

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
November 20, 2017
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative DEBBIE SULLIVAN
<i>(Victor VanderDoes)</i> | |
| III. | FAREWELL CELEBRATION | 15 min. |
| IV. | MEETING ATTENDANCE | 3 min. |
| | A. December 6, 2017, Regular Meeting <i>(Mitchell Chong)</i> | |
| | B. January 3, 2018, Regular Meeting <i>(Jan Burt)</i> | |
| | C. January 17, 2018, Work Session <i>(Billie Clark)</i> | |
| IV. | APPROVAL OF MINUTES – October 16, 2017 | 1 min. |
| V. | NEW BUSINESS | |
| | A. YOUTH EDUCATION PROGRAM UPDATE <i>(Jessica Gould)</i> | 15 min. |
| | B. SURPLUS VAN GRANT AWARDS <i>(Carolyn Newsome)</i> | 15 min. |
| | C. MARKETING PRESENTATION <i>(Rena Shawver)</i> | 20 min. |
| | D. ELECTION OF OFFICER <i>(Pat Messmer)</i> | 5 min. |
| | E. CAC NAME CHANGE CONVERSATION <i>(Carl See)</i> | 15 min. |
| VI. | CONSUMER ISSUES – All | 20 min. |
| VII. | REPORTS | |
| | A. October 18, 2017, Work Session <i>(Ann Freeman-Manzanares)</i> | |
| | B. November 1, 2017, Regular Meeting <i>(Ann Freeman-Manzanares)</i> | |
| | C. November 15, 2017, Work Session <i>(Ursula Euler)</i> | |
| | D. General Manager’s Report <i>(Ann Freeman-Manzanares)</i> | |
| VIII. | NEXT MEETING – January 8, 2018. | |
| IX. | ADJOURNMENT | |

Attendance report is attached.

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) 705-5857 three days prior to the meeting. For TDD users, please use the state’s toll-free relay service, 711 and ask the operator to dial (360) 705-5857.

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

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
October 16, 2017

CALL TO ORDER

Chair VanderDoes called the October 16, 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; Jonah Cummings; Denise Clark; Ursula Euler; Peter Diedrick; Austin Wright; Mitchell Chong; Marilyn Scott; Joan O'Connell; Carl See; Walter Smit; and Billie Clark.

Absent: Aariah Perez; Leah Bradley; Tim Horton; Michael Van Gelder; and Lin Zenki.

Staff Present: Ann Freeman-Manzanares; Rob LaFontaine; and Nancy Trail.

APPROVAL OF AGENDA

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

INTRODUCTIONS

VanderDoes introduced Authority member, BUD BLAKE.

MEETING ATTENDANCE

- A. October 18, 2017, Work Session – Austin Wright
- B. November 1, 2017, Regular Meeting – Sue Pierce
- C. November 15, 2017, Work Session – Ursula Euler
- D. December 6, 2017, Regular Meeting – Mitchell Chong

APPROVAL OF MINUTES

It was M/S/A by EULER and WRIGHT to approve the minutes of the August 21, 2017, meeting.

NEW BUSINESS

- A. **CANCEL DECEMBER 18, 2017 MEETING** – (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated the December meetings have been cancelled for the past few years. They are so close to the holiday and many people are unavailable. She proposed the December 18, 2017 meeting be cancelled. She added that the ITA had already cancelled their December 20 meeting.

Smit arrived.

Freeman-Manzanares answered questions.

Wright asked if there were items on the agenda.

Freeman-Manzanares indicated not at this time.

The committee cancelled the December 18, 2017 meeting.

- B. NOMINATION OF OFFICERS -** (*Nancy Trail*) Trail indicated each year the committee elects a Chair and a Vice-Chair. Chair VanderDoes has served two consecutive terms as Chair and Vice-Chair Pierce has served one term at Vice-Chair. The By-Laws allow two consecutive terms for each position. Trail called for questions before opening the floor for nominations.

Trail opened the floor for nominations for Chair: VanderDoes nominated Pierce for Chair. Having received no other nominations for Chair, Trail closed the nominations for Chair.

Trail opened the floor for nominations for Vice-Chair: Wright self-nominated for Vice Chair. Having received no other nominations for Vice-Chair, Trail closed the nominations for Vice-Chair.

