, easier for riders to get on the bus. How many things can IT do to make boarding faster? How can IT better handle riders who slow down the boarding process? How many things can IT do to make boarding faster and at how much of a cost?

What about tokens? What about something halfway in between tokens and the ORCA system, how about developing something like the Transit Go app? Where you can purchase a day pass on your phone. How much would the development of an app like that cost for the Thurston County area; and who would use it? Currently, Grays Harbor Transit is testing something similar.

Wittmann passed out an exercise for the Board to complete called the Community Prioritization Exercise. It included five different categories and used a scale of 1 to 5 (5 being the highest ranked) ranking the relative priority of each.

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The Priorities Descriptions Categories:

- Address operational issues
- Expand commuter service
- Expand local bus service
- Initiate emerging mobility service
- Other

The Board shared their results with the rest of the group. (The results are attached).

Robertson ended with a wrap-up review of some discussion points and final thoughts.

System Type

- The Board noted responsibility, and the Board members who are elected officials want to make sure the system is serving their constituents fairly. That means picking the right places to form a policy based on data but also be good stewards of tax dollars, balancing investments.

Commuter Services

- Need partners to bear more of cost
 - Push on Pierce to resume their share of the responsibility.
 - Are there other partners?
- Grow vanpool
 - Find ways to make this an even more attractive alternative.
 - Bus is more anonymous and offers more options so that works better for others.
 - Vanpool doesn't run outside of the work commute.
- What is our responsibility for subsidizing commuters?
 - Should we consider subsidizing private services? Is that our role or finding more economical ways to deliver services
- What about Jubilee and other areas outside our current service area or outside of our PTBA?
 - No promise to serve
 - IT needs to be at permit table. IT needs to be at that table far before permitting happens.
 - Outside areas can help pay
 - What about seniors?
 - Work with existing partners
 - Use trip planning/ Bus Buddy
- Tighten policy on external areas (in county) service – offer service via
 - a) Vote for expansion (long term)
 - b) Creative, cost-share solutions (near term)

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- Needs more discussion: Joint Pierce-Thurston Board meeting

Final Thoughts and Board Take Aways:

- Board Continuity (succession plan) - Sullivan said she would like the Board to figure out how to continue the continuity because there will be new Board members in the future who were not part of today's conversation. How does the Board have the continuity going forward without having to reinvent this process? Often times, it's difficult getting new members up to speed on what and how Intercity Transit serves.
- Expand discussion to regional level – Melnick is a proponent of the regional conversation and he thinks a lot of what was discussed today is going to do better if there is a dialog with the cities and the county and some of the regions.
- Clarify public values/preferences/priorities – Gilman wants to understand the public interest of having a transit Board. The public interest IT serves includes the social services piece, economic development, environmental considerations. What are the reasons that we exist with public resources?
- One of several key elements to decision making – Public opinion is only one input IT has in terms of determining public interest. It's the same reason congress people don't keep voting based on polls of their district.
- Understand role in community and increase awareness of why Intercity Transit does what it does.
- How do we get more people access to our services? How do we make it more attractive for choice riders.? How can we offer and give more people access to our existing services? How can we work with the jurisdictions and those who actually build the infrastructure beyond our actual stops and transfer stations; how to provide more ADA ramps and safe pedestrian crossings, sidewalks and connected pathways.
- Intercity Transit remain flexible on policy

Freeman-Manzanares asked Gilman to clarify his comment about public interest in having a transit authority. Gilman said the mission statement is part of the equation, along with the requirements that comes along with some of Intercity Transit's forms of funding, but there's a reason IT is a governmental body rather than a Board for a non-profit. He said as the Board looks at these evolving technologies and transportation options, IT has to look at what was it that made people decide that fixed route buses initially were part of the public interest and shouldn't just be a privately run company.

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Wittmann suggested that the basis for the decision historically was that private businesses couldn't make a profit and people needed transportation for a wide variety of reasons. That even now, private companies aren't making a profit unless they are charging more than many people can pay.

ADJOURN

Meeting adjourned at 2:15 p.m.

Prepared by Pat Messmer, Recording Secretary/
Executive Assistant, Intercity Transit

ADDITIONAL FACILITATOR'S NOTES

What Purpose is Transit Serving?

- Mobility for people who need it. There should be accessibility for all.
- Reduce congestion. Congestion impacts our quality of life.
- How do we best use taxpayers dollars? Provide a little bit of service to all but none of the service is very good. That would be used only by those that don't have any other choice. Or provide efficient services in a smaller, more dense area that would serve choice and non-choice riders really well.
- Promote economic opportunities.
- Would like to see full buses because environmentally that is a good thing. We see full buses in areas where there is a lot of congestion but smaller ridership in the other areas.
- Many transit agencies across the country deals with tension over "what is our goal."

Transit Service Design

- Resolving tensions between competing goals
- Length of trip = poor experience = loss of ridership
- What is the role of transit in growth management
- What purpose does it serve to subsidize Uber drivers? Is this a good idea pending population growth?
- How do subsidies work?
- Significant cons to private service partnership: Driver quality is one big issue.
- What about zip cars?
- Do we own/operate or just connect?
- Liability issues are significant
- Look at best practices from pilot projects
- Policy questions: Where to subsidize mobility?

