

**MINUTES
INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
SEPTEMBER 20, 2017**

CALL TO ORDER

Chair Sullivan called the September 20, 2017, Joint Meeting of the Intercity Transit Authority and Citizen Advisory Committee to order at 5:30 p.m., at the administrative offices of Intercity Transit.

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

Members Excused: Citizen Representative Ryan Warner and Labor Representative Art Delancy.

CAC Members Present: Victor VanderDoes (Chair); Sue Pierce (Vice Chair); Jan Burt; Mitchell Chong; Billie Clark; Denise Clark; Jonah Cummings; Peter Diedrick; Ursula Euler; Tim Horton; Marie Lewis; Marilyn Scott; Walter Smit; Michael VanGelder.

Staff Present: Ann Freeman-Manzanares; Dave Kohler; Paul Koleber; Steve Krueger; Rob LaFontaine; Pat Messmer; Carolyn Newsome; Eric Phillips; Rena Shawver; Nancy Trail; Thomas VanNuys.

Others Present: Tracey Christianson, Deputy Director WSTIP; Jason Robertson, Consultant, J Robertson & Company.

APPROVAL OF AGENDA

It was M/S/A by Councilmember Clarkson and Citizen Representative Melnick to approve the agenda as presented.

PUBLIC COMMENT - None.

RECOGNITION - WSTIP PRESENTS SAFETY STAR AWARD

Tracey Christianson, Deputy Director of the Washington State Transit Insurance Pool presented Intercity Transit with the WSTIP Safety Star Award.

The award acknowledges that Intercity Transit has an extremely good and consistent vehicle safety rate with the pool. WSTIP looked at the agency's five and ten-year accident rate, and the agency performed better than other large members in the pool.

Christianson thanked the volunteer vanpool drivers; bus operators who practice defensive driving; the maintenance staff for ensuring vehicles are well maintained; supervisors who spend time out on the road helping the drivers; and senior leadership for making this all part of the agency mission.

RECOGNITION - 2017 STATE ROADEO RECOGNITION

Freeman-Manzanares introduced the 2017 Washington State Public Transportation Roadeo Grand Champions. This is the third year Intercity Transit won the Washington State Grand Champion Award which is a combination of Operations and Maintenance scores.

The winning team from Maintenance: Coach Technicians *Joe Bell, James Bush and Grant Swidecki*. Also recognized were Maintenance Manager, Paul Koleber and Maintenance Supervisor, William Snyder who provided support and coaching for the team. The entire Maintenance staff was recognized for their dedication and hard work throughout the training and competition period which allowed the team to compete and represent Intercity Transit.

The winning team from Operations: Body-on-Chassis Operator *Eric Wells*; first place in 35' Coach and Pre-Trip Inspection Award Operator *Rob Wood*; 40' Coach Operator *David Randall*; Also recognized were Operations/Maintenance Director, Jim Merrill; Fixed Route Manager, Mark Sandberg; along with the team coaches Operations' Supervisors, David Dudek and Bill Miller. Each were thanked for their dedication as were their fellow competitors and all the staff, CAC and Authority that came out to work and support the team at the local roadeo event.

INTRODUCTIONS

The Authority, CAC members and staff provided self-introductions.

SHORT/LONG RANGE PLANNING CONSULTANT CONTRACT

Development Director, Eric Phillips, presented for consideration an amendment to an existing contract for the provision of short and long range planning services.

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.

It was M/S/A by Councilmember Gilman and Citizen Representative Melnick to 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.

TRANSIT SIGNAL PRIORITY INTERLOCAL AGREEMENT WITH CITY OF OLYMPIA

Development Director, Eric Phillips, presented for consideration an Interlocal Agreement with the City of Olympia supporting Transit Signal Priority implementation, coordination and technical support.

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.

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.

Councilmember Carmody asked if Intercity Transit is working toward an agreement with the City of Lacey. Phillips said Intercity Transit anticipates similar agreements with the cities of Lacey, Tumwater and Thurston County.

It was M/S/A by Vice Chair/Citizen Representative Messmer and Councilmember Carmody to 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.

CAC SELF-ASSESSMENT

Chair Sullivan and Citizen Advisory Committee Chair VanderDoes reviewed the results of the CAC's annual Self-Assessment.