- C. DISCOUNTED BUS PASS PROGRAM -** (*Ann Freeman-Manzanares*) Freeman-Manzanares announced the opening of the application period for the 2018 Discounted Bus Pass Program. Applications were sent out today. The Authority increased the funding for the program from \$200k to \$300k because there was demand. Last year 22 organizations received discounted bus passes in the amount of approximately \$270k so there was still some capacity. She indicated the deadline is November 17 and they are awarded based on criteria. The program is open on a rolling basis until it reaches the \$300k cap.

Freeman-Manzanares answered questions.

Pierce – asked if agencies have to be nonprofit.

Freeman-Manzanares – indicated they must be a nonprofit or government organization serving low-income individuals.

- D. DRAFT STRATEGIC PLAN -** (*Ann Freeman-Manzanares*) Freeman-Manzanares announced the Draft 2018-2023 Strategic Plan would be out for comment October 23, available on our website, and the public hearing is set for November 15. The CAC and ITA have both reviewed policy questions earlier in the year and she thanked all for their input. She mentioned one thing of note is that the results of the short and long range plan will have a significant impact and it may inspire the CAC and ITA to revisit direction in terms of short and long range goals. There are 6 goals and ends policies and they are reviewed on a yearly basis. Three remained unchanged in this draft and 3 of the goals were changed.

The first Goal added the word “throughout” the PTBA. This recognizes that we currently do not serve the entire PTBA with fixed routed service and DAL. The End Policy is clear and comprehensive information of our PTBA.

The second Goal regarding outstanding customer service includes the End Policy customers in the community will report a high level of satisfaction. In previous years this included a measure of ridership. The Authority changed this because the quality of customer service isn’t tied to whether ridership is going up or going down.

Blake and Clark, D. arrived.

The third Goal is to maintain a safe and secure operating system with the End Policy to focus on continual improvement for the safety and security of all customers, employees and facilities.

The fourth Goal is providing responsive transportation options within financial limits with the End Policy recognizing and planning this within a constrained budget.

The fifth Goal is to integrate social and environmental sustainability into all agency decisions to lower environmental impacts in our community. The agency will acknowledge a regional alliance that is responsive to growth, and the community's role in the process. There was a suggestion that this could be part of 4 or 6, and staff will recommend to the Authority to add number 7.

The sixth Goal is to encourage the use of service with the End Policy being to educate and encourage community members to explore and appreciate the benefits of public transportation. The Authorities direction was to focus on outreach and on government agencies like planning commissions as well as non-profit and for profit groups. The agency should also focus on understanding mobility services and the role to make that happen.

Freeman-Manzanares added one of the clear goals was to make an effort to work with Pierce Transit to restore inter-county service. She had an opportunity to talk with a Pierce Transit board member who is on the Tacoma City Council, but wasn't on board when the decision was made. He indicated that he hears frequently from constituents trying to get to Thurston County. He thought the two boards should have a conversation about this. Staff will track local intra-county trips to determine if there is support for local express service. The Regional Mobility Grant providing trips to the capital campus will have some metrics to define if it is something that is beneficial to ridership. Staff is also looking to complete the install of the TSP project.

O'Connell arrived.

This technology doesn't have the same priority as police and fire but as the bus gets close to the intersection it can hold the light to extend the green so the bus can get through, increasing speed and reducing operating costs. Staff is working with all local jurisdictions. The agency has made great progress on the Pattison Street UST's project. There is a temporary walkway for our operators and for the public who live and work around the Pattison facility. Staff is moving full speed ahead on the OTC project, including working with DES to institute an alternative construction method called GCCM (General Contractor Construction Manager) rather than doing the traditional design, bid, build approach. Using (GCCM) and by bringing the contractor on early in the process can reduce risks associated, the cost and streamline the project. The strategic plan identifies the future funding gap for buses. The State Legislature awarded special needs funds last year and money to replace 40 vanpools. They also provided RMG funds for additional express service for the 612 to help fill the gaps for those that expired at the end of June. The agency also received RMG funds in the amount of \$2M for the final design for the Pattison rehab and expansion. These grant applications were both 4-year requests. They will be presented as WSDOT (WA State Dept. of Transportation funding priorities) and presented to the State Legislature in the 2019-2021

session. That includes two additional years of partial 612 funding and \$3.9M for the Pattison Street facility. The total construction amount is \$27.5M. For the first time in a long time the agency also received operating dollars for DASH. The service used to be split between Intercity Transit, the City of Olympia and the state. This is a tremendous win for the agency. The funding is only for one year, so staff will be going back. In terms of the future funds staff has applied for \$12M for a bus and bus facility grant. There is approximately \$201M available nationwide for us to apply for bus and bus facility dollars and it is beyond competitive. Showing the great local support for this project, we were able to submit a really compelling application. There is also a request in for \$250k for a major vanpool promotion. The ask was how to reduce congestion on I-5. This would focus on smaller businesses, and educating people on what vanpool is and how easy it is to get people to work on time.

