

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
March 19, 2018
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative KAREN MESSMER
<i>(Sue Pierce)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. March 21, 2018, Work Session <i>(Jonah Cummings)</i> | |
| | B. April 4, 2018, Regular Meeting <i>(Denise Clark)</i> | |
| | C. April 18, 2018, Work Session <i>(Peter Diedrick)</i> | |
| | D. May 2, 2018, Regular Meeting <i>(Marilyn Scott)</i> | |
| IV. | APPROVAL OF MINUTES - February 12, 2018 | 1 min. |
| V. | NEW BUSINESS | |
| | A. MARKETING VIDEOS <i>(Rena Shawver)</i> | 20 min. |
| | B. SHORT & LONG RANGE PLAN UPDATES
<i>(Eric Phillips & Jason Robertson)</i> | 90 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. March 7, 2018, Regular Meeting <i>(Joan O'Connell)</i> | |
| | B. General Manager's Report <i>(Eric Phillips)</i> | |
| VIII. | NEXT MEETING -April 16, 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
COMMUNITY ADVISORY COMMITTEE
February 12, 2018

CALL TO ORDER

Chair Pierce called the February 12, 2018, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Chair Sue Pierce; Justin Belk; Scott Paris; Carla Dawson; Linda Vail; Jan Burt; Marie Lewis; Jonah Cummings; Denise Clark; Ursula Euler; Peter Diedrick; Marilyn Scott; Joan O'Connell; Walter Smit; Victor VanderDoes; and Michael Van Gelder.

Absent: Lin Zenki; Tim Horton; Vice-Chair Austin Wright and Billie Clark.

Staff Present: Emily Bergkamp; Nancy Trail; Eric Phillips; Steve Krueger; Rena Shawver and Nicky Upson.

APPROVAL OF AGENDA

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

INTRODUCTIONS

Pierce introduced Authority member, RYAN WARNER.

MEETING ATTENDANCE

- A. February 21, 2018, Work Session - Michael Van Gelder
- B. March 7, 2018, Regular Meeting - Joan O'Connell
- C. March 21, 2018, Work Session - Jonah Cummings
- D. April 4, 2018, Regular Meeting - Denise Clark

APPROVAL OF MINUTES

It was M/S/A by DIEDRICK and SMIT to approve the minutes of the January 8, 2018, meeting.

O'Connell arrived.

NEW BUSINESS

- A. **2018 PROCURMENT PROJECT REVIEW - (Steve Krueger)** Krueger provided a summary of the projects slated for 2018. The OTC expansion project is a \$8.2M project and the agency has \$5.5M dedicated for the construction/expansion. In June of last year the ITA approved the hiring of DES to serve as project manager using a General Contractor/Construction Manager (GCCM) alternative project management. The project has seen tremendous progress in the last year and is at 30% design. Staff has had a presubmission conference with the city. Recently the solicitation for a GCCM was released and staff is conducting

interviews tomorrow. The project includes a budget of \$55k for public art and this solicitation will go out soon.

Krueger indicated the UST project at the Pattison base started last year and is scheduled to be completed by June, 2018. This project includes a Phase II to update the master plan that was originally developed in 2010. The ITA also approved hiring DES for Phase II with another GCCM for that project.

Clark, D. arrived.

Krueger added the CAD/AVL project may be an opportunity for the agency to utilize cellular technology that may open up a large number of opportunities. The agency is doing a pilot project and is confident it will work well. Staff will make a determination once the pilot project is complete at the end of this year.

Krueger stated the Tumwater Square Improvement project will increase safety for this transit center and construction is expected to start in late February.

Krueger indicated several of the agency's facilities are slated for exterior painting including the LTC, OTC, and the Amtrak Station. The exteriors of some of the buildings are metal which presents a challenge. The paint is deteriorating and staff had to hire a consultant to identify the specs for paint that will better adhere to the surface and not create the same problem they are facing now. A contractor will be hired to do the painting and the project is slated for late spring or early summer this year. Krueger added that both the OTC and Amtrak station are also scheduled for HVAC replacement.

Krueger shared that staff had done a lot of research on the Farebox Upgrade including looking at different technologies. It is possible this could work in conjunction with the cellular data being explored for the CAD/AVL project. It may be possible to do a hybrid of both systems. This will be determined when they finish the pilot project later this year.

Krueger answered questions.

Van Gelder – asked for some more specifics on the Tumwater Square improvements. He had heard something about Tumwater moving the transit center to Capital Boulevard.

Phillips – indicated the improvements are primarily safety, security and ADA enhancements. The project is going through TRPC. It will include shelter replacements. He added that moving the transit center to Capital Boulevard is part of Tumwater's plan but those changes are still quite a ways off. The street improvements coming with this project include channelization improvements, bus pull outs and lighting. The crossing will include RFID – flashing beacons at the crossing to help get people across the street safely. The road will be narrowed into a three-lane configuration bringing the sidewalks out and slowing traffic down. Phillips added that he will forward a copy of the plans to Van Gelder.

Cummings arrived.

Burt – asked if the Amtrak upgrades would be split between the jurisdictions.

Krueger – indicated they are part of the agency’s budget. Participating jurisdictions pay for such items.

B. EXTERNAL FUNDING OVERVIEW - (*Eric Phillips*) Phillips shared information about the process of receiving funds from an outside source to be used for specific projects. He indicated the presentation would show a comparison of projects the committee is familiar with and their respective funding sources. External funds are defined as federal, state, and regional sources. These can be formula distributions, grants, contracts, and agreements. Generally the funding is referred to as grants, but much of it is not granted on a competitive basis but distributed based on a formula or project selection basis. The agency receives capital and operations funds, and most funds have restrictions on use of some sort. Intercity Transit also receives funds from WSDOT and they are formula funds Sec. 5307 for things like DAL. The Sec. 5339 funds come from the state and they provided are via direct application. Both federal 5307 and 5339 funds also come through the Puget Sound Regional Council (PRSC) by way of services provided in that area. They provide a calculation of the share back to Intercity Transit. The agency can also go through cooperative Agreements as is the case for the Village Vans program, and it is one of the only sources that doesn’t have to go through the STIP process. They do creative programs to reach out and expand transportation and are competitive. State funds are competitive and formula funds. Often these grants allow you to put in for the second funding year while waiting for the legislative session biennium budget. On the regional side the grants are competitive program federal funds via the MPO which in our region is TRPC. These include STP, CMAQ, and TAP which are all part of a regional distribution and they change with each federal reauthorization. Usually the lower you go the more strings are attached. Some of the program funds like CMAQ provide for the youth education program and they must be consistent with the regional transportation plan.

Phillips explained the award and obligation process are similar for all agencies that receive federal funds. USDOT processes are different for transit (FTA) than cities (FHWA), but requirements are the same. The award and notice steps include a notice of award letter from WSDOT or MPO – TRPC. Anything that has federal funds has to be in the State Transportation Improvement Program (STIP) before funds can be obligated. The process includes several steps. The Regional TIP has to be approved by the MPO either TRPC or PSRC before being submitted to the state. There is a public process for the STIP. The committee has probably seen it advertised in the Rider News for public comment. The rules say it is to include the money the agency reasonably expects to get from the government. Staff does the estimates for the current years. Once the agency goes through the process and its obligated then they can make application.

Phillips indicated reporting is done through a system called Transportation Award Management System (TRAMS) for the federal funds the agency receives by a formula and it is applied to the CPM. It is a very easy program to use and track the funds with the least amount of effort. What this shows is that between the time of the announcement and the agency receiving the funding is about 15-18 months before they can collect the money. The application process is in the middle. FTA sends out a series of notices are to groups like the unions to ensure agency labor agreements and such are good. The process takes somewhere between 12 – 24 weeks. Based on the information FTA receives the agency might get notice to amend or that they can move forward. Normally the agency receives pre-award authority and eligible approval of the STIP.

Phillips explained application management and that the state awards are based on the biennial budget. WSDOT awards Regional Mobility Grants (RMG) for operating and capital including DAL for special needs transportation. The agency received DASH money from the legislature that was added to the WSDOT transportation budget. These are normally contract or grant agreements through the state and the agency spends the money before they get it and then send in a reimbursement requests. There are a number of tools the agency uses including secure access Washington/STIP. Staff works work with TRPC and PSRC and they have their own TIP application software. TRAMS is the FTA web application for program management and ECHO is the financial application for drawdowns. The agency does a summary request for drawdowns so there is separation and that is a federal requirement. There are federal reviews annually and on a triennial basis. Reporting is done quarterly with the MPO, State and federal agencies as well as milestone progress reports.

Phillips shared the external funding summary including state funding via WSDOT - RMG for operating and capital for Pattison \$2M for RVSC (\$3.9M for 2019-2021); RMG for Olympia Express operations \$993,320 (requires \$510,716 local operating match); Consolidated grant – special needs formula funding \$1.8M (biennium); DASH Operations (GCA) \$375k (one time); VIP – Vanpool replacements (40) \$885k.

Phillips indicated the federal funding included FFY 2017 apportionment \$3.2M (application in development); FFY 2018 (no announcement as of February 7, 2018); 2017 PSRC Earned Share \$2.6M (obligation pending); FFY 16 and FFY 17 Sec 5339 Formula via WSDOT direct application notice; and TRPC awards include \$190k Walk and Roll (CMAQ through 2020); \$655k Smart Corridors (CMAQ through 2020). The amount of funds in the federal system right now is just over \$7M TRAMS; \$3.7M application in process TRAMS; and applications pending for \$9.7M (coach replacements and Pattison improvements). Total funds for coach replacement are \$5.5M which requires \$1.4M local match for +/- 15 buses. The next big purchase will be 3 + years out. The total funds secured for Vanpool replacements is \$550k and this requires an 80/20 match and is all grant money rather than coming out of the agency's pocket. The OTC funds include \$4.3M federal funds; \$4.3M in local funds for a total of \$8.5M. The Pattison MOA Base Expansion and Rehabilitation includes \$4.1M committed by the authority in local funds for full design and engineering; \$5.9M state funding; \$6.2M federal formula funding via PSRC Earned Share; and \$12.5M federal competitive grant under review (Sec. 5339 Bus and Bus Facilities). Announcements were supposed to be last October. Information indicates projects with a higher match are more viable. There is enough funding for the next three years to keep the project moving. External funds annual estimates include direct federal funds of \$5.8M; State operating funds (varies) \$1.3M; Regional funds (federal/competitive/varies) \$340k. The total annual funding from external source estimates \$7.5M. This doesn't include capital competitive grants for larger projects. The staff goals for Program Management include always be working to leverage and extend any local funding for capital and operating projects where external funding is likely to maximize the retention of local funds for our operations and to extend our services. Attempt to minimize time utilized to develop grant application to reduce heavy resource use as well as being strategic with the processes and projects. Forming project teams to manage and report on projects.

Phillips answered questions.

Vail – asked if funds are time sensitive.

Phillips - indicated they do have a use by date. Once they are in TRAMS they look for movement. The OTC was stalled for several years and last year staff worked with FTA to get the project moving because it was in a use it or lose it scenario. This is part of the reason we are using GCCM. A big chunk was construction funds and the agency was drawing down on engineering and they were just seeing it as stale. Staff was able to show the progress and they let it go, but it was a little tenuous. With WSDOT you can never spend more than the amount that was awarded.

VanderDoes - asked what the orange things were in the Pattison photo.

Phillips - replied they were stormwater infrastructure for the UST project. It was designed and built to accommodate the flow from this project with enough capacity to meet the 100 year event. All of it is below the surface buried about 20' down.

Clark, D. - remarked it is a lot of tracking for funding in and out so how many staff and what kind of software are you using.

Phillips - responded that the FTA requires that it is all done online through their system. Internally staff uses excel for tracking. Tracking is also done in FleetNet by project as it is drawn down. There is a new person that just started in the grants administration position. It had been empty for a few years. Eric indicated he had been doing it during that time. He works closely with Steve Krueger the procurement manager. The reporting isn't that bad if you stay up on it. There is a tremendous amount of coordination with PRSC on the earned share and staff is appreciative they include external agencies. This recognizes the services going into the area are significant.

