

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
May 21, 2018
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative CAROLYN COX
<i>(Sue Pierce)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. June 6, 2018, Regular Meeting <i>(Marie Lewis)</i> | |
| | B. June 20, 2018, Work Session <i>(Austin Wright)</i> | |
| | C. July 18, 2018, Work Session <i>(Ursula Euler)</i> | |
| IV. | APPROVAL OF MINUTES - April 16, 2018 | 1 min. |
| V. | NEW BUSINESS | |
| | A. CAC SELF ASSESSMENT <i>(Ann Freeman-Manzanares)</i> | 5 min. |
| | B. CAC RECRUITMENT COMMITTEE <i>(Ann Freeman-Manzanares)</i> | 5 min. |
| | C. VILLAGE VANS UPDATE <i>(Cindy Fisher)</i> | 15 min. |
| | D. SERVICE CHANGE UPDATE <i>(Rob LaFontaine & Eric Phillips)</i> | 30 min. |
| | E. STRATEGIC PLAN GOAL AND END POLICY STATEMENTS
<i>(Ann Freeman-Manzanares)</i> | 5 min. |
| | F. STRATEGIC PLAN POLICY ISSUES
<i>(Ann Freeman-Manzanares)</i> | 30 min. |
| VI. | CONSUMER ISSUES - All | 15 min. |
| VII. | REPORTS | |
| | A. April 18, 2018, Work Session <i>(Peter Diedrick)</i> | |
| | B. May 2, 2018, Regular Meeting <i>(Marilyn Scott)</i> | |
| | C. May 16, 2018, Work Session <i>(Tim Horton)</i> | |
| | D. General Manager's Report <i>(Ann Freeman-Manzanares)</i> | |
| VIII. | NEXT MEETING -June 18, 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
April 16, 2018

CALL TO ORDER

Chair Pierce called the April 16, 2018, meeting of the Community Advisory Committee (CAC) to order at 5:33 p.m. at the administrative offices of Intercity Transit.

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

Absent: Lin Zenki; Vice-Chair Austin Wright; Justin Belk; and Joan O'Connell.

Staff Present: Ann Freeman-Manzanares; Eric Phillips; Emily Bergkamp; Rob LaFontaine; Nancy Trail; Rena Shawver; Steve Swan; Brian Nagel; and Nicky Upson.

APPROVAL OF AGENDA

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

INTRODUCTIONS

Pierce introduced Authority member, ART DELANCY.

MEETING ATTENDANCE

- A. April 18, 2018, Work Session - Peter Diedrick
- B. May 2, 2018, Regular Meeting - Marilyn Scott
- C. May 16, 2018, Work Session - Tim Horton
- D. June 6, 2018, Regular Meeting - Marie Lewis

APPROVAL OF MINUTES

It was M/S/A by DIEDRICK and VAN GELDER to approve the minutes of the March 19, 2018, meeting, as amended to indicate Clark, D. was in attendance.

NEW BUSINESS

- A. **2108 BCC UPDATE - (Duncan Green)** Green introduced himself and indicated this was his 10th year coordinating the Bicycle Commuter Challenge (BCC) and the event is celebrating its 31st year. He shared a video that is running on the IT website, Pandora and local television stations. IT has hosted the event for 13 years. This year's theme is "The World Looks Different When you Ride." Green held a contest for participants to choose a theme this year. The world does look different from the seat of a bicycle. You see more things and you see things differently than driving in a car. The BCC is a program of IT and reflects the agency's mission. The BCC has grown into a series of events From February through June. The winter BCC is in February; the Earth Day Market Ride in April (this Saturday); the BCC

runs the month of May; the school bike challenge (via the Walk n Roll program) runs in May; Bike to Work day is in May; and the prize hoopla is in June.

Green shared that the winter BCC had 214 riders, riding almost 1800 total days, logging over 15k miles. This was all done during a cold and icy February where the temperatures were about 5 degrees below normal for the month. Some brave souls biked to work every day. Green shared photos that participants submitted for a bike to work photo contest. There were a lot of prizes for riding in the Pedal Power Bike Expo. BCC tabled at the event and shared info about the contest, demonstrated how to put your bike on the bus, provided information about vanpool, bus buddies and the pace car pledge. This Saturday is the Earth Day Market Ride starting in six different neighborhoods and meeting at the Heritage Park fountain. There will be prizes and treats and then everyone bikes to the Farmer's Market.