Victor VanderDoes said he is pleased with the results of the survey; however, he felt the CAC members could participate more as a group and on an individual basis.

Don Melnick asked if the survey is tracked year-to-year and if so, how has it changed. Freeman-Manzanares said this year's survey is similar to the 2016 survey. However, that hasn't always been the case. The current CAC is a remarkably well-working committee.

Karen Messmer said CAC members should notify staff if they would like to have something done differently in the way of how materials are delivered or anything that would better help them prepare for their meeting.

Nancy Trail noted that in 2016 there were 14 responses to the survey received, and this year 18 responses were received.

Michael VanGelder said he would like to see the PowerPoint presentations posted to the website so members can go back at any time to track and/or review.

Denise Clark noted that in response to Question 8 of the survey - 4 out of the 18 respondents said they felt somewhat comfortable contributing to the meeting. She suggests adding on to that question, "What could be done to make you feel more comfortable."

Messmer agreed with VanGelder's suggestion to post presentations to the website.

Melnick thanked the CAC for delving into the subjects in more depth and he appreciates the questions the committee asks.

SHORT/LONG RANGE PLAN & COMMUNITY CONVERSATION

Freeman-Manzanares said Jason Robertson from JRO & Company will provide an update on the progress of the IT Road Trip. She said there has been great success in terms of the survey responses, and he'll talk about the next steps and encourage conversation around the elements coming to light.

Commissioner Blake arrived.

Robertson began his update by referring to a PowerPoint presentation (that can be found on the Intercity Transit website). He said there has been a lot of engagement with community organizational partners to help spread the word about the IT Road Trip conversation. It includes going to the people in all communities that IT serves and even those it doesn't, and asking, "What should transportation and mobility look like in the

future?" The partners helping with this project include the area chambers, the school districts, CRTs/ETCs, and the Food Bank.

Robertson said approximately 2,400 surveys have been completed. He's currently in the process of sorting through all of the data and placing the information into "buckets." Robertson reviewed the 16 "buckets."

Robertson said there is a "second" survey - Prioritization Exercise, which asks the takers how they would spend \$150 when it's going to cost \$430 to implement all improvements. So far 1,650 have completed it which is about two-thirds of the main survey takers. Prioritization areas included Service Enhancements and Customer Amenities.

Robertson reviewed "What People are Talking About." Highlights include:

- Robertson said a really big deal for people would be local and connecting routes to Pierce and King Counties.
- Dial-a-Lift and the DASH are important to different users.
- People want more park-and-rides.
- A lot of comments/compliments about driver friendliness
- On service area expansion, emphasis is placed on rural areas, Lacey, Tumwater/Black Hills, especially getting to the high school.
- Having some type of solution for that last mile.

Robertson reviewed the results for "Service Enhancements":

- Service to new areas - 55%
- More evening service - 50%
- More weekend service - 41%
- Weekend frequency - 39%
- More early morning service - 38%
- Neighborhood circulator service - 36%
- Express service to regional destinations - 33%
- Weekday frequency - 32%
- Improve speed and reliability - 31%
- Key corridor frequency - 12% - Robertson doesn't believe the responders understand what this means.

Robertson reviewed results for "Customer Amenities." He said this totally lines up with the data that he's seeing in trends so far.

- More shelters at bus stops - 51%
- Improve lighting - 50%
- Real-time info - 34% - this is showing up a lot, but he doesn't think it's phrased in a way the people understand.
- More benches - 30%

- Park-and-Ride - 13%

Next Steps: Over the next month staff will complete sorting; develop preliminary strategies/potential actions; bring policy questions to the ITA; identify Priorities and Preferences Set; and return to the public. Robertson said Eric Phillips started a "steering committee" comprised of key staff from major institutions that Intercity Transit serves, and ran this package by them for sensitivities beyond IT.

Robertson opened the meeting up for questions and discussion.

Don Melnick asked if the demographics of responders have been identified. Robertson said it appears to be the demographics of Thurston County.