Belk - inquired if the DASH funding was a one-time source.

Phillips - indicated staff is hoping it becomes a trend.

Euler arrived.

C. DAL, TRAVEL TRAINING, BUS BUDDY UPDATE - (Emily Bergkamp) Bergkamp shared that she will step into the new role of Director of Operations as Jim Merrill retires. She has been in DAL for 9 years and with Intercity Transit for 14 years in a variety of rolls. She introduced Kevin Karkoski as the temporary Dial-A-Lift Manager and indicated he would be giving the presentation. Kevin has 10 years of leadership experience with the US Army. He worked at the Olympian for 12 years. During his time as a coach operator Kevin received the Washington State Patrol's Chief's award. Kevin was accepted into the Operation's Supervisor training program and was appointed as such in 2015 where he has served successfully since then. Emily will work with him as he moves into this new role.

Karkoski reviewed the content of the presentation. He shared a map identifying the boundaries for fixed route versus DAL. DAL service extends $\frac{3}{4}$ of a mile outside of fixed route, except in Yelm where it goes outside the boundary a mile and a half. If riders are able to come into the service area DAL can meet them and take them where they need to go. DAL is a door to door service and riders are taken where they need to go and back to their home.

Karkoski relayed information on the Americans with Disabilities act passed in 1990 which provides civil rights protection for over 54 million Americans. This helped eliminate barriers for disabled, and it helped start the DAL program. DAL is a complimentary program to the fixed route service. All vehicles and transportation facilities had to be accessible. DAL is an extension of fixed route. All buses have ramps and kneel. All buses have voice and text announcement for each stop. This is at the very front of the bus. When someone requests a stop the automated voice announcements provide a reminder of the name of the stop. Along with making fixed route accessible the agency has a commitment to make bus stops accessible. He shared a before and after photo of a stop with ADA accessibility improvements. He indicated all of the operators are passenger service and safety certified. They are trained on how to provide excellent customer service. Each day 10k baby boomers are turning 65 and this directly impacts DAL. One third of those people have a disability. DAL clientele numbers are going up and it's a challenge to continue to provide service on a daily basis. Most people will outlive their ability to drive by 7-10 years. Non-drivers will seek out transportation options and many will be unfamiliar with public transportation options. He relayed a success story about a woman who received travel training through the agency and became self-sufficient riding fixed route service.

Karkoski shared information on the Travel Training program at Intercity Transit. He identified travel training as an individualized origin to destination trip planning and training for a fixed route bus. Travel Training provides orientation to all aspects of bus travel; mobility device training; and creates relationships with bus riders for continued assistance as needs change. Sometimes clients come here to practice with their mobility device. He shared a video done by The Olympian of a Travel Training client who is site impaired.

Karkoski provided an update on the Bus Buddies Program. The program is to help individuals who have had some travel training and need some extra help to feel comfortable riding the bus. Travel Trainers will pass clients off to the Bus Buddy program. They provide local and out of the area trips that are more complicated. This service is offered free of charge. The agency provides a Catholic Community Services (CCS) employee with space here two days per week. This program is possible through a grant from WSDOT.

Karkoski shared an update on the DAL program at Intercity Transit. DAL is a complimentary service to fixed route. There is an application process and once clients have been approved they have to recertify every three years. DAL service extends $\frac{3}{4}$ mile beyond the boundaries of fixed route. DAL is a shared ride service and some clients don't realize that. It doesn't function like a taxi service. DAL eligibility requires that clients are unable to board, ride or use an exit ramp equipped bus without assistance. If a client needs to use a ramp but it can't be deployed safely at their bus stop they would also qualify. If conditions prevent safe travel to and from a bus stop they would qualify. There are three categories of eligibility: unconditional; conditional or temporary.

Karkoski shared some 2017 DAL statistics:

- Total clients 3,240
- Eligibility Decisions 838
 - Full Eligibility 79%
 - Conditional 1%
 - Temporary 19%

- Ineligible 1%
- Functional Assessments 44
- Re-certifications 411
- Total Trips 170,714 – a 3% increase on the year
- On Time Performance 97%
- Total Phone Calls 85,570
- Customer Satisfaction Rating 95% (Moore & Associations, Inc. 2006)

2017 Travel Training Cost Avoidance:

1,350 DAL trips diverted to Fixed Route through Travel Training

\$50.00 Average cost of 1-way ADA trip

-\$6.00 Average cost of 1-way Fixed Route trip

\$44.00 Cost difference between ADA and Fixed Route

\$59,400 Approximate cost avoidance (\$44.00 difference x 1,350 trips)

Bergkamp and Karkoski answered questions.

O'Connell – inquired about the \$6.00 figure used for fixed route one-way trips \$6.00.

Bergkamp – responded that is the cost not what the riders pay.

Belk – inquired if there was an accessible streetscape with no barriers how many clients that would make eligible.

Karkoski – indicated a lot of the clients are outside the fixed route area or live on a street that has no sidewalks. The clients in town are the ones more often than not who would be denied service if they can prove that they can do it.

Bergkamp – added that there is an appeal process people can use if they are denied. This past year one of the appeals involved a person who lived right on a bus line. Consideration must be given to the destination. Just to get to Fred Meyer she was riding all the way downtown. It is hard to say what proportion would be ineligible there are other little things that come into play.

VanderDoes – commented that the Travel Training program is outstanding. His daughter is special needs and lived in an adult family home and she was using DAL 3 or more times per week. After Travel Training she hasn't used it for 2 years.

Vail – indicated she cannot ride the 45 to the co-op because of the condition of the sidewalks/road once she gets off the bus.

Phillips – added that the agency works with the jurisdictions and that most are now accessible. Sometimes it is about timing for street improvements. Staff tries to coordinate with the jurisdictions. Sometimes staff will go out and look if there is a client with a mobility device because they really want people to be able to access the fixed route system.

Vail – remarked about how handy the little flashing lights are that she received when she bought her monthly pass. Simple things like that encourage ridership.

Bergkamp – added that Travel Training was just at the Boardwalk Apartments working with the residents.

CONSUMER ISSUES

- None.

REPORTS

- **January 17, 2018, Work Session** – Clark, B. was not at the meeting and Pierce added that the minutes were available on the website if anyone was interested.
- **February 7, 2018, Regular Meeting** – VanderDoes provided the report including they received Eric’s presentation on External Funding; approved contracts for marketing; an inter-local agreement with Tumwater; and a contract with DES. The board elected their officers and assignments. There was discussion about the bike lane location in downtown Olympia and VanderDoes inquired if there is any mitigation for the buses.

Warner – indicated he hadn’t heard of any mitigation. He added if they create a bike lane going down Washington Street crossing where there are 5 buses every 15 minutes is the issue.

Van Gelder – added they could put the bike lane on the west side of the street if it is going to be a one way street going northbound. He asked if staff could request someone from the City of Olympia come and make a presentation to the CAC.

Warner – indicated he would speak with Ann about a presentation at the next meeting.

VanderDoes – asked if the city involved the agency in their discussion.

Bergkamp – indicated agency staff did attend a meeting and the city was essentially proposing their idea and staff relayed their concerns. So the agency did have a chance to express their concerns. The city feels they have limited options. Warner and Ann will have more information on the process later.

Van Gelder – added they talked to the state regarding ownership of Washington Street. They are still going through a public input process and haven’t gone to the planning commission. This is an opportune time to get information.

O’Connell – inquired about the reasoning and thought the city would be more concerned with the safety of their citizens.

Van Gelder – added that some of the stated purposes are to make downtown more walkable; introducing higher density; and reduce traffic. Each intersection will have bulb-outs and have the street rise up. This is to facilitate and encourage more pedestrian oriented activity especially in front of the Washington Center.

Phillips – indicated part of the corridor street strategies include trying to split traffic. They are doing traffic modeling and the council gave direction to pursue some of the strategies and this is part of a number of streets identified that are viable and they want to see if it can be constructed. The city is very supportive of transit downtown. The agency has monthly meetings with the city and staff was reluctant. You have to look at the entire corridor not just the block. Staff is really concerned about how this might impact operations. For example on State Street they are offering moving the platform space. One of the ideas is the whole block on State could be mitigation. They have a lot of concepts online and they are aware of the conflicts. When they get to this block it might be flagged as a walk zone, or some other type of change. At the Planning commission he shared that the signal coming out of the OTC costs the agency approximately \$750k annually if buses are waiting for 1 or 2 cycles when they would normally be a few miles out into service.

Vail – inquired about Greyhound coming in with the new construction at the OTC.

Phillips – indicated Greyhound wants Intercity Transit to provide counter service and they also have a small package service that they need support with.

VanderDoes – inquired if there was a basic concept.

Phillips – the city is working on managing mobility and throughput as well as managing modes and splitting them up. They are working on several issues getting people to move to different parts of the systems. It's possible it could remain two-way for transit only.

Clark, D. left.

- **General Manager's Report** – Bergkamp provided the General Manager's report including Rena and her crew are working on a few different videos – A Day in the Life of a Bus. The video shows what goes on for a bus during a typical day. The other video is a series of testimonials for the vanpool program to encourage new vanpool groups. There are now 179 active vanpool groups and that shows a bit of an increase. Vanpool staff is also participating in the newcomers group at JBLM to share transportation options. They are also working with SPSCC, Yelm, Tenino, and Rochester to help students who participate in Running Start.

Staff is working on the TSP project which has been confirmed with Olympia and Tumwater still hoping for Lacey.

Staff attended city of Olympia meetings for bike lanes, bulb outs, and traffic calming bumps and that conversation will continue.

Intercity Transit was invited to a meeting with the Providence Community Care Center staff that Bergkamp attended. Participants shared issues from local business. The work they are doing inside is amazing and they have some external issues they are trying to address. She shared some of the agency's concerns regarding pedestrian traffic at Franklin, State and Washington Streets. There is a lot of jay walking and it is a safety concern. Staff is making sure agency needs are known.

Intercity Transit Community Advisory Committee

February 12, 2018

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The Pattison Street project is moving along with the UST's final concrete pour delayed to Thursday.

Staff is interviewing general contractors on February 21 for the OTC expansion project with presentation to the authority on March 7.

Sales tax is at 8.5% over last year – it was an increase over previous years as well.

The training class of 16 new operators is going well. It is a really big class and they are progressing through their 8 week course with the goal of receiving their CDL.

Staff is waiting for grant award announcement for the Pattison Street project. Staff has been working with Senators Murray and Cantwell who have reiterated their interest in the agency's success.

Senate bill 5288 was passed in the Senate with a strong bipartisan support. This allows people the opportunity to vote on whether they would like additional service with local sales tax options of an additional 0.03%.

NEXT MEETING: MARCH 19, 2018.

ADJOURNMENT

It was M/S/A by O'CONNELL and BURT to adjourn the meeting at 7:37 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2018\CAC Minutes 20180212.docx

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: March 19, 2018**

FOR: Community Advisory Committee

FROM: Rena Shawver, 705-5842
Marketing, Communications & Outreach Manager

SUBJECT: Marketing Videos (A Day in the Life of a Bus & Vanpool Testimonials)

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- 1) **The Issue:** Delivering our messages with video and through digital channels.

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

 - 3) **Policy Analysis:** N/A.

 - 4) **Background:** A picture paints a thousand words, but a video paints the picture. Unlike any other communications format used today, video can leave a lasting impression and deliver a complicated message in simple, easy-to-understand terms. And with 70% of Americans getting their news and information online, it's now possible to reach a greater number of community members with our message using video. So grab your bag of popcorn and enjoy the debut of Intercity Transit's mini-documentary, "A Day in the Life of a Bus," along with five new customer testimonials on "Why I Vanpool."

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

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

 - 7) **Goal References:** Goal #6: "Encourage use of services."