Freeman-Manzanares answered questions.

Euler – asked if the \$27.5M for the Pattison project is for bus replacement.

Freeman-Manzanares – indicated it was for the renovation and expansion of the facility.

Chong – remarked when the lights have a longer delay it might prevent the bus from braking hard.

O'Connell – remarked she was in Chicago and they have a lane dedicated to buses. It was the only lane moving in many instances. That was a great way to move a lot of people and would be a great incentive to encourage people to get out of their cars and free up some space. We need to show that this could be beneficial to individuals and it would enhance the entire transportation system if we could move more people more quickly. Chicago can't build wider roads downtown but they figured out what they needed to do. It would be nice if we could get there now by utilizing other city examples of what could be.

Freeman-Manzanares – added that staff has had conversation with WSDOT about identifying whether or not vanpools and buses could operate on the shoulder of I-5.

O'Connell – added that the more population keeps growing, the more interested WSDOT would be in lightening the load.

See – inquired about the GCCM contract and if it is more challenging during the bid process and if this the first time the agency has done this process.

Freeman-Manzanares – indicated in order to proceed with GCCM it has to be approved by the state and there is a set of criteria a project must comply with in order to determine if it is a good fit for GCCM. To be approved an agency must have experience. We do not have experience so we contracted with DES because they have engineers and architects that have experience. There are inherit risks with any construction project. A benefit with GCCM is those with construction experience and the responsibility for building the project are helping in the design phase focused on best value and designing something that is buildable. All parties have an interest in building a successful project and sharing the risks associated.

VanderDoes – asked if Washington State requires a committee to oversee this.

Freeman-Manzanares – responded there is a group that reviews the GCCM applications. They determine if an agency/project is eligible or not. DES is already approved to administer any GCCM project. Staff has received direction from the Authority to move forward within budget and accomplish agency goals. We anticipate having the design team at the November 15 or December 6 Authority meeting to share design schematics. You are certainly welcome to attend.

- E. **DRAFT 2018 BUDGET** - (*Ann Freeman-Manzanares & Suzanne Coit*) Freeman-Manzanares introduced Suzanne Coit the finance manager and indicated she would go over the draft 2018 Budget. Coit indicated she would review the portion of the budget for new projects and positions, and then the ongoing projects that were not completed. She pointed out there is a substantial increase in the capital and that was due to the Pattison expansion. The draft will be available for review and comment on October 23, and the public hearing will be November 15, with a request for adoption at the December 6 meeting.

Coit addressed some of the new projects for 2018:

- Development Administrative Assistant: this is a replacement position. When Ann became the GM she combined her old position of Development Director and GM and combined Executive and Development. Nancy was hired as the Development Assistant. And moved to Executive at that time. With the elimination of the Executive Services Director, Pat and Nancy assumed responsibility for the ITA, CAC, public records and a variety of other tasks. Approximately 18 months ago, Ann hired a Development Director and divided the two departments. We have found in that 18 month period and prior, that the Department needs administrative support.
- OTC Furniture, fixtures, equipment: desks and tables for the OTC project.
- Pattison Renovation and Expansion: Ultimately, this project won't happen unless the agency gets grant assistance. The agency is dedicating a significant portion of local funds to complete portions of the projects independently, which is more expensive and not as efficient.
- Grant Consultant: the ITA approved this because the grant administrator position has been vacant for 2 years.
- Replace Tennant Floor Scrubber: on replacement cycle.
- Bus Wash Safety Beacons: this is for safety due to the volume of traffic in the bus yard, and that much of the work occurs when it's dark. They will be placed at the exit of the wash facility.
- Relocate Fuel Island Heaters: they are located too high and need to be relocated.
- Replace De-Icer Trailer.
- Non Rep Market Alignment Adjustment: A third party HR consultant was hired to review market data and making a recommendation regarding our salary alignment. HR professional suggest this work be done every three to four years. We did this last about seven to eight years ago. This happens for represented staff every three years at labor negotiations. The alignment looked fairly good considering the timeframe in which the last study was done. Last time positions below C41 were realigned. This time, positions above C41 needed to be realigned.
- General Wage Increase for Non-Reps: we are asking for 3% to keep up with CPI.
- Active Threat Mitigation: Thurston County sheriff made some recommendation for the Pattison Street Facility.
- Computers, software, radios, security cameras, SAN's: replace our computers and peripherals, radios, etc.