Karen Messmer said in addition to the survey, make a touch point with existing plans and outreach. For example the Olympia Comprehensive Planning Process, the Lacey and Tumwater Comprehensive Plan, the Sustainable Thurston Plan, and the Regional Transportation Plan. They include zoning ordinances developed which say, "here's where we think things are going to happen in our community." Other processes have gone on in a more formal way, but also with outreach asking where and how are we going to develop. Messmer said there needs to be a context and the CAC and Board members have a context working within our budget and PTBA. She said the general public may not be aware that IT is not county-wide and the actual service area is only half of the county. Where are people living now who need service; and yes, we should try to provide service to them. Intercity Transit is expected to do that and it's part of our mission.

Messmer wants to hear from ITA and CAC members as they think about these trade-offs. She asked, "Are we okay the way we are or should we make fundamental shifts about where our routes go inside the PTBA?"

Clark Gilman doesn't see a mandate to serve wherever growth happens or to reach further out. That cost increases what IT does in the main corridors and he is pleased with the current balance, and would be hesitant putting a lot of resources out to try to make a bigger web that has less effective service. There should be conversation about which framework to adopt.

Michael VanGelder said go back to IT's goal and he challenges IT to think beyond just Uber, but what about the rural transportation which is a separate entity, separately funded that operates to connect at various points with IT. He'd like IT to explore how to partner. IT is multi modal, and tries to get people from one place to another. What else should IT be doing, and should it be providing rural transportation or have some type of partnership with rural transportation or a broker with other types of services, or become an overall manager not necessarily providing the service, but managing the

contracts for such services. As the county increases in population, and the jurisdictions have bought into sustainable Thurston, IT is a significant piece of how to handle all sorts of other transportation.

Ursula Euler said her priority is getting people to basic services; get them to work; and provide more options. She believes IT is doing this.

Walter Smit said in addition to getting employees to employers, it's important to get students to schools.

Sue Pierce said to educate the riders through the chambers of commerce or communication with not only the large employers, but the smaller employers with less than 10 employees. Educate them on the options they can offer their employees. For example, if a person takes the bus and they arrive early to work, is there a safe place for them to wait. Educate employers about how to provide flexibility to allow their employees to ride the bus more conveniently.

Denise Clark suggested everyone push the survey link through their Facebook.

Jonah Cummings agrees there is a disconnect with employers. Many times employers do not have experience with alternate forms of transportation, and it doesn't come up in their business thinking. Minor changes may have a major impact. IT tries to do outreach towards ridership, but it may indirectly help if IT does outreach towards businesses to make them more rider-friendly.

Molly Carmody said many times employers with ten or more employees have problems providing parking for employees. IT should reach out to those employers and push the vanpools and fixed routes. Employees could vanpool if they come to work at the same time.

Robertson asked the group if there was anything within the balanced "trade-off" questions they felt were essential or of concern sacrificing as IT moves through this process.

Messmer is concerned about what can IT do to help drive key corridors and main routes where we're expecting as we grow that people will potentially live, work and play and do their daily business along these corridors or within a certain distance and they'll rely on transit as their major form of transportation. What can IT do to help make those corridors become more important and useful. IT can provide the frequency, safety, and convenience that make it feel like a great system. IT can focus on and make that happen for people. Make it so people won't worry about missing the bus because the frequency is high enough. She is worried if IT goes everywhere for everyone and spreads too thin, IT won't get achieve that convenience factor. Then instead of good useful service to

areas that are more densely populated, everyone has a poor level of service. IT should be part of the driving force to make it happen although the local jurisdictions and the business community need to buy in and come along.

Euler said IT should consider coordinating with other partners for the last mile on both ends, possibility to bridge the last mile which would help people get to/from the bus those last few hundred yards, and that could improve ridership along the corridors.

Pierce said she went on a tour of Everett, also known as a “walkable city” with accessible sidewalks. It’s the little stuff that makes it more accessible to a corridor. There needs to be decent crosswalks to get across four lane roads; people need to get to the bus stops without broken sidewalks or shady sections of street with no lighting. Pierce doesn’t believe the solution is shoving buildings six inches from a sidewalk, but to look around – how steep is the walkway and hills; are there handrails; is the paved path going to be accessible for mobility devices or seniors using walkers. Make sure crosswalks are well marked. Intercity Transit can’t fix this without help from the jurisdictions and it should be included in the conversation.