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- Policy Factor: Emissions/sustainability
- Driving factor: Can we afford it? How do customers view it?
- Bus rapid transit on “L corridor”?
- BRT is our “train”
- Barrier: People won’t walk ½ mile to station
- IT must coordinate with local government on land use – need supportive councils that understand transit, pedestrian and cycling.
- Have to move away from government expectation, show how alternative options are better
- Expand thinking on “what” we subsidize to attract riders.
- Vehicle free zones as education tool
- New urban density may help w/BRT
- Staff now to get land use
- Relax parking requirements
- State not supportive of fare-free
- Can fare-free help w/speed?
- Fare-free = easy-to-use
- Tie into land use goals?
 - Orca model / really expensive, out of date but fits within regional model
- Local fixed route
- Community shuttle or circulator
- Commuter Express
- On-Demand

Types of Service

- Do we need local express?
- Do so many routes need to go through the Olympia Transit Center?
- What/where is policy-making role?
 - Good stewards of tax dollars
 - Policy service that serves many but serves them poorly or performance based service that serves a smaller geographic area, consisting of the highest residential and business density, and providing more speed and frequency.
 - Balance investment
 - Weigh trade-offs
 - Find money

Speed

- Review potential for reducing stops or key routes
- What “lever” makes biggest difference?
 - Targeted solutions for most congested areas (i.e. bus-only lane for impacted hours)

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- But only replace parking/not travel lane(s)
- Increase jurisdiction coordination on traffic control
- Proof of payment system
 - Start w/feasibility study?
 - Or, other ways to speed on-Boarding i.e. “change seat”
- Traffic light prioritization pilot project
 - Expand if results good
- Less interested in sacrificing service quality for time gain (small town feel...wait for riders to sit)
- Do not sacrifice funding or safety
- Transit go app

Community Input

- Bike capacity on buses.
- Seattle is expensive and driving people south
- We're going to grow. Get prepared now in terms of land use and transit service.
- There are going to be more commuters
- Need dedicated bus lanes on I-5 Seattle to Olympia
- Can market Olympia as good alternative investment
- Tell people what we heard

Moving Intercity Transit Forward – Board Prioritization Exercise 2017 Annual Planning Session

Consider each priority and using a scale of 1 to 5, with 5 ranking highest, rank the relative priority of each.

Title	Description	Priority Rank	Notes/Comments
Address Operational Issues	Improve speed and reliability of existing routes. Also, improve overall on-time performance of existing routes	1 = x 2 = 3 = x 4 = x x 5 = x x x	<ol style="list-style-type: none"> 1. Do what we can now to improve efficiency in short term. 2. ? is necessary but not a priority. 3. Ain't broke now, work to accommodate growth. 4. Speed & reliability of local routes important. 5. Do the most with what we have. Be good stewards.
Expand Commuter Service	Add or expand commuter service to destinations outside of the PTBA. This could include service to Pierce and King Counties, as well as commuter services from communities in Thurston County outside of the PTBA or the greater Pac Mtn workforce region (Lewis, Grays Harbor, Pacific, Mason and Thurston Counties).	1 = x x x x 2 = x 3 = x 4 = 5 = x	<ol style="list-style-type: none"> 1. This should not be done without discourse with neighboring transit agencies. 2. All residents of Thurston County should have access to IT. 3. Limited uptake vs value of partnering with employers. Innovate smaller vehicles on-call services, ride share. Help people commute vs provide bus. 4. A larger discussion is needed on this. 5. Need regional or other funding to do this otherwise offer vanpool. Careful not to dilute local w/outside services. 6. Needs to be better partnership to cover the cost for this

**Moving Intercity Transit Forward – Board Prioritization Exercise
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			service. We should not cover load ourselves.
Expand Local Bus Service	Improve local bus routes by adding peak hour trips, improving midday service, adding evening service, and/or increasing the number of weekend trips	1 = 2 = x 3 = x 4 = x x x 5 = x x	<ol style="list-style-type: none"> 1. Respond to survey demands. 2. As economic opportunities move ????? will work more and varied hours. 3. Less 9-5 careers and 2nd jobs more off commute commitments. 4. Also review current... 5. Re-route or adjust routing to improve service.
Initiate Emerging Mobility Service	Improve access to transit in current low-density areas likely to see increased density – e.g. NE Lacey, or improve access to transit during times of low demand such as weekend evenings with emerging mobility services. Emerging mobility services may be agency operated or a partnership with the private sector such as Lyft, Uber or taxi companies	1 = 2 = x x x 3 = x x 4 = x x 5 = x	<ol style="list-style-type: none"> 1. Planning for emerging needs is necessary and should begin now. 2. Needs more and better access throughout these ?? 3. Keep thinking new models – communication / vehicles 4. Finding the right solutions for the right communities
Other	Please describe any other high-level improvement(s) you believe should be prioritized.	1 = x 2 = x x 3 = x x 4 = 5 =	<ol style="list-style-type: none"> 1. Work w/various governing agencies to derive consistent zoning policies – i.e. parking, bus lanes, etc. 2. There are many others to consider that for greater time??? 3. Continue to emphasize being excellent employer with dedicated employees of long tenure. 4. Monitor & increase technology into future services TBD

**Moving Intercity Transit Forward – Board Prioritization Exercise
2017 Annual Planning Session**

			<p>/ partnership w/other funding sources.</p> <p>5. Target car sales. Stay on policy.</p> <p>6. Improve access to routes with walking connectivity, sidewalks, ADA on walking routes, safe street crossings. Work with jurisdictions to identify best opportunities & highest needs.</p>
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