Green indicated the BCC has some new things to share this year including an updated website with new features including separate pages for each team, a form that can link to the website reporting hazards for bicyclists, and a new grand prize a bike vacation. There is also a video ad running on Pandora and local TV stations. Later that day DOT organizes the interagency bike ride and contributes prizes. The BCC culminates at the prize hoopla in June where accomplishments are celebrated, prizes are handed out and this year that includes the bike vacation grand prize. People can create an account and log rides now. If someone has an account from last year simply re-join the team. The Earth Day ride counts toward the BCC total. All participants receive coupons from local retailers. Riding more than 10 days gets you entered to win the grand prize. He shared this year's t-shirts which are available at the OTC for \$10 ea.

Freeman-Manzanares - remarked that CAC members are more than welcome to join Team Crank II, which is Intercity Transit's team.

- B. BUS PROCUREMENT UPDATE** - (*Paul Koleber*) introduced himself as the new Director of Maintenance and shared information on the federal standard for the useful life of a coach is 12 years. IT runs them a minimum of 15 years. The technicians are just that good. They put a lot of effort into finding a product that will serve the agency well. IT has eight (8) 2004 35' buses and they all have 15 years on them and 3/4 of a million miles. Some still have their original engines. Also, some of the 2005's are coming due and Ann asked Gillig if we could proceed with a dual order and place both at the same time with two separate production schedules, and they agreed. The first batch will be here mid- 2019 and the second in 2020.

Koleber continued explaining the strategy for the design and indicated that as always safety is first, and that bus designs haven't change much in 40 years. IT is transitioning away from the hybrids and embracing the latest clean diesel technology. Repairs for the hybrid buses are very expensive. The new buses have the latest green technologies with composite flooring. The process includes a bus build team with representation from marketing, procurement, coach technicians, and inventory. Several team members attended the APTA Annual Expo in Atlanta to see the latest and greatest in bus technology. One of the issues the team was aware of is the driver's seats. They have been the same since 1996. They also looked at three position bike racks, as well as passenger hand hold straps in the front portion of the bus. Mirrors are mounted low so drivers can test them. The ADA amenities are always a big thing and the new buses will have dual restraint systems. Disc brakes are now standard on buses. This change means better use of resources because an old brake job would take six (6) hours and for the disc brakes only two (2). HVAC units have some new

efficiencies and technologies that make them function better. They are powered to run clean and maximize power more efficiently. The new buses will feature a Recaro driver's seat, low-maintenance vinyl seats, vinyl hand hold straps, and a digital dash module. The window frames will not be curved helping to eliminate reflection at night. Headlights are located in a better position in relation to the bike racks. Manufacturers are trying to make the buses look more stylish by softening the edges to make it look more like a train. Changing out a window in the new buses is simplified and takes less time equating to a significant reduction in labor costs. The windshield is shaped differently which allows for great visibility. Allison transmission has the market for this industry and has had it since WWII. IT purchased two in '93 and those transmissions lasted the life of the buses. When buses sit on a hill now they roll backwards, and since they don't have back windows, that's a problem. The new transmissions lock two gears together, which unloads the load from the engine. The transmissions have a 15% fuel mileage improvement. Oil changes are also easier and will save on labor costs, and because those components are located on top and as such they won't lose any oil. The ride quality is far superior.

Koleber shared that these buses also have new ADA technology. There are a lot of different types of mobility devices out there. The new technology allows drivers to easily tie down devices by releasing a handle that has its own clutch and ratchet down the 4 restraints. There is a lap belt and shoulder belt that take less time and the driver won't have to get on the floor. The mobility devices will also be facing forward. The design will accommodate two chairs with one on each side of the bus. The bonus with the new Recaro seats is they have heaters in them. The three (3) position bike racks have previously been an issue blocking headlights. They also offload towards the curb and roll off keeping people out of the adjoining lane of traffic. The digital dashboards have 52 indicator lights that will no longer be located above the windshield. They are configurable and can change intensity. Just like in a car it is right in front of the drivers.

Koleber answered questions.

Smit - inquired about the elevated mirrors.

Koleber - indicated drivers didn't like them.

Cummings - inquired about the new HVAC efficiencies and whether they will help the circulation on the buses.

Koleber - responded that it is a variable system so it provides cooling only when it is needed. He added that they used more fuel last summer because it was warmer.

Delancy - asked about the transmission's cycle time and the gears lock up.

Koleber - indicated from the time you move your foot from one pedal to another. Staff took a road test and the ride quality was much smoother with less winding up.

Pierce - asked for more information on the change to vinyl seats.

Koleber - indicated IT spent a lot of labor maintaining the cloth seats. Once a month they need shampooing. These are a new technology vinyl. They have silicone pads that will retain comfort and won't break down like foam. If there is a spill it can quickly be wiped

off. Now they have to go out of service, come back to the shop and have them cleaned. Koleber shared the three seat sample patterns that staff voted on.