- Web Professional Services: our website is one of our primary advertising tools and we will be working with WA Tech Solutions, a state agency. They have state of the art usability testing and information services staff has been exploring how to enhance our website.
- Operator Payroll Optimization: Fleet-Net is the program used to track our vehicles, payroll, HR, etc. This will facilitate the transfer of information from Operations to payroll. It will save a lot of time and eliminate duplicate work.
- Community Conversation: an amendment to the current contract with an addition \$20k to finish the project as strong as we began.
- Vanpool Grant Promotion (Grant): to do a strong digital blast over south sound to educate on what vanpool is. There is a \$25k match for the grant which is being split with Pierce Transit.
- Bus Stop Enhancements (Grant): these are federal dollars to improve ADA accessibility.
- Operations Supervisor for OTC: the thinking there is since there will be a construction project at the facility that must remain fully operational the dedicated supervisor is important. This will help increase safety and security.
- Replace Operations Supervisor Vehicles/ Associated Equipment: this includes replacing the vehicle that was involved in an accident and totaled. The agency is getting \$13k in insurance.
- Replacement Coaches (8)
- Replacing Vanpools (40)

Coit and Freeman-Manzanares answered questions:

Pierce – inquired about the replacement cycle for coaches and FTA recommendation.

Freeman-Manzanares – responded the FTA recommendation is every 12 years and Paul and our maintenance staff has been able to stretch that safety to 15. Staff keeps them in very good condition, they continual look to enhance their processes and utilize testing to enhance the life space and improve efficiencies in their services.

Chong – inquired about the website enhancements and if it will include purchasing.

Freeman-Manzanares – indicated it is our intent to focus on pass purchasing and we are also looking at farebox technology. Our fareboxes are at their end of life and it is difficult to find parts.

Chong – remarked it would be better to have a security guard at the transit center at night.

Freeman-Manzanares – responded that there is a security guard at night but not stations there for the entire time the facility is open. Operations Supervisors currently float and sometimes they get pulled away from the transit center if something happens elsewhere. It will help to have a supervisor onsite who can help customers, coordinate activity, assist during emergencies, etc.

Coit – added there is \$1.5M for farebox replacement.

Freeman-Manzanares – added that during the ITA planning session they discussed customers desire, and our desire, to speed service. The consultant had shared that the most effective way to increase ridership and speed service is to go fare-free. That it

resolves a multitude of system-wide problems. In addition, it would eliminate the need to purchase a new fare system and all the support, which translates to dollars, that a fare system requires. Systems such as Missoula Montana and others have chosen to do pilot projects on free fare and they have been successful.

VanderDoes – asked what it costs to collect fares.

Freeman-Manzanares – replied that there are financial costs to collect fares as well as service related costs related to how fare collection slows service delivery. The Authority was interested in exploring this option so staff will evaluate costs and return on investment.

Clark, D. – asked if the agency was pursuing compatibility with the ORCA system.

Freeman-Manzanares – indicated that our customers who travel into and out of the county would like us to have a compatible system. We have attempted to work with systems to the north, and contracted to do an analysis of costs. The cost thus far has been prohibitive for a system our size. Initially it took the regional agencies a very long time to come up with ORCA. Now they are talking about ORCA 2. Our system is failing now so the timing likely isn't going to work out for us to wait for them to figure out where they are going next. Piloting a fare free system might bridge the time between when our system fails and when they have a new system ready to go. The timing issue is critical.

Clark, D. – asked for Freeman-Manzanares to expand on the fare free concept.

Freeman-Manzanares – responded that the consultant is offering ideas and others experiences in how they respond to service related issues. Speed to service is an important issue to our customers. Taking the bus isn't reasonable if it takes five times as long to get there. There is no fee for DASH. Mason Transit and Island Transit offers local free fare. This is one of many options to address a variety of system wide issues. The return on investment conversation and worthy of exploration.

O'Connell – remarked that she is very excited to hear that. So much of our effort is put into tracking passes. To simplify the process and make the community understand this is a significant statement to what is critically important. She believes it could get a lot of support.