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



Two easy ways to access and use the video for presentations & meetings:

1. If you have access to the Internet at your meeting, just go to www.intercitytransit.com and click on the YouTube icon at the bottom of the page. It will take you to Intercity Transit's YouTube site where you can find two versions of the video, one with subtitles and one without subtitles.

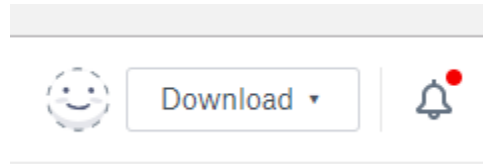


2. If you do not have access to the Internet at your meeting, download the video onto a thumb drive to play on a laptop or desk top device. To download the video:
 - a. There are two versions of the video. One with subtitles and one without subtitles. Choose the version you want and type the URL into your browser to get to a drop box. download the version of the video you want to use:

<https://www.intercitytransit.com/day-in-the-life-sub>

<https://www.intercitytransit.com/day-in-the-life-no-sub>

- b. When you get to the drop box, look in the upper right corner of your screen for the “Download” box. Click on it to download the video onto your personal computer:



- c. Go to your computer and find your Download folder. The video should be in your Download folder.
- d. Make sure a thumb drive is inserted in a USB port in your computer.
- e. Right click on your mouse and select “Send to”.
- f. Find the USB drive and click on it.
- g. The video will start to download from your computer to the thumb drive.
- h. Go to your USB device and make sure the video has downloaded onto the thumb drive.

Email or call Intercity Transit marketing staff if you’re having problems downloading the video. We’re happy to help.

Also, please let us know how you used the video!

We’d like to track how the video was used in your outreach efforts. Thank you for helping spread the word!

- Rena Shawver rshawver@intercitytransit.com 360-705-5842
- Nicky Upson nupson@intercitytransit.com 360-705-5891
- Ally McPherson Amcpherson@intercitytransit.com 360-705-5836

How should we use “A Day in the Life of a Bus” video?

We need your suggestions!

Let us know how we could use this video to get the word out to Thurston County residents about Intercity Transit. Please be specific.



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**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: March 19, 2018**

FOR: Community Advisory Committee

FROM: Eric Phillips, Development Director, 360-705-5885
Jason Robertson – JRO and Company

SUBJECT: Short/Long Range Plan Updates

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- 1) **The Issue:** Review short-term service change recommendations, discuss Long Range strategies and outline the approach to next round of community engagement.

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

 - 3) **Policy Analysis:** The Short and Long-Range plan recommendations will be considered later this spring and additional public engagement is planned.

 - 4) **Background:** We are currently under contract with Nelson Nygaard to develop a short and long-range system plan and with Jason Robertson to facilitate our outreach efforts.

The purpose of tonight's update is to brief the CAC on the short-term and long-term draft recommendations and provide an update on the schedule for the long-term recommendations outreach. Discussion will focus on some of the long-term "Big Picture" strategies and options under review with the Project Steering Committee, as well as plans for continued public discussion and outreach. During "part one" of the presentation staff will provide an overview of the short-term recommendations. The recommendations were developed following a review of system data, ridership, and performance history of Intercity Transit's current services. In addition to the data analysis, input from Operations staff and a group of Operators interviewed late last fall as part of the internal focus group were included. This background was reviewed in consideration of the extensive public feedback we received through last fall about Intercity Transit services via the initial IT-Road Trip outreach efforts. The proposed short-term recommendations represents a constrained set of plans anticipated to be no more than 5-8% change from current service levels overall.

During the second half of the presentation, Jason Robertson will provide an overview of the long-range goals and options under development as “service strategies”. Options were developed based on feedback provided during last year’s outreach as well as feedback from our Project Steering Committee and in consideration of current system limitations and funding outlook. The review will also outline our continued Public Involvement thru the completion of the project.

-
- 5) **Alternatives:** Summary and update of Short and Long-Range plan concepts, option and public engagement process will be reviewed/discussed.
-
- 6) **Budget Notes:** The Short and Long Range plan is a project carried over and budgeted in the 2018 budget.
-
- 7) **Goal Reference:** This item addresses **Goal #2:** *“Provide outstanding customer service;”* **Goal #5:** *“Align best practices and support agency activities and sustainable technologies.”* **Goal #7:** *“Build partnerships to address and jointly find solutions to the mobility needs and demands of our community.”*
-
- 8) **References:** N/A.



ROAD TRIP

CAC Status Briefing
March 2018

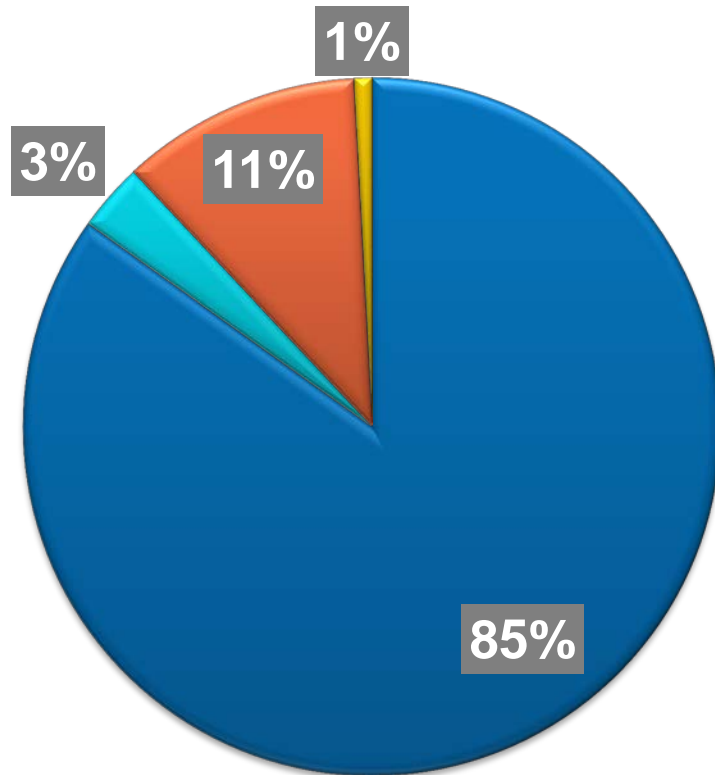
Overview

- Introduction – Big Picture
- Budget Context
- Existing Conditions
- Short-Term Recommendations
- Long-Range Goals and Options
- Public Involvement 2.0 Plan
- Discussion

Big Picture

- Technical analysis
- 10,000 community inputs
- SB 5288
- Steering Committee
- Local jurisdiction coordination
- Community prioritization
- Quick fixes
- Transformative actions

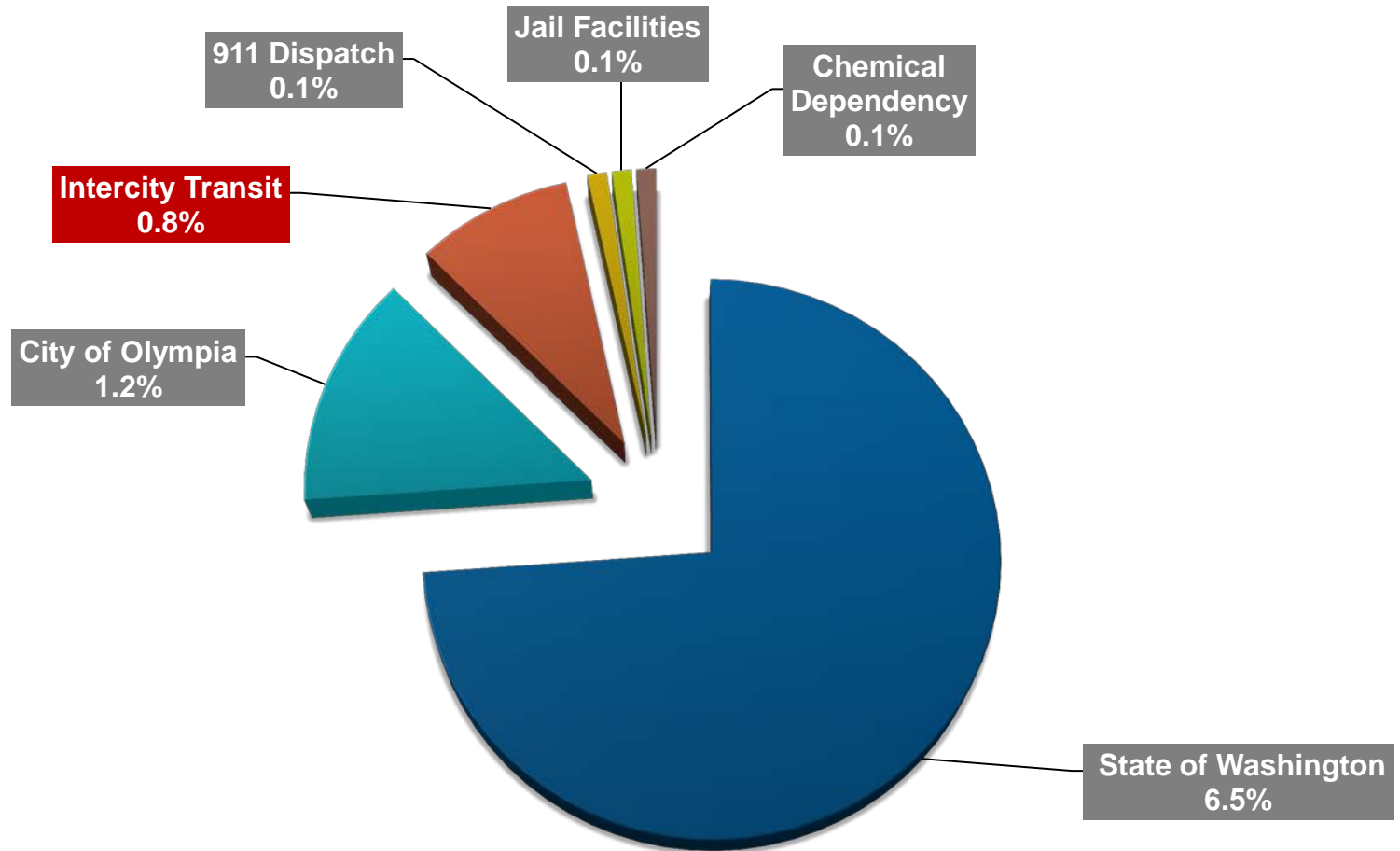
Current IT Budget Construct + Components



- Sales Tax \$39 M
- Operating Grants \$1.5 M
- Fares \$5.1 M
- Interest, Advertising, Misc. \$.38 M