Phillips – asked Koleber to share about the new clean diesel technology and why the agency is no longer buying hybrid buses.

Koleber – stated that the hybrids include battery packs and small diesel engines. It is the same engine in a new Dodge truck. The engine is actually too small for the vehicle so has to work much harder than it should. Because of that they are not as efficient or clean. At some point the battery technology has to be replaced and it is approximately \$300k to replace. The agency has been extremely fortunate in getting about half a million miles out of them. King County Metro reports getting about 160 thousand miles on their engines. Some of IT's hybrids are run on the freeway and because the engine is small it ends up putting out more emissions and defeating the purpose.

Vail- inquired about the difference in fuel usage.

Koleber – responded that the hybrids get slightly better mileage, but they cost more to purchase and then the agency must spend \$300k at mid-life to rehab them. Plus they are pumping out a lot of emissions on the freeway so it doesn't make sense. Hybrids are getting about 6.2 mpg, and the non-hybrids are getting high 5's so it is really close.

VanderDoes – asked who manufactures the engines.

Koleber – replied Cummins and that they are the only transit engine on the market.

Smit – inquired if there were any significant changes to the fuel going into the buses.

Koleber – responded we run bio-diesel currently. The buses will be able to run on R-99 and it is renewable diesel plant based fuel. It will be available to purchase off the state contract hopefully in the near future.

Delancy – asked about fuel costs.

Koleber – indicated it will cost slightly more but will have twice the heat energy so it won't use as much.

Smit – asked Freeman-Manzanares if IT is trying to get grants for green technology.

Freeman-Manzanares – responded part of the issue is there are concerns about whether or not the technology is ready. As an agency, we haven't felt as though we should utilize taxpayer dollars on technology that isn't proven yet for big buses. We are hearing there are significant performance issues which remain troubling. We have opted, with what funds we have, to go with proven technology that continues to get "greener" as well. IT is buying 14 vehicles with federal matching dollars and will be shy about 11 buses. Not having federal matching funds for 11 buses is really significant monetarily. The agency will apply for grants where it makes sense then focus on the additional local sales tax to pay for equipment. Staff was thinking the DASH vehicles might be the best routing to try electric buses but since they are lower mileage, it makes sense to keep them longer.

Some agencies with electric buses are now running dual fleets because the electric buses aren't reliable enough to provide service.

Clark, D. - inquired about connecting with ORCA passes.

Freeman-Manzanares - indicated the systems up north are studying a new fare system so it wouldn't make sense to buy into the old system. It is unfortunate in that the timing of their new system and our need to replace our failing system won't likely sync up well. There is some conversation about the possibility of a pilot project to test a pre-paid system to speed up service and provide access to all. This concept has worked in Missoula and Chapel Hill.

C. SHORT TERM PLANNING RECOMMENDATIONS UPDATE - (*Rob LaFontaine & Steve Swan*) LaFontaine indicated last month staff shared an update on conceptual changes that were provided by the agency's consultants Nelson Nygaard and Thomas Whittman. Staff has had a few weeks to review the changes and is prepared to share with the Authority and launch the public outreach and public comment process. Staff appreciates the CAC's input. There is some data that shows there are challenges with on time performance. Odds are some have experienced some routes being late; Express Service and local routes 62, 60 and 12 in particular. Throughout this process staff has had a lot of conversation with operators and are learning a lot from their very valuable input that has helped craft a lot of these recommendations. There was an extensive outreach process branded as the Road Trip. Last summer and fall staff collected comments that are consistent with these recommended changes. There is more direct service, reliability, and expansion to NE Lacey. These are short term changes that can be implemented without new resources. Staff would like to make changes as soon as September, without increase to fares, with no new operators, and being resource neutral is the goal. To be resource neutral, changes to routes will often require a trade. If staff is making a change on a route that will benefit some people and they will say things like I no longer have to transfer, by contrast some will now have a two seat ride. Also if staff is introducing service to new areas which is a good thing, but in order to achieve that they have to create some out of direction travel. One of the things passengers want is to get to their destinations more quickly however; they might trade a bus stop that would have to be removed. The system will operate better on time and with that comes more reliable transfers. Some of the changes would increase frequency.

LaFontaine shared that of the 25 routes 13 are in some way being impacted by these changes. Increasing on time performance is a big goal to enable staff to do a better job of achieving what's in the printed schedule. A handful of routes with proposed changes to increase on-time performance as with route 47 - will have fewer bus stops, and staff is proposing it provide service on Kaiser Road. The key takeaway is the new alignment operates in a clockwise loop and that loop has the advantage of providing service to Kaiser. Only stops on the north side of the road can be accessed.