Freeman-Manzanares - added there are many things that could happen to increase efficiency including going in the front door and back door, fewer arguments regarding payment with the driver, less time to find change, etc.

As part of the short and long range process staff will talk about that. Having to pay a fare is a barrier, the fear associated with not knowing how to get on, how to pay, what to pay, etc. There are a lot of barriers. Staff calls DASH the gateway bus riding experience.

See – asked about the changes at Amtrak and additional service at Amtrak.

Freeman-Manzanares – Amtrak is adding an early morning and late evening trip between Seattle and Portland. They have done a bunch of track work north of here so there

should be less reliability issues. There is a contract with BNSF and they have to pay if they don't meet their on-time performance. On the downside we don't have enough money to provide additional bus service to the station. Our contract with Amtrak expires in 2018. Staff will be having conversations with the jurisdictions for the 2019 funding year. All jurisdictions are currently participating. In the past the only jurisdiction that had difficulty with the arrangement was the City of Olympia. Thurston County and Intercity Transit pay the largest share as payment is based on population. In addition to getting that contract renewed Amtrak pays Intercity Transit approximately \$10k/yr. to run the facility. It is the only volunteer run facility in the nation. WSDOT and ODOT are indicating they don't have the money to do that. This may be another "ask" for the legislature.

- F. CAC NAME CHANGE CONVERSATION - (*Carl See*)** See indicated since he's been on the CAC the name stuck out with him as something odd. And so, about a year ago he spoke to Ann and expressed that he would like to have a conversation with the committee to consider a name change to Community Advisory Committee. When he thinks of a citizen, he thinks of a U.S. citizen, and that is not requirement to be on the committee. Membership needs to be reflective of the service area. Thinking about who the committee represents isn't just residents, but anyone working or living in the community. The focus is having input from the full community that has interaction with Intercity Transit. A name that reflects that might be more likely to engage people if they live here, but more importantly for those that are just a part of the community. Another point, the agency is primarily financed from sales tax which isn't based on citizenship. Funding from taxes comes from anyone who passes through the community purchasing something. He indicated he hadn't been approached by anyone, but for him it is more reflective of who the committee consists of and what they strive to achieve. If the name switches to community it would still be the acronym CAC.

See added that Community is used in the names of advisory committees for the University of Washington, and the State of Washington.

See answered questions.

VanderDoes - remarked that the argument is very persuasive. Personally he has always called it community advisory committee and he likes the idea.

Clark, D. - indicated she likes the idea.

O'Connell - added that she likes the idea.

Cummings - inquired if there was any regional rational because it was a trend at the time.

See - responded that PSRC has documents on forming advisory committees. Some do have a requirement to be a citizen, but it is not a requirement for any of the other cities. It has been a common term to use.

Diedrick - asked if Intercity Transit has the capacity.

Pierce - added that everything takes a transition period. She thought the reference of citizen meant not a professional as in advising business.

Euler – indicated she was concerned about the administrative commitment and just doesn't feel it is a high enough priority on the list for her. If it is done, maybe it is phased in maybe in 2019. She does not see it as a high priority.

VanderDoes – inquired if it has to go to the Authority for approval.

Freeman-Manzanares – responded yes, and asked VanderDoes if he wanted to poll the members.

O'Connell – asked staff for an estimate of time for how long it would take to change everything.

Burt – suggested discussing it at the next meeting.

VanderDoes – asked that it be placed on the November agenda.

Clark, B. – inquired if there would be any cost to the agency.

Trail – indicated if changes are made to the By Laws and Operating Principles it typically requires legal review by our attorney.

Euler – added in addition to the direct costs what else would have to come off of staff's plate for all the work. She would rather have them go after grants and funding.

CONSUMER ISSUES

None.

REPORTS

- **September 6, 2017, Regular Meeting** – Scott provided the report including staff introduced Rob LaFontaine as the new planning manager and Zack Heinemeyer as new Village Vans assistant. There were contracts signed for Loomis; and a hearing set for the Strategic Plan. They provided an update on vanpools and the IT Road Trip.
- **September 20, 2017, Joint Meeting (ITA and CAC)** – Freeman-Manzanares asked the committee if they liked having the joint meeting and felt it was beneficial. Everyone responded affirmatively.

Clark, D. remarked that she enjoyed herself and that she was proud to be part of an organization winning so many awards.