2018 Budget - \$112 Million
\$43.2 Million Operating
\$69.2 Million Capital

IT Share of State and Local Sales Tax

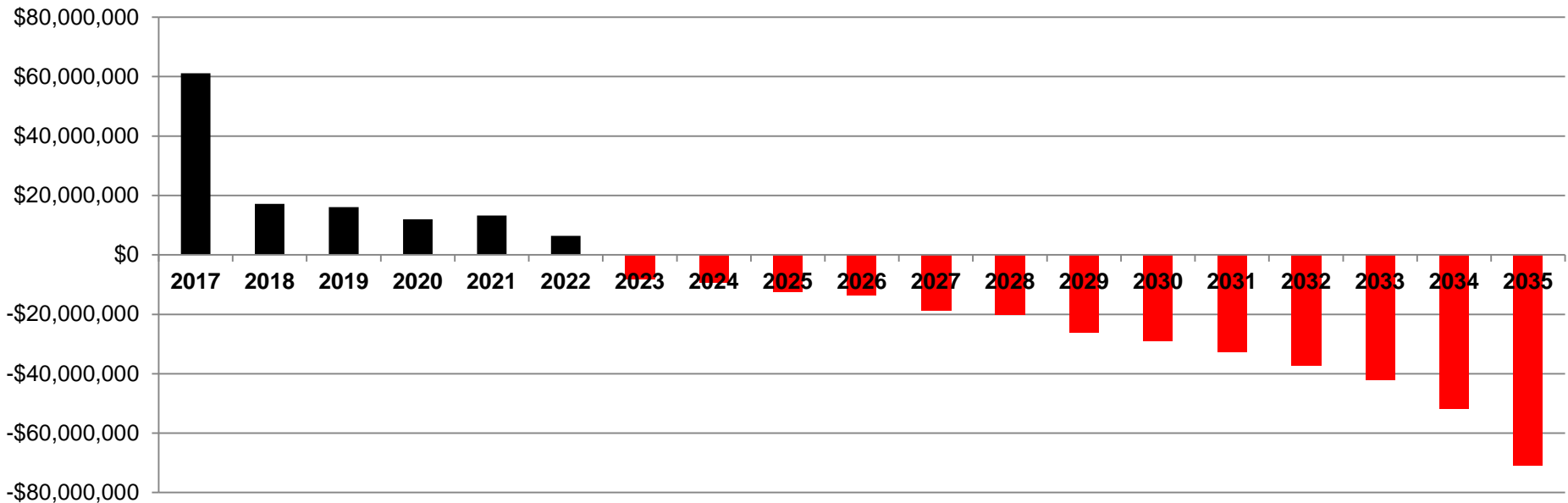


Total combined rate in Olympia is 8.8%

Looking Longer-Term from *Today's Perspective*

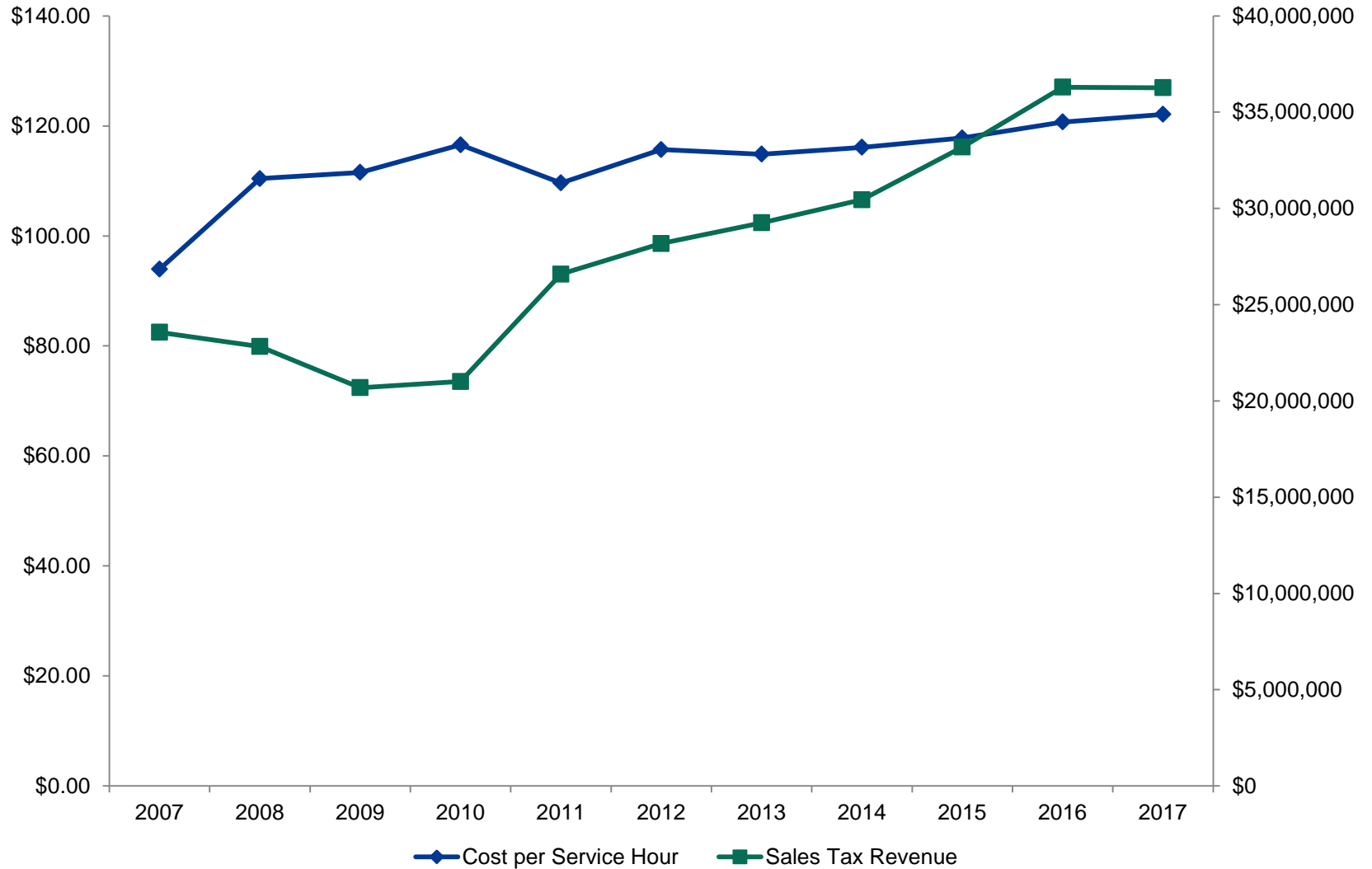
Ending Cash Balance

Shown with *existing .8% sales tax rate*

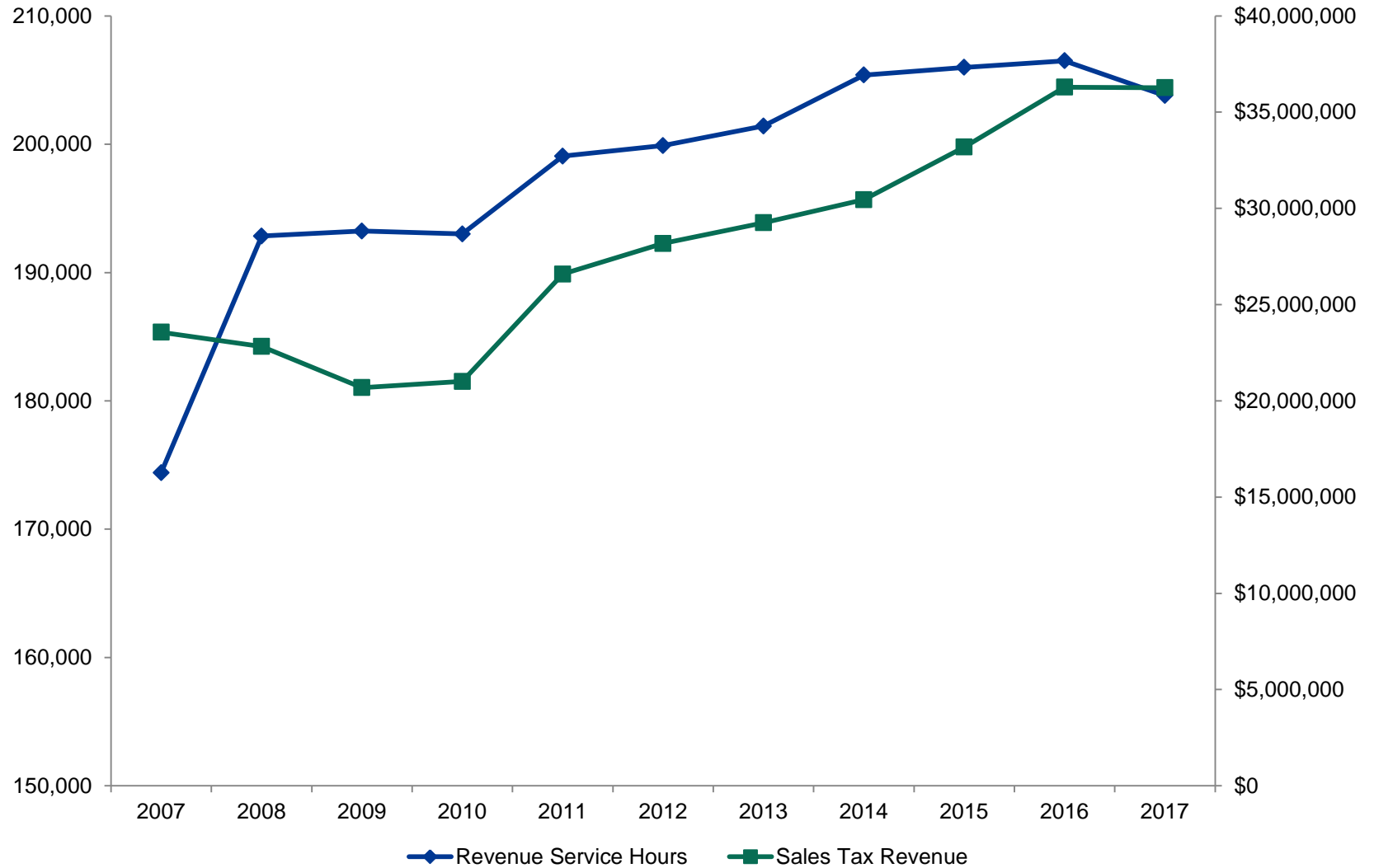


- Intercity Transit is operating at maximum financial capacity
- Modest increases in service are within reach
- Uncertainty in the availability of capital grants as well as the cost of labor and an aging population

Sales Tax + Cost of Service Hour



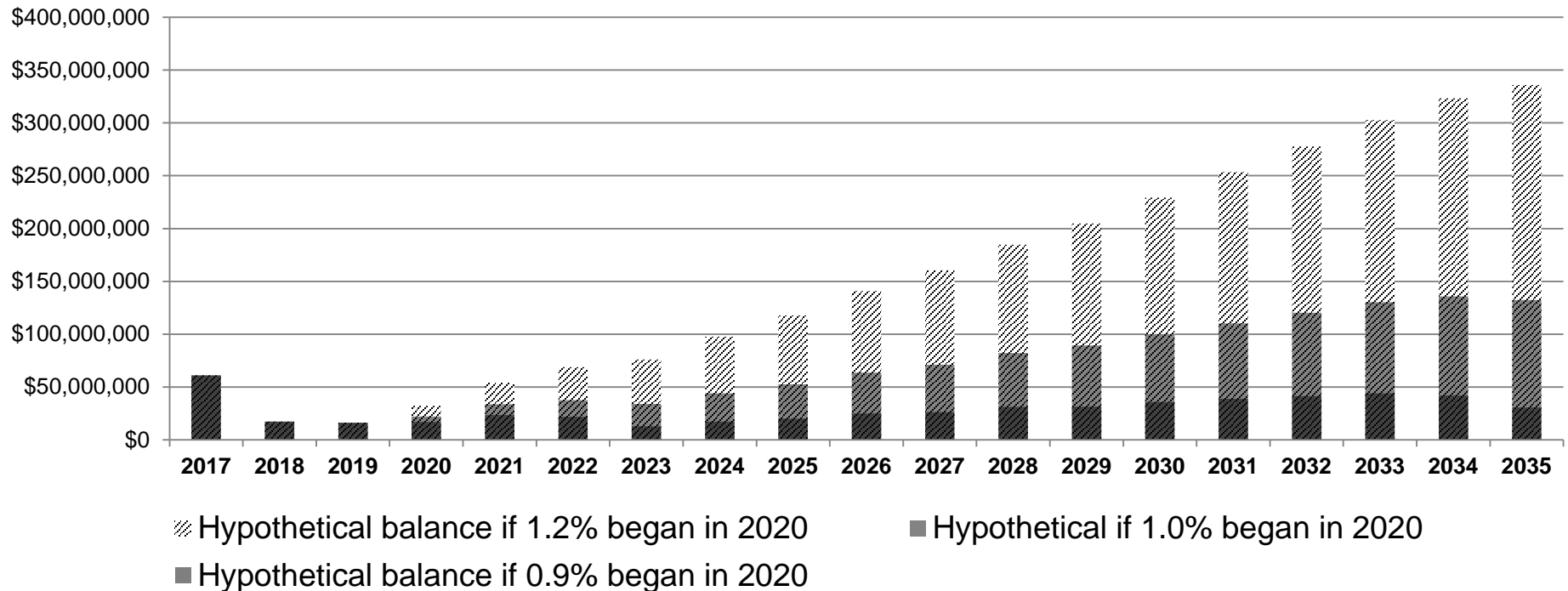
Sales Tax Collections + Service Hours



Longer-Term: Sale Tax Increase Impacts, .09 to 1.2%

Hypothetical Ending Cash Balance

Shown with additional 1/10th increase AND 2/10th increase AND 4/10th increase in sales tax