LaFontaine indicated route 60 has a relatively simple change - with the goal to improve consistency and on-time performance. It will eliminate the stop at St. Francis House and use the same pattern on the weekends. The stop on the street is close and data indicates people utilize both stops. The problem with going on-site is vehicles get stuck and they cannot remain on schedule.

LaFontaine continued with information on routes 62A and 62B with on-time performance being an issue. Staff is suggesting a loop. Route 62A beginning at the east end of the intersection of Martin and Marvin introducing a new expanded schedule including service to a portion of NE Lacey on Willamette Drive and Marvin Road north of I-5. The trade-off would result in a one way loop beginning/ending at the intersection of Martin Way and Galaxy Drive. This would include a loop around the Providence Health Care facility. The other change will be making adjustments to the schedule. This change of alignment is the result of lengthening the schedule giving the route more time so it can meet its schedule. The route has been heavily impacted by congestion so it cannot routinely make schedule.

LaFontaine provided an update on route 94 and that it has on-time performance issues. The proposal is to make a schedule adjustment to provide more time to make the schedule so passengers will have more reliability in the system. Getting through Yelm on a weekend afternoon is hard because it is so congested. The tradeoff is the route might not be able to make the same amount of trips. At this time the proposal is to have one less trip on the weekends.

LaFontaine continued with updates on routes 12, 42 & 68. These have less to do with on-time performance and more to do with shifting their direction so they follow demand of where riders would like to go. Routes 12 and 42 from the Capital Mall and SPSCC have one area under the proposed change that would be left without bus service. There are five (5) stops in that area that would be affected. The tradeoff or gain is the opportunity for more direct trips. It may now mean that some people will have a transfer if they are going to the Capitol Campus. Route 68 has some relatively significant changes in that it won't be going out of the OTC. It is one of two that won't be servicing OTC. This route has the benefit of providing more direct access to SPSCC, coming out of south Lacey. Making the trip to downtown or the Capitol Campus would now require a transfer. Route 12 and 68 will be increasing frequency from 60 minute to 30 minute service all day. Route 42 will do the same thing and will run steadily throughout the day without the existing gaps.

LaFontaine discussed the changes as they relate to paratransit service. He reviewed the PTBA map and identified that route 62A changes would increase DAL $\frac{3}{4}$ mile by way of extending fixed route. Research shows this equates to approximately 1 square mile and about 1,000 residential homes. Route 47 changes from McPhee to Kaiser is a net increase of about $\frac{1}{4}$ of a square mile or about 128 residential parcels in the service area. Route 42 on RW Johnson and Black Lake Blvd will no longer have bus service. This will create a slight reduction in DAL just south of Ken Lake and includes about 81 DAL eligible parcels. Current data indicates there are no existing DAL clients.

LaFontaine relayed information on Express service changes. These are to simplify the service and make it faster. Lower ridership is likely because the buses are not Express but stop at too many locations. In addition, they are stuck in traffic with everyone else as opposed to traveling in a HOV lane. We need to be more competitive with single car travel and to do so will need to simplify the route. There are no new bus stops proposed and 14 would be removed. In terms of speed and reliability that is significant, however if one of the 14 is someone's preferred stops that could be impactful. These changes could mean driving, walking, taking a bike or riding a bus to access the express service. Under the proposal schedule would increase to 15 minute peak time frequency.

LaFontaine indicated staff is getting ready to share these recommendations with the Authority on Wednesday to ask them for approval so it can go out for public comment. Staff will continue working on the transfers to build the schedules.

Lafontaine reviewed the upcoming project milestones and next steps. September 23 is the intended implementation date. The public hearing is set for May 23 and staff will be busy engaging with the public at open houses and the information will be available via the website. Staff will come back on May 21 and provide an update. Final recommendations will go to the Authority on July 18.

LaFontaine & Swan answered questions.

Pierce – commented on the Express service to Tacoma. She understands that ridership is low and that the idea is to improve on-time performance. Keep in mind a lot of those factors are out of IT's control. The offering of vanpools is appreciated, but that doesn't work for everyone. Some of the changes for the 600's are not going to encourage new ridership because getting to the service will be harder for people. It is difficult to get to the Martin Way Park and Ride without a long walk. Adding time on the rider's end prior to the trip will prevent people from considering Express service.

Clark, D. – inquired about the number of riders who would be impacted by eliminating the stops on the Express service.

LaFontaine – responded staff could provide that information, but looking at the ridership data doesn't necessarily translate to individual people. It could be different people at the stop or the same person. That is where input from our Operators is really helpful and we will monitor that.

Dawson – indicated she can't picture in her mind the loops on the 47 and inquired if that means she'll have to cross the street.