- **October 4, 2017, Regular Meeting** – Lewis provided the report including it was her first time and she enjoyed the different set up. There were contract authorizations for the radio system hardware, and the exterior paint improvement project. They rejected a bid because it didn't fit the agency's needs. They scheduled a public hearing for November 15 for the draft budget. They provided a timeline for bus pass program and then dismissed for a closed session. They welcomed Nicky Upson, and indicated that they had received 12 applications for the CAC.

- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including that interviews for the CAC are on 10/18, and Walter is interviewing. Walk to School day was October 4 and it was a lot of fun walking with the kid. Freeman-Manzanares received a call from Senator Beth Doglio regarding a transportation meeting in Yelm tomorrow and offered the opportunity for me to represent. She added the agency has this amazing vanpool program that takes 1700 vehicles off the road each day. Senator Doglio wondered why Intercity Transit wasn't on the list. Freeman-Manzanares is excited to enter into the conversation. She extended an invitation to the Holiday Banquet on Friday, December 8. The agency has an opportunity to recognize people celebrating milestones and acknowledge CAC/ITA members in attendance. The program starts at 12:04 and the food is fantastic. Some of the employees show off their musical talent so please join us. Freeman-Manzanares indicated she just returned from the APTA Expo in Atlanta at the World Congress Center. They had 3 exposition halls full of all things transit. Every bus, paratransit vehicle, trains, CAD/AVL systems, etc. Staff from maintenance, ops, procurement, and the ITA attended. The agency will be purchasing some of the things and they crawled over it all for three days and it was exhausting. The agency has a new vanpool campaign coming called No Pay November. There is an interlocal agreement to facilitate that. The state auditors are here now. The September ridership is at 314,920 boardings which is down -4.6% from September of last year. On the year boardings are at 2,968,820, which is down -5% from the first five months of 2016.

Scott – added that she was at a Walk N' Roll event in Tumwater and it was very well attended.

Freeman-Manzanares – added that the agency has a build a bike program with a team of volunteers. Some come with lots of experience and some learn from others. They fix the bikes and then they go into schools and teach kids how to ride safely, repair and maintain their bike properly. The shop is open on Wednesday and Saturdays to volunteer. They used to be housed in the maintenance building, but the agency rents some space for the program across from the OTC. The program also has a grant for PE teachers to get training on how to teach kids to ride their bike safely. Staff applied for Tumwater School District and North Thurston School District.

Trail - added that staff will be at the Lacey Timberland Library on Friday, November 10, from 7:00 pm – 9:00 pm, for Animal Video Night featuring Eclipse the Bus Riding Dog from Seattle.

Pierce – welcomed Water to the 605 express route. They have a guide dog that rides the bus and goes to work at JBLM.

NEXT MEETING: NOVEMBER 20, 2017.

ADJOURNMENT

It was M/S/A by BURT and O'CONNELL to adjourn the meeting at 7:17 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2017\CAC Minutes 20171016.docx

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-A
MEETING DATE: November 20, 2017**

FOR: Intercity Transit Authority

FROM: Jessica Gould and David Copley, Youth Program, 705-5855

SUBJECT: What's new with Walk N Roll?

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- 1) **The Issue:** To share the work of Intercity Transit's Walk N Roll youth education program and to show what's next.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy Analysis:** The Authority supports outreach and education to youth as part of Intercity Transit's overall objective to increase ridership, raise awareness of active transportation and its value, and encourage and support community sustainability.
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- 4) **Background:** Youth program staff would like to share the work that they did in 2017 and what's planned for 2018. Intercity Transit's Walk N Roll program is part of the agency's Marketing & Communications division.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** The agency's youth education work is funded with one permanent FTE position and a \$30,150 budget. Beyond this, the program has been very successful in creating partnerships and securing grant funding. We have applied for CMAQ funds to help fund the program this year and are awaiting that decision.
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- 7) **Goal Reference:** **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #2:** "Provide outstanding customer service." **Goal #4:** "Provide responsive transportation options within financial limitation." **Goal #5:** "Align best practices and support agency activities and sustainable technologies."
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- 8) **References:** Healthy Kids – Safe Streets Action Plan. Walk N Roll Schedule.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-B
MEETING DATE: November 20, 2017**

FOR: Citizen Advisory Committee

FROM: Carolyn Newsome, Vanpool Manager, 705 5829

SUBJECT: Surplus Van Grant Program Update

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- 1) **The Issue:** Update on granting surplus vanpool vehicles to non-profit or public agencies within the Thurston County Public Transportation Benefit Area (PTBA).