- Estimated \$4.0-4.8 M in new annual revenue at 0.9%
- Estimated \$8.0-9.6 M in new annual revenue at 1.0%
- Estimated \$16-19.2 M in new annual revenue at 1.2%

Growth is Adding New Destinations that are Unserved




- NE Lacey in particular has experienced rapid residential and employment growth – and is unserved by Intercity Transit



Steps for Intercity Transit to Address Today

- Strong desire for improvements today
- Select changes can be accommodated within existing budget

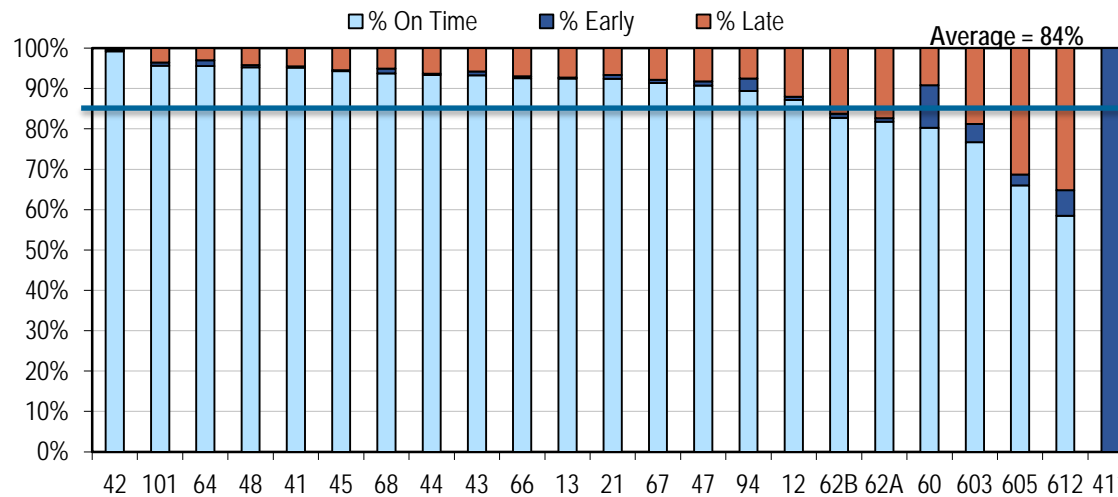
Key Themes from *Design a Better Transit System Survey*

-  ■ Add new services
 - Add service to new areas not currently served by Intercity Transit
 - Operate neighborhood circulator services
-  ■ Increase service and improve frequency during off-peak times
 - Evening
 - Weekend
 - Early Morning
-  ■ Improve passenger experience
 - More shelters
 - Improve lighting at bus stops

Design a Better Transit System Survey – July – October 2017

Short-Term Challenges to Today's Service

■ On-time performance



- Service delays in downtown Olympia
- No service to NE Lacey
- Travel through downtown Olympia is necessary for many trips
- Olympia Express underutilization

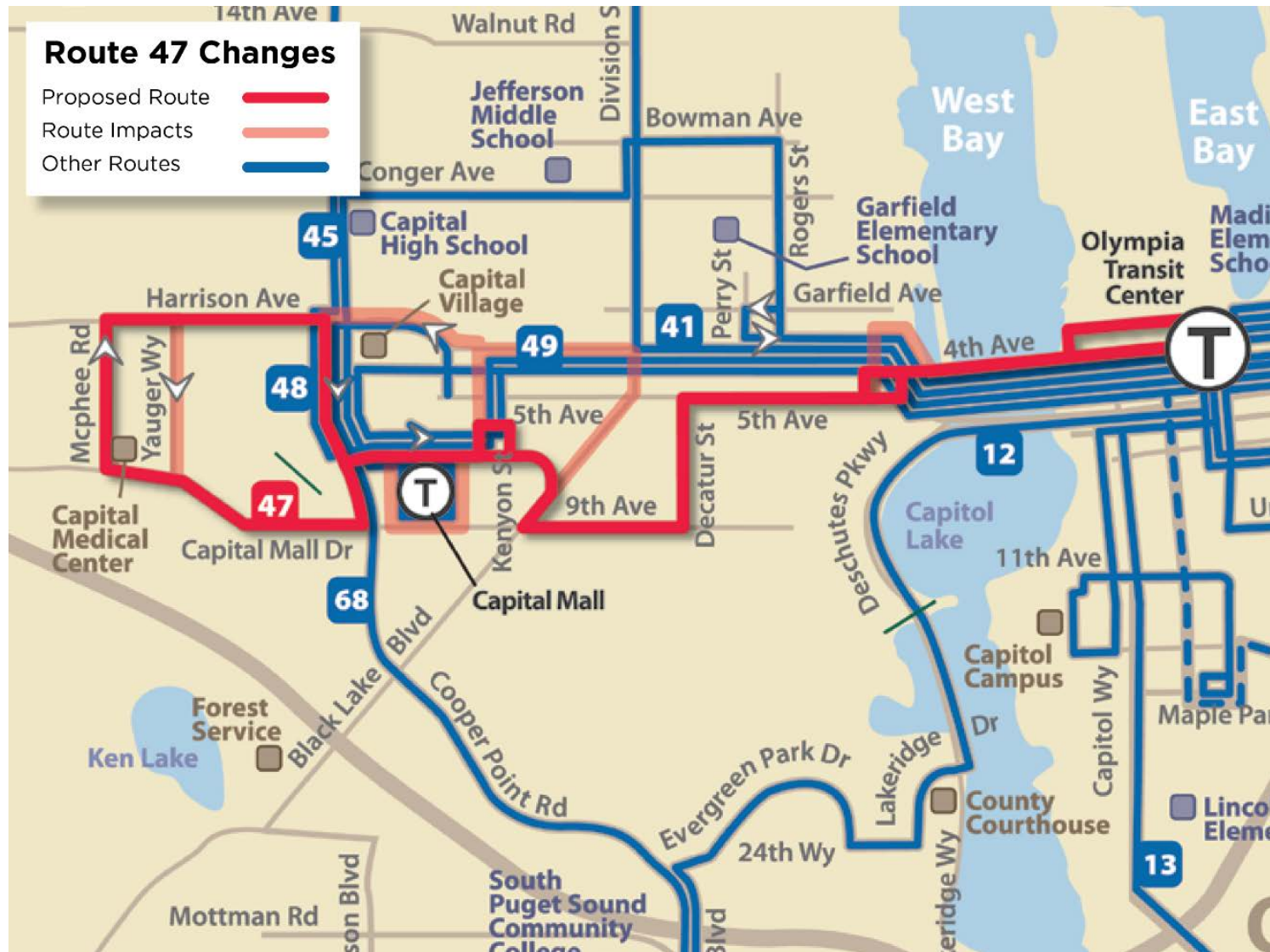
Short-Term Recommendations Were Developed

- Minimal increase in cost is assumed
- Addresses challenges
- First step to begin implementing a larger vision for transit in Thurston County
- Ten routes have no changes associated with them
- None of the short-term recommendations are final

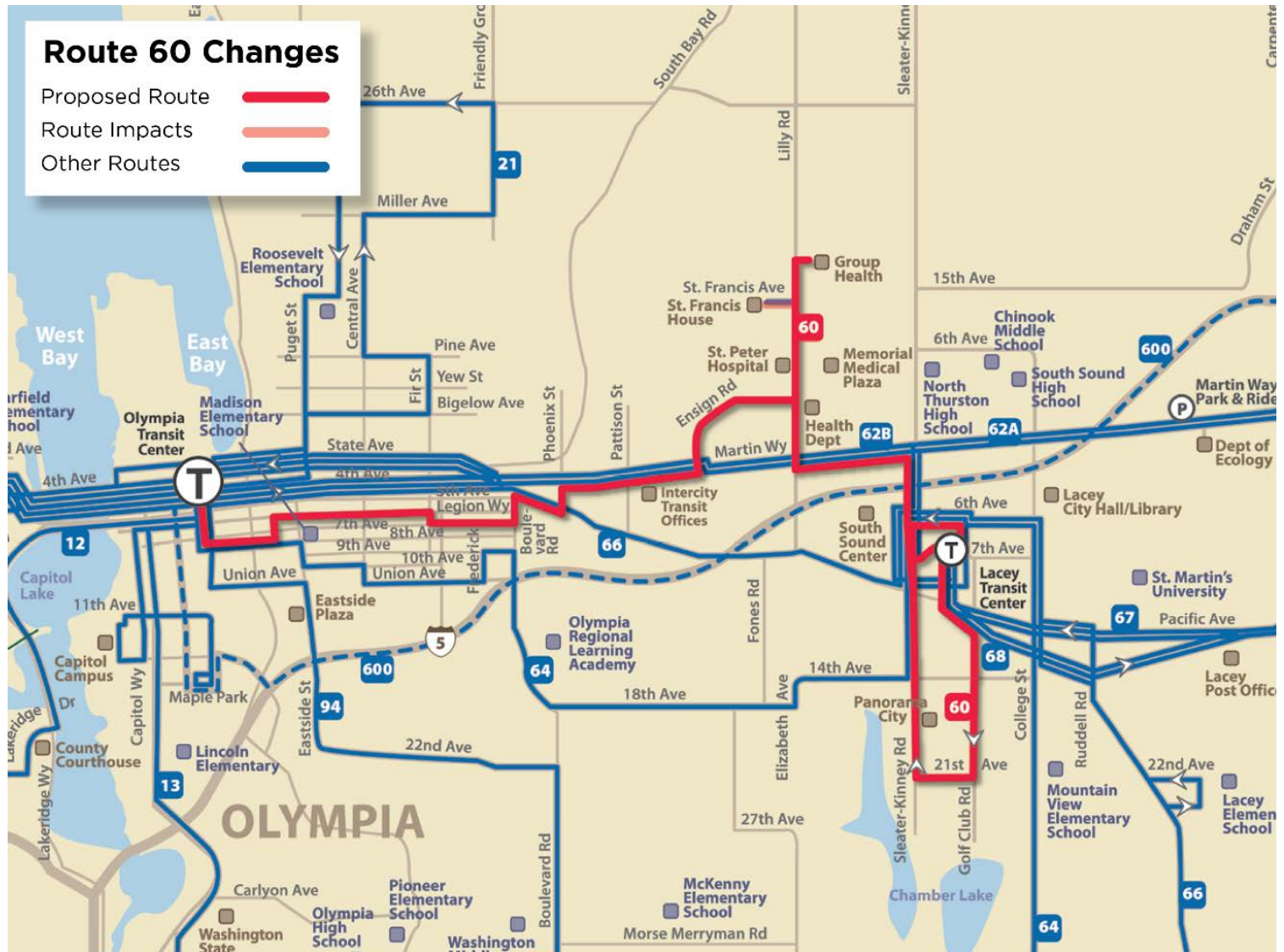
On-Time Performance Fixes – Routes 47 and 60

- Shorten and simplify Route 47 to provide more direct service Capital Medical Center and downtown Olympia
- Shorten Route 60 to stay on time and no longer serve St. Francis House directly