LaFontaine – responded it would be the same bus stop whether you are coming or going.

Paris – added that major transfer points should have more weight.

Smit – indicated he felt that stopping at the LTC should be prioritized above frequency.

Euler – asked if the goal was to increase ridership.

Phillips – indicated the original recommendation from the consultant was to eliminate Express service entirely. The reality is they can't do anything about traffic but they can reduce the delay on the front and the back end. This is kind of a 'Hail Mary' because until there is an alternative HOV lane it is going to be difficult to have a service that works for commuters. The Hawks Prairie Park & Ride is more of a vanpool site and the Martin Way Park and Ride has better access. The total trip time has a reduction of about 10-12 minutes. By reducing the time and reshaping the service the agency will try to build a new market and attract new riders. WSDOT helped staff revise the grant agreement to refocus the grant for this proposal. The changes proposed are somewhat revenue neutral. Staff recognizes the commuter type market is better served by door to door. Hopefully the agency will be able to add in the local service somewhere down the road.

Van Gelder – asked if staff had looked at express service by zip code. LTC is a major transfer from south or southwest and they would find it difficult with a more direct service and faster time would generate more out of downtown which also is a focus point for transfers.

Phillips - Ridership is so low it really doesn't paint into the picture boarding in the downtown area which is more of a regional destination.

Delancy – added that as a driver who has driven for a while he supports the change. The bulk of the boardings are downtown and at the Martin Way Park and Ride. With the reduction of LTC it will improve the duration dramatically and that will spur additional riders. In the driver's seat there are a lot of the complaints about delay and if they didn't have to go into Lacey it would be a straight shot. The ridership should increase by decreasing the travel time.

Cummings – indicated he is excited about the NE Lacey expansion. There is a large private sector employer in that area and it will really help employees. He also indicated he was having trouble envisioning where the 47 would now turn.

Swan – responded at the 24 Hour Fitness.

Vail – remarked if stops on Yauger Way are eliminated DAL will have to service those medical offices.

Lewis – indicated in the afternoon route 94 doesn't serve the Centennial Station. The 94 gets folks downtown faster on a more direct route especially those going to Greyhound. It would be nice to have a designated area for the 94 because people end up having to waive their hands to get the driver's attention.

LaFontaine – added it will be more consistent.

Van Gelder – inquired about the 47 making a bigger loop being a tradeoff.

Swan – indicated there are a few large subdivisions west of Kaiser and single family homes and the Affinity complex is in the area.

LaFontaine – added that McPhee is undeveloped and there is density on the other.

Delancy – There are existing stops that will still have service.

Diedrick – shared that he likes the tradeoffs on the 68. He lives over by the YMCA and rides downtown frequently. If he gets done at the Capitol at noon or one it is easier to leave his car downtown. More people need the 68 to get to SPSCC instead of his trip which is more unique.

Vail – inquired about loss of service on route 44.

LaFontaine – indicated routes 43 and 44 will have their entire route absorbed by route 12 and route 68. Under the proposed changes there would be service but provided by a different

route number. When route 42 leaves SPSCC and heads down to RW Johnson around Family Court heading north to 21st over to Black Lake and then on Cooper Point. Under the route 42 change it would no longer operate on that section of Cooper Pont, but would be served by route 68.

Pierce – remarked that the next chance for public to comment is on May 23rd.

Phillips – added that staff is putting information together to go out next week on the open houses, and it will be out on the normal platforms including the website. Following the formal hearing comment opportunity staff will continue to take comments until July.

CONSUMER ISSUES

- *Lewis* – shared that the Centennial Station is celebrating their 25th Anniversary on May 5 from 10 -1 all are invited for and refreshments.

REPORTS

- **March 21, Work Session** – Cummings provided the report indicating a presentation on the service change, new coaches, long range process, and ESMS. The ITA wanted to add a discussion on potential fare free system as a regular agenda item going forward. There were some comments against expansion of rural service.
- **April 4, 2018, Regular Meeting** – Clark, D. provided the report indicating the ITA agreed to cancel the July 4 meeting, set a public meeting for the service change on May 23, and there was some discussion to make that meeting a bit later but it got quashed. IT will engage in the Economic Alliance, and they introduced 4 new staff members. A contract was awarded for \$199k for 63 bus stop pads. There was a BCC update; DAL update, and dates for the planning session were discussed. They announced the agency received a \$1.3M grant.
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report indicating that we received \$1,375,000 grant from the FTA Bus and Bus Facility program. We applied for \$12 million and that would have completed the funding package for the Pattison Street facility. There was over \$2B ask for the Bus and Bus Facility grants with approximately \$200M available nationwide. It was disappointing the agency didn't get the Pattison project fully funded but it was highly competitive and at least our project was deemed worthy of consideration. Staff will continue to go after funding opportunities.