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

 - 3) **Policy Analysis:** The Surplus Van Grant program supports the Transit Development Plan's goal of strengthening partnerships with local agencies and groups by assisting them in meeting their unmet need for group transportation.

 - 4) **Background:** On September 3, 2003, the Intercity Transit Authority adopted resolution 07-03 creating the Surplus Van Grant program. The program makes surplus vanpool vehicles available annually to non-profit groups in the Thurston PTBA to meet the transportation needs of clients not met by Intercity Transit's fixed-route services. Community groups have been granted 48 vans since the program began.

A review team consisting of, General Manager Ann Freeman-Manzanares, former CAC member Meta Hogan, and Vanpool Manager Carolyn Newsome, evaluated 16 applications received by the October 11 deadline. Utilizing selection criteria including; community benefit, passenger trips provided, coordination of services and ability to maintain vehicle and service, the team recommended award of vehicles to the **City of Lacey Veterans Services Hub, Community Youth Services, Senior Services for South Sound, TOGETHER!, Yelm Senior Services Thurston County Food Bank** and **Wa-Ya Outdoor Institute**. The ITA awarded the vans at their November 1, 2017 meeting. Please join us for a celebration of the grantees and their wonderful programs at our January 3, 2018 ITA meeting.

City of Lacey Veterans HUB will be serving disabled, elderly and disabled veterans. HUB will be scheduling trips connecting Tumwater Square with the Veterans HUB and American Lake Veteran's Administration. Majority of veterans served will be low income and/or suffering from a service related disability.

Community Youth Services works with low income and at-risk youth, aged 12-24, to overcome impact of abuse, abandonment and the stigma of poverty and homelessness.

Senior Services for South Sound transports seniors to activities such as the Senior Nutrition Program, Services to at Risk Seniors (STARS) and Adult Day Care and Respite and Elders program and to assist seniors with essential errands.

TOGETHER! transports low income, rural and at-risk youth and families to community events, Learning Centers and medical, vision and dental appointments.

Yelm Senior Center provides rides to Yelm Senior Center for vital social services, supporting senior's health, dignity and independence. It allows seniors to participate in events that enhance both physical and mental health of participants.

Thurston County Food Bank transports volunteers and clients to gleaning locations in rural areas, providing 30,000 pounds annually of gleaned produce to Thurston County residents in need.

Wa-Ya Outdoor Institute offers positive, low-cost after-school activities and education for low-income, at-risk Native American youths.

5) **Alternatives:** N/A

6) **Budget Notes:** The surplus van grant program will result in lost revenue to Intercity Transit from the sale of surplus vans. This is estimated at \$10,000 per vehicle or a total of \$70,000 for seven vehicles.

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

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-C
MEETING DATE: November 20, 2017**

FOR: Intercity Transit Authority

FROM: Rena Shawver (705-5842)

SUBJECT: Marketing, Communications & Outreach Update

-
- 1) **The Issue:** Provide an overview of our marketing, communications and outreach division and their work.
-
- 2) **Recommended Action:** This item is for discussion.
-
- 3) **Policy Analysis:** N/A.
-
- 4) **Background:** This is an opportunity to hear about how we are moving in a more strategic direction with our marketing, communication and outreach efforts. Staff will talk about using social marketing techniques to move behavior, developing and leveraging partnerships, analyzing current and future activities for effectiveness and finding channels to best reach our audience.
-
- 5) **Alternatives:** N/A.
-
- 6) **Budget Notes:** N/A.
-
- 7) **Goal References:** **Goal #2:** *"Provide outstanding customer service."* **Goal #6:** *"Encourage use of services."*
-
- 8) **References:** N/A.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-D
MEETING DATE: November 20, 2017**

FOR: Citizen Advisory Committee

FROM: Nancy Trail, 705-5857

SUBJECT: Election of Officers

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

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

3) **Policy Analysis:** Per the Operating Procedures, nominations are made in October and elections conducted in November.

4) **Background:** At the October 16, 2017, meeting Sue Pierce was nominated for Chair and Austin Wright was nominated for Vice-Chair. Both accepted the nominations. Votes will be taken by a show of hands and the member with the most votes will be elected Chair.

The new officers will take office as of January, 2017 and serve for one year.