On-Time Performance Fixes – Routes 47



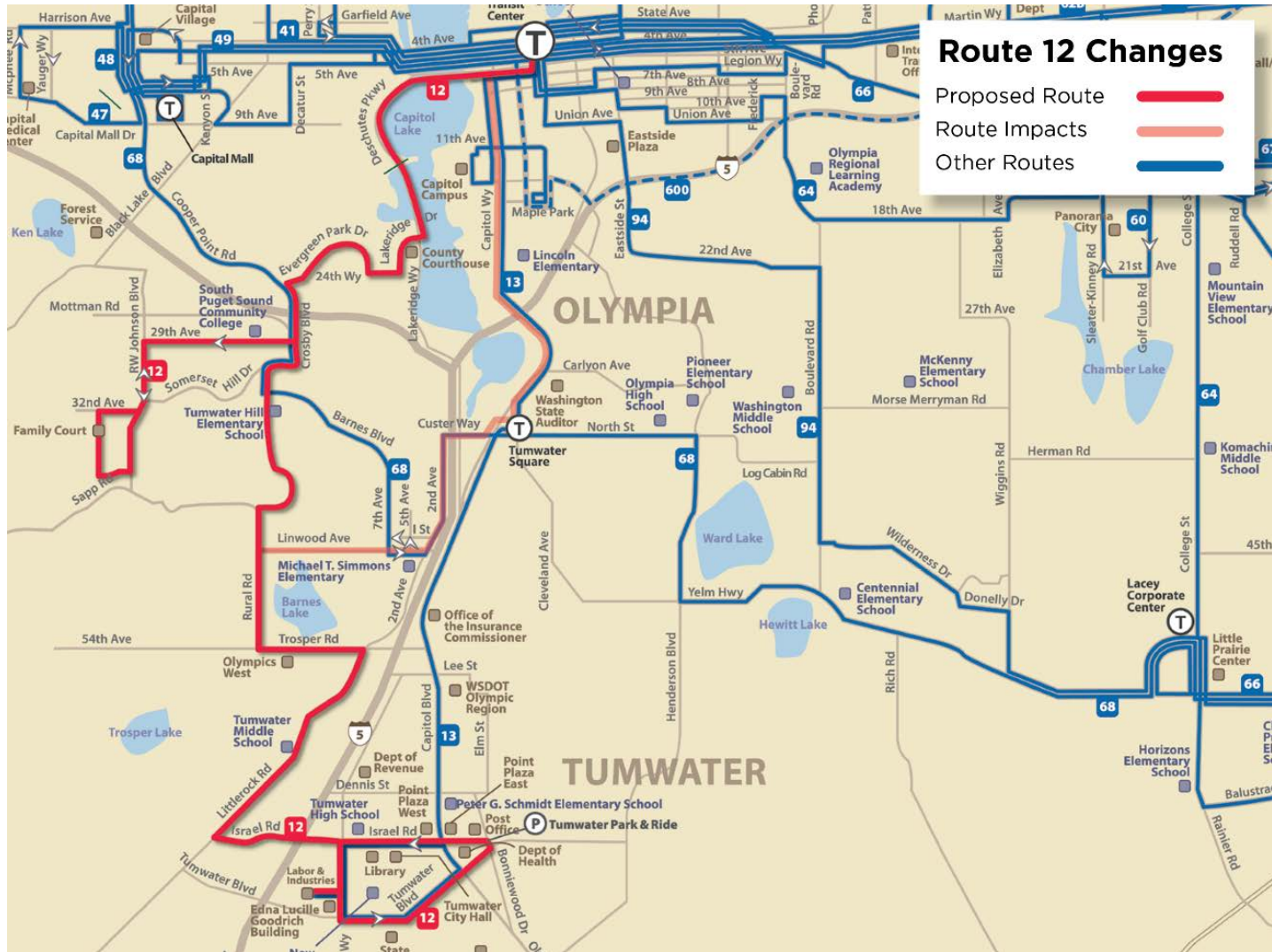
On-Time Performance Fixes – Routes 60



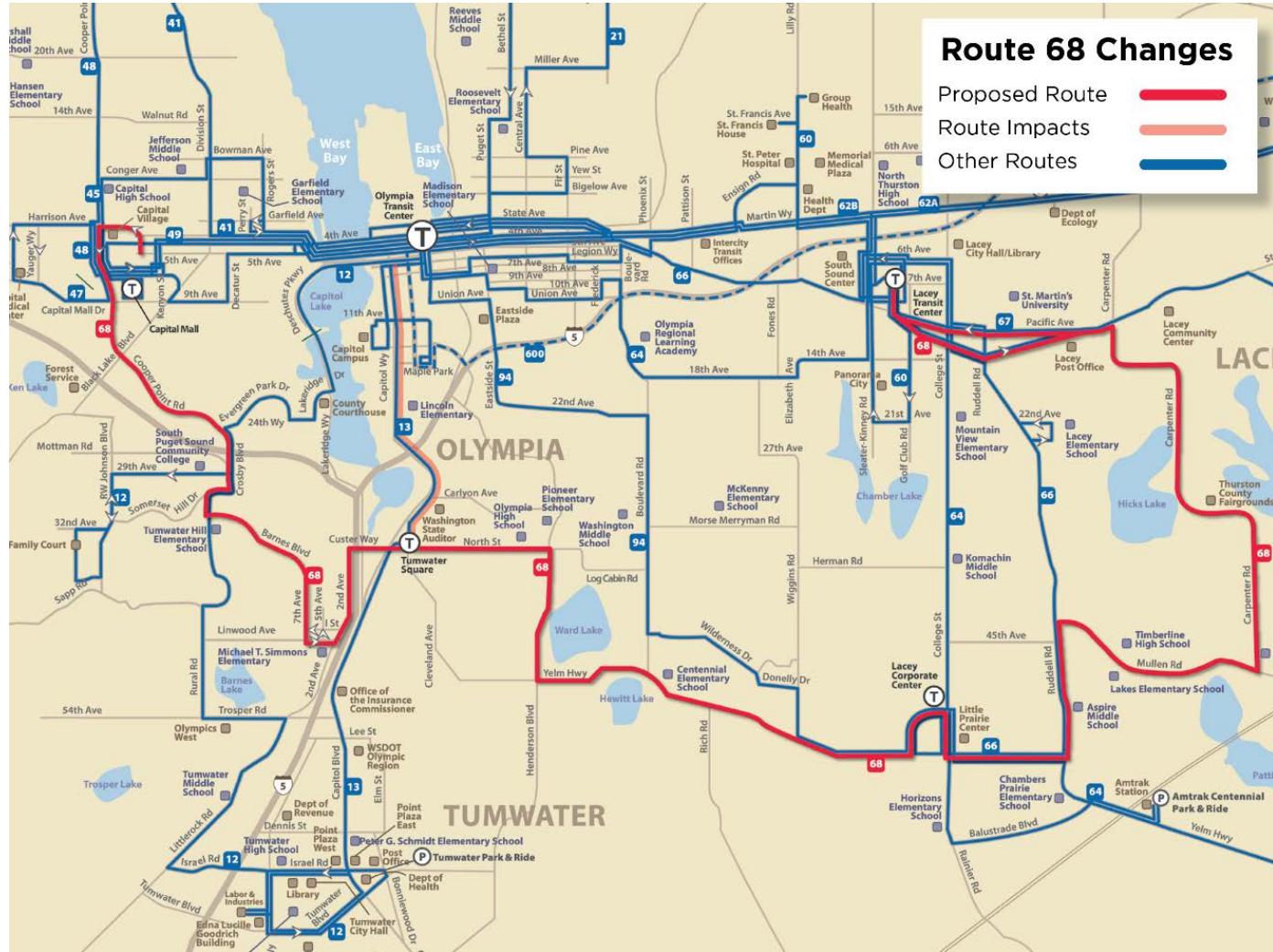
Olympia/Tumwater Service Concept

- Address on-time performance for Route 12
- Reduces number of buses and route duplication on Capital Boulevard between Tumwater Square and downtown Olympia
- Provides a direct Tumwater to SPSCC connection
- Provides a direct south Lacey to SPSCC connection
- Family Court would no longer require a transfer to access from the Olympia Transit Center
- Route 12 service to Littlerock Road would operate every 30-minutes during weekday midday, an improvement over today's hourly service.
- Routes 42, 43, and 44 are folded into restructured Route 12 and 68

Olympia/Tumwater Service Concept – Route 12



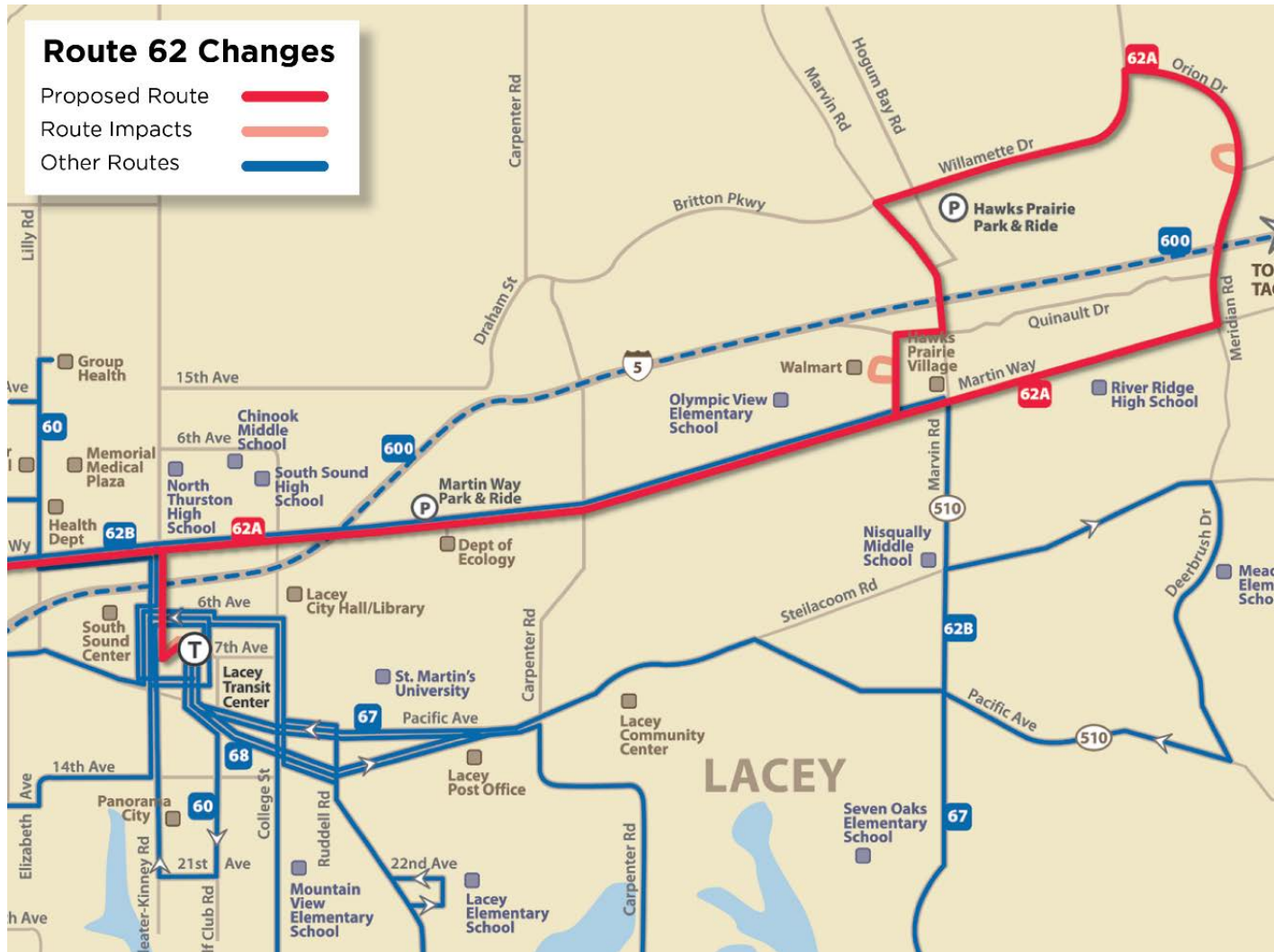
Olympia/Tumwater Service Concept – Route 68