The UST project is close to completion and will hopefully be substantially done by mid-May and completely done by the beginning of June. Fueling will begin with the being new tanks soon.

Transit systems in Washington State are required to hold a composition review meeting every 4 years to review the board composition. Last time the meeting took about 5 minutes, to complete with the board composition remaining the same. The meeting is scheduled for 5:00 pm on May 16.

There have been some complaints about camping at the Martin Way Park and Ride. Staff is monitoring it and one has been towed away by the state patrol as it was noticed and they determined abandoned.

The third long range steering committee was held last week. Stakeholders were interested in transformational changes to place us in the best position to address growth in the area. They are also helping staff develop community useful outreach mechanisms. The summer fun schedule includes the Pride Parade on June 10; the local Rodeo on June 10; the Yelm Prairie Days Parade on June 23; the Tumwater 4th of July Parade; and the Lakefair Parade is on July 14.

Transit Appreciation day is August 10, changing the date to Friday this year. Hope to see everyone there. The program begins at 12:04 pm. Staff likes to announce those CAC members in attendance.

NEXT MEETING: MAY 21, 2018.

ADJOURNMENT

It was M/S/A by CLARK, D. and VAN GELDER to adjourn the meeting at 7:33 pm.

Prepared by Nancy Trail G:\CAC\Minutes\2018\CAC Minutes 20180416.docx

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: May 21, 2018**

FOR: Community Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: 2017-2018 CAC Self-Assessment

1) **The Issue:** Completion of the CAC self-assessment inclusive of June 2017-May 2018. Staff will share results of the assessment at the July, 2018 CAC meeting, and with the Authority at the September joint meeting, date to be determined.

2) **Recommended Action:** Complete the self-assessment by June 30, 2018, for compilation of results by staff. The assessment will be completed online and staff will email a link to access the survey and will provide access to the survey at the May and June meetings.

3) **Policy Analysis:** The Intercity Transit Authority requires the CAC to complete an annual self-assessment. Results are shared with the Authority at the September joint meeting, date to be determined.

4) **Background:** The CAC conducts a self-assessment each spring and discusses the results.

The survey will be distributed to all members in May. The CAC seeks 100% participation. Assessments are due by June 30, 2017.

Staff compiles the results which are shared with the CAC at their July meeting. The CAC and ITA meet jointly, at which time results are shared with the Authority. The joint meeting date has not yet been set.

5) **Alternatives:** N/A

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

7) **Goal Reference:** The CAC works with the Authority to meet all goals of Intercity Transit.

8) **Reference:** N/A

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: May 21, 2018**

FOR: Community Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: 2018 Community Advisory Committee Recruitment

-
- 1) **The Issue:** Seek volunteers to assist the Authority in the 2018 CAC recruitment interviews.
-
- 2) **Recommended Action:** Select three CAC members to join three ITA members as the 2018 CAC member selection committee.
-
- 3) **Policy:** In 2001, the Intercity Transit Authority chartered a Citizen Advisory Committee. In 2011, the Authority approved an additional youth position, increasing the number of members from 19 to 20. It was the Authority's direction to conduct an annual recruitment. New members are appointed by the Transit Authority.
-
- 4) **Background:** The CAC is comprised of 20 members. CAC members serve three-year terms, and may serve two consecutive three-year terms. The youth position(s) is a one-year term with the option to apply for a second one-year term. The youth can also apply for the regular three-year position if they wish to continue on the committee. Staff conducts a recruitment in the fall to fill vacancies which may occur throughout the year through expiration of terms, resignations, or if members do not seek reappointment.

Three Authority members, along with three CAC members will comprise the ad hoc committee which will conduct the interviews and make recommendations to the Authority for appointment.

Please note there is an additional time commitment of approximately 3 hours to conduct interviews.

Applications will be available October 1 and due October 30. Interviews are scheduled for November 14. The Authority is scheduled to make appointments December 5, 2018. New members will be welcomed at the January 14, 2019 meeting.

5) **Alternatives:** N/A

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

7) **Goal References:** Maintaining active, interested Citizen Advisory Committee members supports all agency goals.

8) **References:** N/A

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: May 21, 2018**

FOR: Community Advisory Committee
FROM: Cindy Fisher (360) 705-5831
SUBJECT: Village Vans 2017 Program Update

-
- 1) **The Issue:** Provide a 2017 Status Report.
-
- 2) **Recommended Action:** Information only.
-
- 3) **Policy Analysis:** At least annually, staff provides the Authority and Community Advisory Committee status reports on various programs the agency provides.
-

- 4) **Background:** The concept of the Village Vans Program developed during collaboration of over 40 community human service organizations in the late 1990's. These groups participated in research activities to identify gaps in services to families with low or no income for reaching economic independence. In Intercity Transit's continuing quest to provide better, more reliable and innovative services, this organization took leadership in developing an effective and efficient program to help close the transportation gap.