5) **Alternatives:** N/A

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

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

8) **References:** Operating Procedures.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. VI-E
MEETING DATE: November 20, 2017**

FOR: Citizen Advisory Committee

FROM: Carl See, CAC Member

SUBJECT: Citizen Advisory Committee Name Discussion

-
- 1) **The Issue:** Would the Citizen Advisory Committee like to propose a new name to the Authority for consideration.
-
- 2) **Recommended Action:** For discussion purposes.
-
- 3) **Policy:** The Citizen Advisory Committee bylaws state that "membership shall reflect Intercity Transit's service area." And that "one position is specifically reserved for a 15-19 year old from Thurston County.
-
- 4) **Background:** It is not a requirement that members of the Citizen Advisory Committee be a citizen of the United States. Member Carl See would like to have a conversation about whether or not the committee would like to propose a name that does not include the word "Citizen" in its title.
-
- 5) **Alternatives:** A. Propose a name change to the Authority. B. Keep the current name. C. Continue the conversation.
-
- 6) **Budget Notes:** N/A
-
- 7) **Goal References:** The CAC helps the ITA in meeting all of Intercity Transit's goals.
-
- 8) **References:** N/A

Authority Meeting Highlights
A brief recap of the Authority Meeting of October 18, 2017

Action Items:

Wednesday night, the Authority:

- Approved the Decision Band Method (DBM) matrix adjustments as recommended in the amount of \$43,500. *(Heather Stafford-Smith)*
- Authorized the General Manager to authorize DES to amend our Interagency Agreement (IAA) to include a contract with SRG to provide A&E basic design services for the OTC Expansion Project in the amount of \$509,375. *(Steve Krueger)*
- Scheduled a public hearing for Wednesday, November 15, 2017, at 5:30 p.m. to receive and consider comments on the 2018-2023 Strategic Plan. *(Ann Freeman-Manzanares)*
- Conducted a second review of the 2018 Draft Budget. *(Suzanne Coit)*

OTHER ITEMS OF INTEREST:

The Timberland Regional Library will become an outlet selling bus passes beginning in December.

The camera project for vehicles is complete. Staff will prepare a presentation for the Authority and the CAC showing the progress made since the installation of the new cameras.

The State Audit report is expected to be released the end of November. In addition, they will release a separate fraud audit report.

The Pattison Street underground storage tank construction is moving along smoothly. The Olympia Transit Center architectural team will attend an Authority meeting either November 15 or December 6.

The Marketing and Vanpool Departments will present to the Authority in November the progress of the vanpool promotions (No Pay November).

Pat Messmer

Prepared: October 19, 2017

Authority Meeting Highlights
A brief recap of the Authority Meeting of November 1, 2017

Action Items:

Wednesday night, the Authority:

- Authorized the General Manager to grant surplus vanpool vehicles to the City of Lacey Veterans Services, HUB, Community Youth Services for South Sound, TOGETHER!, Yelm Senior Center, Thurston County Food Bank, and Wa-Ya Outdoor Institute. *(Carolyn Newsome)*
- Appointed four new Citizen Advisory Committee members beginning January 1, 2018: *Carla Dawson; Linda Vail; Scott Paris; and Justin Belk*; Reappointed *Walter Smit* to a full three-year term; Reappointed *Austin Wright* to the youth position.
- Revised the Intercity Transit Procurement Policy dollar threshold requiring Authority approval to \$100,000.
- Declared the property listed on Exhibit A as surplus to our needs totaling \$7,719.51. *(Katie Cunningham)*

Other Items of Interest:

- Introduced Shawn Myers and John Staikos, Customer Service Representatives *(Joy Gerchak)*
- Received an overview of the Marketing, Communications and Outreach division.
- October sales tax was 1.5%.
- There are 176 active vanpools.
- Staff is working on a JBLM Vanpool Ambassadors Program with Pierce County, Pierce Transit and JBLM, and Transit Fairs at Ecology, a Health and Wellness Fair at SBCTC and the annual College and Career Fair at Timberline High School.
- Staff hosted a Transit Options Workshop around the opening of the new 106 11th Avenue Building next to the Capitol Campus.
- Sixteen 2017 Van Grant applications were submitted by the deadline. The most ever!
- Staff trained eight new Vanpool and four Community Van drivers and conducted a Village Vans test drive for a new program volunteer.

Pat Messmer

Prepared: November 6, 2017

CITIZEN ADVISORY COMMITTEE ATTENDANCE RECORD

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

= Joint meeting does not count against required meeting attendance