NE Lacey and Martin Way Service Concept

- Address on-time performance for Route 62 A/B (Martin Way) by increasing scheduled travel times:
 - Weekdays: 10:30 a.m. to 7:00 p.m,
 - Weekends, 10:30 a.m. to 6:00 p.m.
- Add service to NE Lacey employment areas – restructuring Route 62A

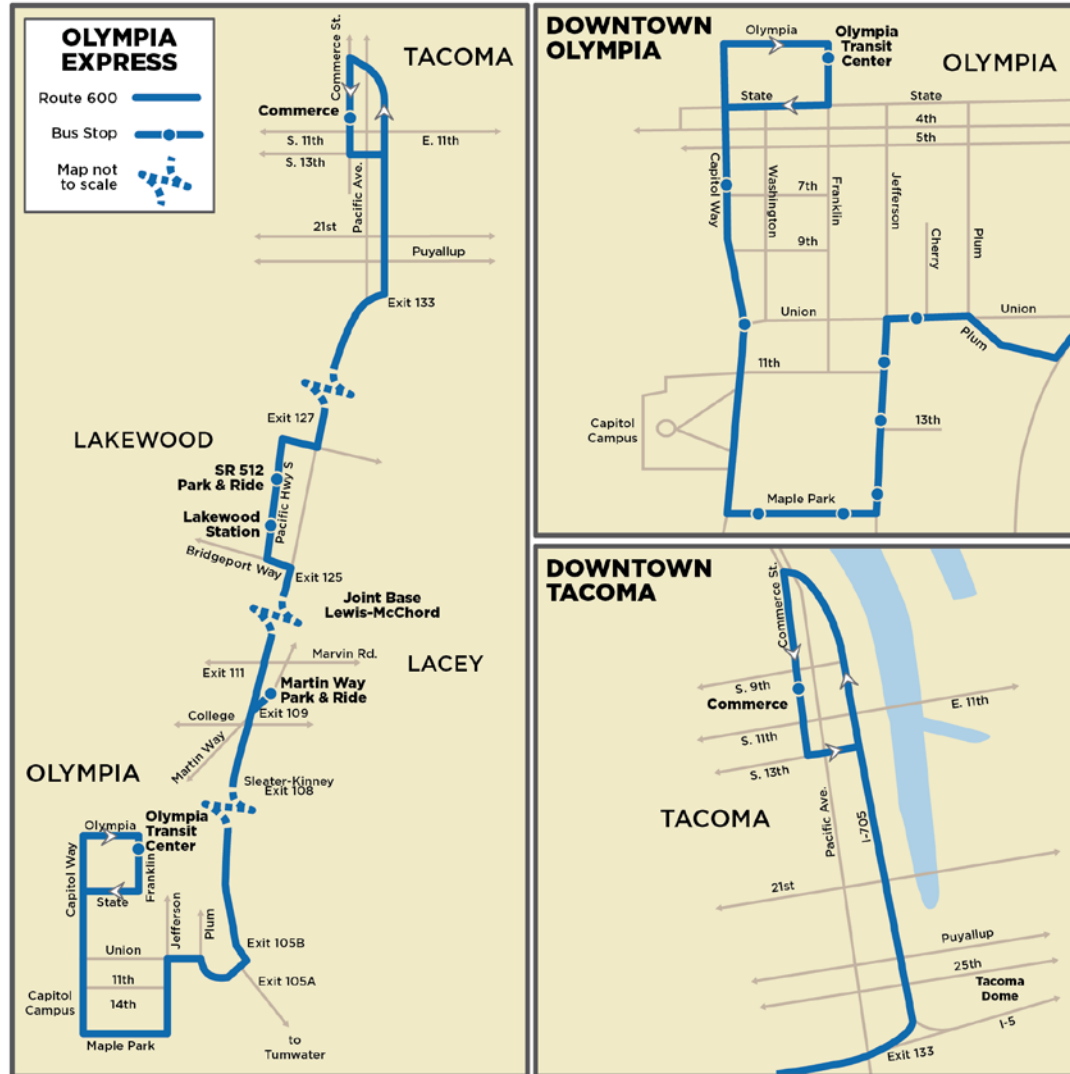
NE Lacey and Martin Way Service Concept



Olympia Express Concepts

- Demand between Thurston and Pierce Counties is growing, but Olympia Express ridership is not
 - Olympia Express is slow and unreliable
 - Olympia Express is complicated
 - The target market is unclear
- Restructure to create one route that is more direct, faster, and allows for more frequent service
- 15-minute peak service

Olympia Express



Next Steps

- ITA direction to staff on the recommendations
 - Steps and “go” or “no-go” dates for review
 - Service change implementation plan
- Public process steps
 - Identify concerns and challenges of short-term recommendations
 - Public materials
- Phasing of rollout
- First major changes – September 2018 service change
- Long-term vision options to be discussed March 21st meeting

Looking Longer-Term: Transformative Options

- Bus Rapid Transit
- Improved Frequency
- Enhanced Capital Facilities
- Rural Service
- Innovative Service Zones
- Free Fare Service

– Alternatives Discussion

Bus Rapid Transit

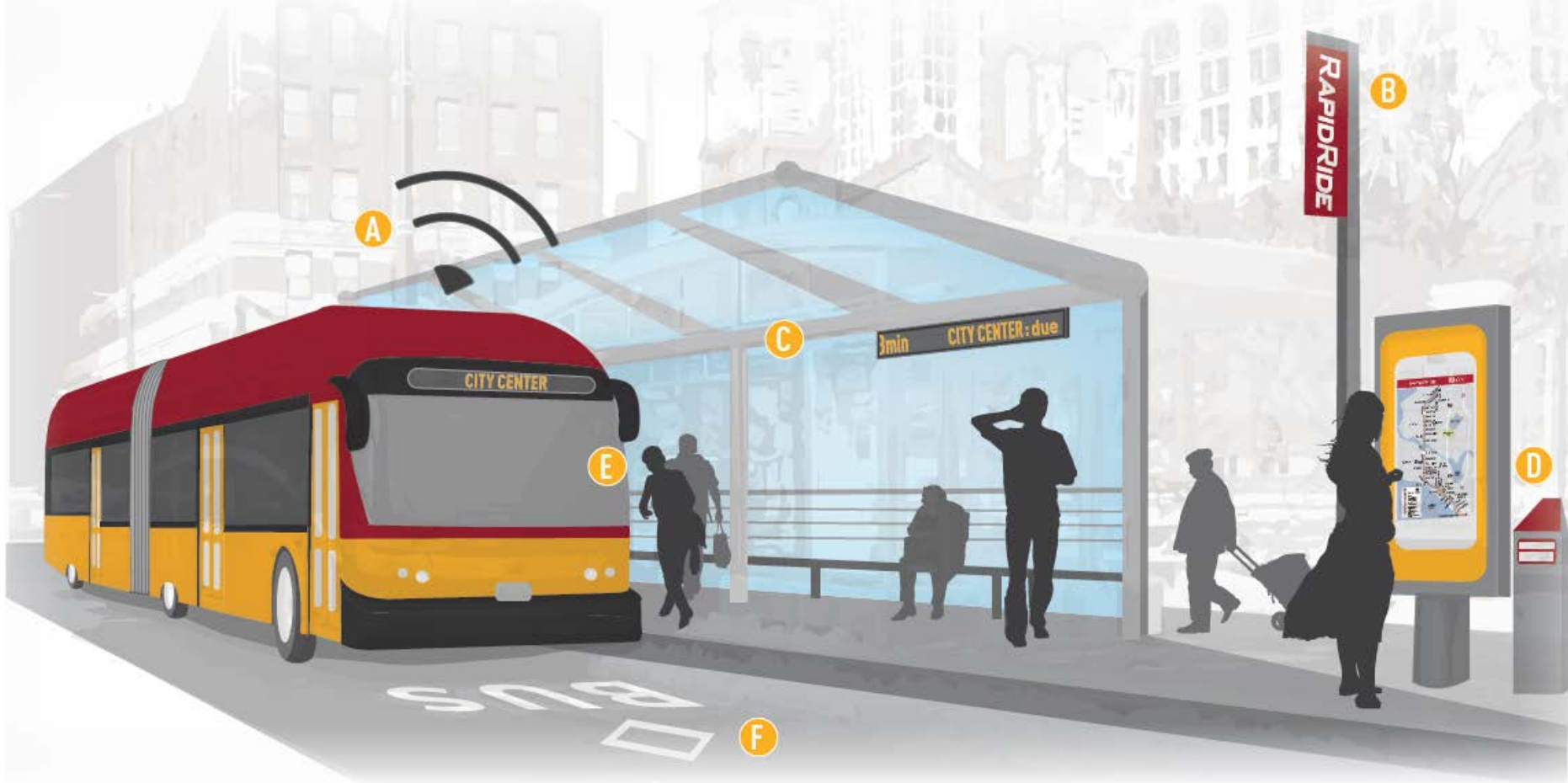
What is it?

- Enhanced bus service with specialized vehicles and branding, exclusive bus running ways, transit signal priority, pre-paid fare collection, real-time passenger information, intelligent transportation system technologies, and stations or platform-level boarding.

Why are we considering it?

- Improved service reliability
- Faster service
- Supports economic development
- Increased ridership





- A.** Transit Signal Priority **B.** BRT Branding **C.** Enhanced Stations
D. Enhanced Fare Collection Systems **E.** Specialized Vehicles **F.** Dedicated Running Way

Bus Rapid Transit Elements

Bus Rapid Transit

Recommendations

- Implement BRT on Martin Way

Benefits

- Faster, more convenient, more comfortable, and more attractive than regular bus service
- Increased ridership.

Estimated Costs

- Annual operating costs: \$2.6M
- Capital costs: \$30M +
- Federal planning process necessary



Image from Chris Phan

Improved Frequency

What is it?

- Service that comes more often
- More frequent service is more convenient – attracting riders

Why are we considering it?

- Most secondary routes operate hourly at some point, which will not attract many discretionary riders
- Frequent service corridors (service every 15 minutes all day) on weekdays are not as frequent on weekends

Improved Frequency

Recommendations

- Expand frequent transit network to operate 7 days a week
- 30 minute all-day service on remaining network, 7 days a week

Benefits

- Improve service for existing riders and attract new riders

Estimated costs

- Annual operating costs: \$4.7M
- Capital costs: none

Enhance Capital Facilities Program

What is it?

- Enhanced capital facilities at bus stops—shelters, benches, lighting etc.—improve the experience of taking the bus for passengers

Why are we considering it?

- Improved stop amenities were public priority



Enhance Capital Facilities Program

Recommendations

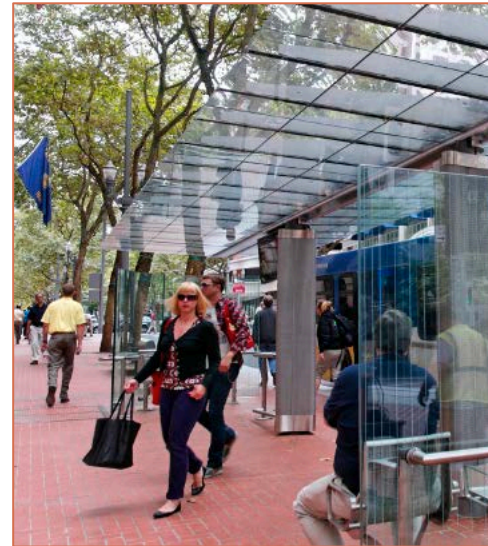
- Define hierarchy of bus stops (e.g. transit center, park and ride, premium stops, and regular stops)
- Enhance bus stops with lighting, shelters, and benches based on hierarchy
- Double spending on passenger capital facilities

Benefits

- Improves passenger experience and helps attract and retain riders

Estimated costs

- Annual operating costs: none
- Capital costs: \$260K per year



Rural Service

What is it?

- New rural service to Thurston County areas outside of the PTBA

Why are we considering it?