The service, which began in February 2002, continues today facilitating access to work support activities and other necessary locations. In 2004, staff designed a Customized Job Skills Training program that doubles Village Vans' important impact by using eligible volunteer Drivers and Administrative Assistants who receive current work experience, job search coaching and skill building instruction. Passengers are able to travel to employment related resources and volunteers receive significant support in advancing their professional development in reaching their employment goals.

Through an on-going assessment of transportation needs of low income citizens, Village Vans provides a responsive and innovative service that facilitates customer transitions to economic independence. Employed families contribute to the economic and social sustainability of our community through enhanced stability and health with less demand on limited human service resources.

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

6) **Budget Notes:** Intercity Transit was one of 17 agencies in the nation to receive the Innovative Public Transportation Workforce Development Grant (Ladders of Opportunity Initiative) for \$200,000. This is a 50% matching grant.

7) **Goal Reference:** **Goal Reference:** **Goal 1:** *Assess the transportation needs of our community throughout the Public Transportation Benefit Area.* **Goal 2:** *Provide outstanding customer service.* **Goal 3:** *Maintain a safe and secure operating system.* **Goal 4:** *Provide responsive transportation options within financial limitations.* **Goal 6:** *Encourage use of our services.* **Goal 7:** *Build partnerships to address and jointly find solutions to the mobility needs and demand in our community.*

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: May 21, 2018**

FOR: Community Advisory Committee
FROM: Rob LaFontaine, Planning Manager, 705-5832
Eric Phillips, Development Director, 705-5885
SUBJECT: Service Change Update

-
- 1) **The Issue:** Provide an update on outreach efforts and customer comments received.
-
- 2) **Recommended Action:** For discussion only.
-
- 3) **Policy Analysis:** Any time there are meaningful changes that would impact our riders, our goal is to provide opportunities to review proposed changes and provide opportunity for the public to respond.
-
- 4) **Background:** Staff will provide an overview of outreach efforts to date, future opportunities for public comment and discuss comments submitted thus far. The proposed service change public hearing is scheduled for Wednesday, May 23, 2018. The public comment period is open until June 20, 2018. This is an opportunity for CAC members to share their thoughts on the service change.
-
- 5) **Alternatives:** N/A
-
- 6) **Budget Notes:** The current recommendations are not expected to have a significant impact on the budget.
-
- 7) **Goal Reference:** 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:** Service Change Comments

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 94 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Yelm is a very large city but the bus only serves the main road (within a 2 city block area) in and out of town. A person would need to get transportation just to get to the transportation. Trying to walk to the nearest bus stop, in a city sorely lacking in sidewalks, is not only dangerous in many areas, it's not feasible as it would take hours and some people, like myself, aren't physically able. A wider loop needs to be made in order to accommodate a greater portion of citizens. If my car were to break down, I would lose my job as I would have no way to get to the bus. Also, there needs to be more than one route. A route directly to Hawks Prairie, instead of transferring and backtracking makes more sense.</p>	5/5/2018 2:27
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>While we appreciate the effort to optimize, changing the route so it no longer connects with Capital Campus effectively cuts our access to our place of employment with the State of WA. The route does not need to go all the way into downtown Oly but at least to a point close to the Capitol please.</p> <p><input type="checkbox"/></p>	5/5/2018 9:51
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Truncating Tacoma dome service really impacts connecting to the Sounder. This important link makes it possible to early morning easily make it from Seattle at 6am to Olympia Evergreen campus by 10am for students who have any semi-regular meetings or to make the trip back from a Seattle overnight and still make it to class.</p> <p><input type="checkbox"/></p>	5/5/2018 13:45
<p>Route: Route 12 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I am a single mom of two teenagers. We live on 7th Ave in Tumwater, WA. My kids use route 12 frequently to get to South Tumwater. This bus keeps them connected with School sports and events as well as events in downtown Oly. It seems like the proposed changes would not work for my family who depend very much on the current route. Thanks for your consideration.</p> <p><input type="checkbox"/></p>	5/5/2018 14:46
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Please keep the transfer at the Tacoma Dome. This is a convenient point to transfer, and there are a lot more things to do at Freighthouse Square than there are at 10th and Commerce.</p> <p><input type="checkbox"/></p>	5/6/2018 10:34
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Love this change for OHS students going to SPSCC for Running Start. Wondering if 12 or 13 will be scheduled to meet the 68 so riders can continue downtown after transferring at Tumwater Station? I'll find out... guessing that is going to be a frequent question/ request.</p> <p><input type="checkbox"/></p>	5/7/2018 8:46