Melnick said regarding regionalism, there needs to be a forum involving business, government and transit. Perhaps form a regional economic coalition. Cities can compete with each other but at the end of the day they need to collaborate along with government and business to figure out where businesses are going to go and how they will be served in terms of transit.

VanderDoes said maintain the existing trunk line but at end of the line have a small district bus system that is all electric with a route that ends up someplace like the Jubilee area and have these throughout the community. They don’t need to be owned or operated by transit. They could be independent like the rural transit system, and that would take care of the last mile issue. It would expand the coverage in those areas. He said use of social media and other technology is changing rapidly, and it won’t be long when Europe will be all-electric.

Robertson said for capital expenditures does anyone have a preference on the technology in the way of real-time data, or updated apps, scanned pass fare cards, versus shelter amenities.

Mitchell Chong said technology is great; however, there are those impatient people who rely on an app for the bus to be on time. He would prefer to see shelter amenities like lighting and covered stops. This should be controlled by the city as well transit.

Cummings stated that riders prefer technology only if it works well. Many times once people have been burned by a bad app, they begin to feel it would be better to have a

bus shelter out of the rain. For example the Google Maps integration with Intercity Transit, which doesn't work well with certain buses.

D. Clark said it's about reliability especially when an app is first launched. She said give a little to both. There are not enough shelters, and she doesn't feel the entire burden should be placed on IT when it comes to lighting and sidewalks. She said expand routes to key areas where business and people are expanding.

Marie Lewis is a senior who lives in downtown Olympia and she said very few seniors venture outside after dark because of the homeless people sleeping under overhangs in front of the various businesses. She feels safe at the OTC but getting from her home to the OTC is scary. She uses a walker, and it can be difficult to run errands like grocery shopping if she needs to walk the three and a half blocks from the OTC to her apartment. It would be helpful to have another form of transportation to get to/from the OTC.

GENERAL MANAGER'S REPORT

- Boardings for August are 318,127, which is a decrease of 3.4% from August 2016.
- Year-to-date ridership is 2,653,900 boardings, a decrease of 5.0% from the first 8 months in 2016.
- Insta-chains have been installed on all but 27 buses, and 15 of those have a different suspension. Staff is waiting for a new version to be shipped. The insta-chains are not available for the 29' buses. However, regular chains are available for those buses. The new DAL vehicles will come with the insta-chain and 12 have been ordered. These will provide a pilot and if they work, staff will proposed them in the 2019 budget.
- Staff started installation of the forward facing high definition cameras. The project should be completed the middle of October.
- Staff is preparing for the next legislative session. Several facility tours are scheduled with Representative Fey and Senator King, the Chair of the Senate Transportation Committee.
- Three applications were received for the new CAC recruitment. Applications are due September 26.
- Staff is working on the 2018 budget and will introduce it to the Authority at the October 4 meeting, and move forward to finalize the Strategic Plan.

AUTHORITY/CAC ISSUES

Messmer noticed the sidewalk is in place between the IT office and Martin Way, which is a great improvement.

Melnick thanked Ann for presenting and staff for being present and participating in the Drive Less-Go More symposium at Panorama that was held today. IT did a very nice job and was well represented. There was representation from Amtrak, Uber, and Rebels by Bus.

Gilman thanked and recognized the Citizen Advisory Committee for attending the joint meeting. The committees' insight helps him to broaden his understanding on many issues.

Smit thanked the Authority for attending the CAC meetings.

D. Clark thanked Trail for taking wonderful pictures of the CAC for the current CAC recruitment.

Virgil Clarkson said this is his last opportunity to attend an ITA/CAC Joint meeting, and thanked the Authority and staff for the opportunity to be part of a great organization. He commended all for the work they do. He's seen tremendous improvement over the years.

ADJOURNMENT


It was M/S/A by Councilmember Clarkson and Councilmember Carmody to adjourn the meeting at 7:34 p.m.

INTERCITY TRANSIT AUTHORITY



Debbie Sullivan, Chair

ATTEST



**Pat Messmer
Clerk to the Authority**

Date Approved: October 4, 2017.

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