- Population growth and demand
- Public support

Rural Service

Recommendations

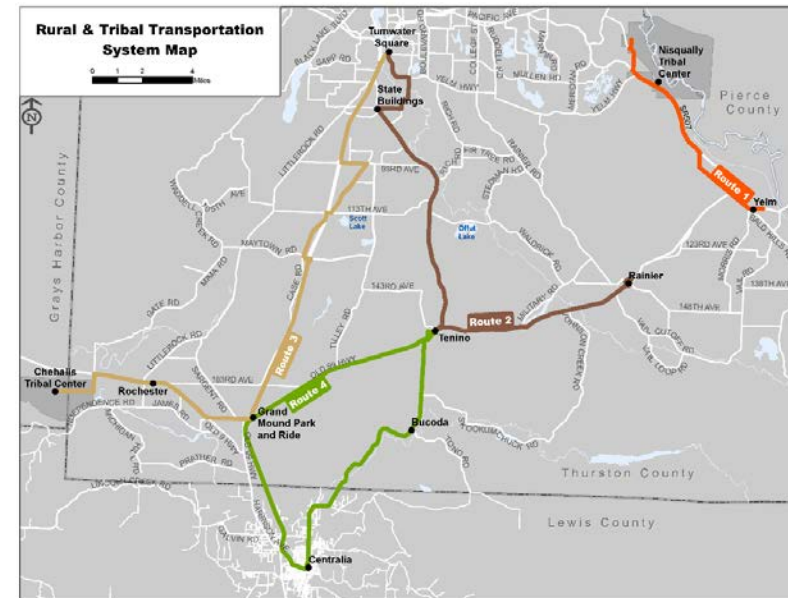
- Double service levels on rural Transit routes
 - Provide earlier/later service
 - Provide more trips per day

Benefits

- Mobility options for rural residents
- Connections to Lewis County

Estimated costs

- Annual operating costs: \$600K
- Capital costs: \$450K



Innovative Service Zones

What is it?

- Use online platforms to dynamically generate on-demand routes
- Can be operated by the agency, third party operators, or private companies
- May include demand-response shuttles, seasonal or special event shuttles, or mobility software

Why are we considering it?

- Efficiency – Replacing low-ridership routes
- Expansion – extending IT service into growing areas



Innovative Service Zones

Benefits

- Maintain mobility in low-density areas
- Improve transit ridership and reduce drive-alone trips
- Enhance travel options during hours when transit service is limited
- First/last mile supplement can extend the reach of fixed route transit service
- Provides trips at lower cost per trip

Estimated costs

- Varies based on numbers of zones and operator
- Annual operating costs: \$500K per flex zone
- Capital costs: New vehicles if agency-operated

Fare Free System

What is it?

- Fare free or “pre-paid” transit that is funded by other means than collected fare

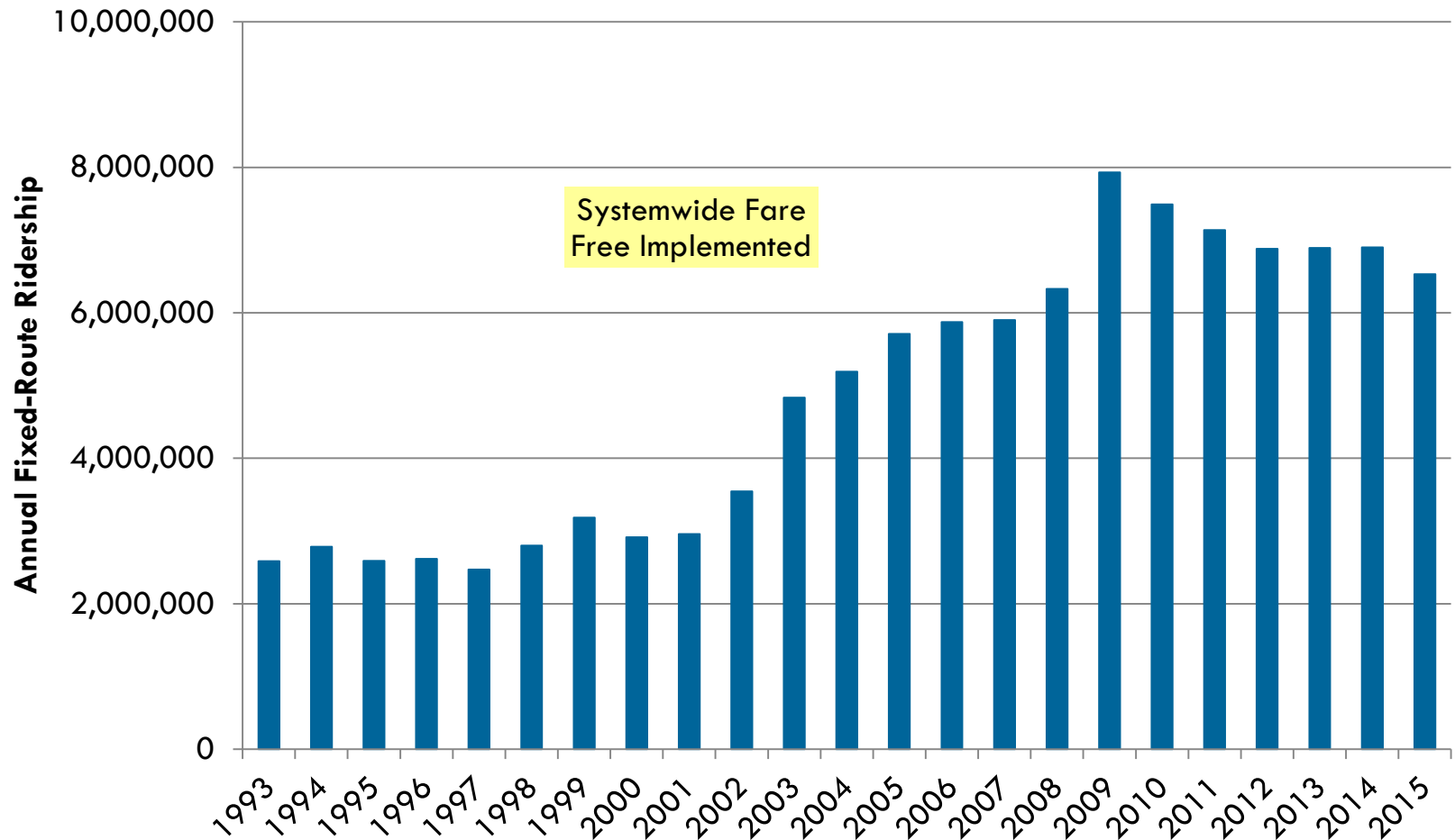
Why are we considering it?

- Success with fare free transit in Corvallis, Mason County, Chapel Hill, and Missoula indicate fare free can be a transformative way to increase public transit use
- Lower cost alternative to smartcard or ORCA adoption



Chapel Hill Transit Ridership nearly doubled after implementing systemwide fare free

Chapel Hill Transit Fixed-Route Ridership 1993-2015
Before/After Fare-Free Implementation



Fare Free System

What it could look like

- Eliminate fares systemwide
- Enhance partnerships with jurisdictions, colleges, and major employers to recoup lost cash revenues

Benefits

- Increases ridership between 30-40%
- Improves speed and reliability
- Reduces administrative costs
- Eliminates cost to maintain, upgrade fareboxes (\$1.5M in 2017)
- Reduces fare disputes
- Community livability – carbon reduction, less parking necessary, enhanced community mobility, etc.

Estimated Costs

- Annual operating costs: \$1-2M in lost cash revenues
- Capital costs: \$300K in annual farebox maintenance savings

Enhanced System Options Summary

Option	Annual Operating Costs	Estimated Capital Costs
Bus Rapid Transit	\$2.6M	\$23-30M
Improved Span of Service	\$1.4M	-
Improved Frequency	\$4.7M	-
Enhanced Capital Facilities Program	-	\$260K/year
New Rural Service	\$600K	\$450K
Innovative Service Zones (assumes 4 zones)	\$500K per zone	-
Fare Free System	\$1-2M	-
Total	\$12.3-13.3M	\$22.7-33.7M

Discussion

- *What system components are you most interested in pursuing and why?*
 - *Status Quo*
 - *Enhanced Commuter Service*
 - *Improved span of service*
 - *Bus Rapid Transit*
 - *Increased Frequency*
 - *Capital Facilities Investment*
 - *Innovative services*
 - *Rural Service*
 - *Fare Free*
 - *Other?*

- *Do you think there's community support for any/all items?*



Public Engagement 2.0

- Local Partner and Leg. Outreach
- Website Updates
- Priorities and Preferences Survey
 - Alternatives prioritization
 - Funding mechanism preference
- Community Open Houses
- (Targeted Short-Range Enhancements Public Process)
- Next Step + Timing Questions:
 - Additional intercept surveys
 - Telephone survey
 - Advocacy team

Authority Meeting Highlights
a brief recap of the Authority Meeting of March 7, 2018

Action Items

Wednesday night, the Authority:

- Declared Surplus Property listed on Exhibit A as surplus to our needs. (*Katie Cunningham*)
- Authorized the General Manager to execute a legal services contract with Law, Lyman, Daniel, Kamerrer & Bogdanovich to represent Intercity Transit for a period of one year, with options to renew annually for a total contract period not-to-exceed March 31, 2023.
- Authorized the General Manager to allow DES to amend our IAA to include a contract with Graham to serve as the GC/CM for the OTC Expansion Project and authorize GC/CM preconstruction services be performed in an amount not-to-exceed \$140,000.

Other Items of Interest:

- Introduced Kerri Wilson, Youth Education Specialist; Danny Dickinson, Maintenance Supervisor; and Stephanie Meador, Senior Labor Relations Analyst.
- Marketing Manager, Rena Shawver, presented the “A Day in the Life of a Bus” video; and showed several “Why I Vanpool” testimonials.
- Thomas Wittmann of Nelson-Nygaard introduced a package of short-term recommendations, that were developed following a review of system data, ridership and performance history of Intercity Transit’s current services.
- SB 5288 passed the House on March 2. The Bill was signed by the President of the Senate and the Speaker of the House. It’s headed to the Governor’s office. The passing of this Bill means Intercity Transit has the opportunity to talk to the public about the potential of expanding service.
- The Underground Storage Tank project is progressing. They poured more concrete and construction is on target to complete by June.
- Tumwater Square construction started. Staff is working with the contractor and the City of Tumwater trying to attend to the needs of our customers as quickly as possible. The project is estimated to complete in 30 days.
- There are 178 active vanpools. Vanpool and Maintenance staff scrambled to upsize a vanpool bursting at the seams, serving a manufacturing plant in Renton with only four riders last April. The group is now carrying 12 riders in one of the 15-passenger vans in the vanpool fleet.

- Intercity Transit continues partnering with WorkSource and the Timberland Regional Library.
- Intercity Transit passed the ISO 14001 Environmental Management System Audit.
- Freeman-Manzanares, Commissioner Blake and Councilmember Sullivan are attending the APTA Legislative Conference in Washington D. C. March 17 - 21.

Pat Messmer

Prepared: March 8, 2018

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		2	3	4	5	6	7	8	9	10	11	12	1	2
CAC	Members	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Justin	Belk													
Jan	Burt													
Billie	Clark							Absent						Absent
Denise	Clark		Absent	Absent		Absent								
Jonah	Cummings		Absent		Absent									
Carla	Dawson													
Peter	Diedrick			Absent			Absent							
Ursula	Euler		Absent				Absent							
Tim	Horton		Absent			Absent				Absent				Absent
Marie	Lewis			Absent										
Joan	O'Connell		Absent			Absent		Absent	Absent					
Scott	Paris													
Sue	Pierce													
Marilyn	Scott			Absent	Absent						Absent			
Walter	Smit		Absent					Absent						
Linda	Vail													
Victor	VanderDoes													
Michael	Van Gelder						Absent	Absent		Absent			Absent	
Austin	Wright							Absent	Absent		Absent			Absent
Lin	Zenki		Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent	Absent		Absent	Absent

MEETING CANCELLED

= Joint meeting does not count against required meeting attendance