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 12: This comment was submitted on Facebook. <input type="checkbox"/> I was reading about the proposed changes to the number 12 route this fall and my area wasn't mentioned. Will the 12 still service Israel Road at Nicholas Street by Department of Health?<input type="checkbox"/></p>	5/7/2018 11:17
<p>Route: Route 12: This comment was submitted on Facebook<input type="checkbox"/> <input type="checkbox"/> I don't like the changes to 2nd Ave in Tumwater. It would make the bus not useable for my family.<input type="checkbox"/></p>	5/7/2018 11:18
<p>Route: Route 42<input type="checkbox"/> Message:<input type="checkbox"/> I support the changes which takes the 42 directly downtown and adds a later service to the ARC where folks are released from jail on an ongoing bases (because of court schedules) after the last bus. I know it might be too much to suggest that there might be a need for some week end service on this route to allow families to visit an incarcerated relative. Maybe a test run at some point to see if there is in fact some demand for the college and the jail for this. This proposed change is much appreciated.</p>	5/7/2018 21:03
<p>Route: Route 47<input type="checkbox"/> Message:<input type="checkbox"/> This proposed change is much appreciated. I can actually take a city bus from Kaiser and Harrison instead of depending on the Mason County Transit. And you will be serving Affinity, which I hope is appreciated. I think the loss of the McPhee and Yauger stops is small price to pay for the extended route. Folks on those streets could catch the bus on Harrison or Capital Mall Dr without having to walk too far. Thank you for being responsive to the needs of the community. And I hope the change will have folks hopping the bus instead of having to deal with downtown parking. Yeah.</p>	5/7/2018 21:07
<p>Route: Route 12<input type="checkbox"/> Message:<input type="checkbox"/> I love the proposed changes to route 12. (Although the map drawing is wrong because it shows Rural Road where Lake Park Drive actually runs.) The proposed route change would allow my child to participate in Running Start. Without this change, he probably won't do Running Start because it would take too long for him to get to school. Looks great to me! <input type="checkbox"/></p>	5/8/2018 6:12

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Hello, I'm confused about the service changes on Routes 603, 605, 612. With this proposal, will all NB and SB express buses be stopping at the Martin Way Park and Ride? Currently, no southbound express buses stop at the Martin Way Park and Ride in the morning, and no northbound express buses stop there in the afternoon. Since the Hawks Prairie Park and Ride is being eliminated as a stop on this route, it would be great if more of these buses (potentially every bus) would serve the Martin Way Park and Ride. This would provide an express bus from Lacey to downtown Olympia. Currently, buses from the Martin Way Park and Ride take almost 50 minutes to reach downtown Olympia because there aren't any express routes.</p>	5/8/2018 11:41
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I commute from Tacoma to Tumwater. Even when there was an express that went to Tumwater it did not leave Tacoma early enough to get to work on time. In addition the weekend express does not go to the Tacoma Dome or Downtown. I would suggest extending the 612 hours in the morning. In addition, offer the 612 route on the weekends so that it connects into transit centers in downtown Tacoma and the Dome. Having the 620 go only as far as the Tacoma Mall is confusing as it does not connect the population centers and other transit. Thanks for your time. I think you are all doing a great job!!</p>	5/8/2018 14:58
<p>Route: Route 612 <input type="checkbox"/></p> <p>Will the new Route 612 be serving the Martin Way Park & Ride going southbound in the morning and northbound in the afternoon/evening peak? Currently it does not - the route serves those trying to get to Tacoma from Olympia and Lacey, but not those who wish to take an express bus from the Park & Ride to the Capitol. <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>If this is not the plan now, I ask that you please take this into consideration. This could help state employees who have to pay for parking and live in that area take the bus to work. The current routes from the Martin Way Park & Ride to downtown Olympia take almost an hour.</p>	5/9/2018 8:50
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I use this route a lot to commute to seattle please keep either the SR512 park and ride or tacoma dome station so i can transfer to the 594 soundtransit bus to seattle.</p>	5/9/2018 14:21
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>The Route change is fine. There are a million ways to get downtown. What would really improve the route in more frequency in the evening. I get of work at a variety of times and often wait an hour for the bus while standing at the fairgrounds More EVENING FREQUENCY would serve me specifically who rides regularly and one other who rides rarely.</p> <p><input type="checkbox"/></p>	5/9/2018 15:10

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 12 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Thanks for canceling my service. Which I take 20 days an average per month. Currently I leave on my first bus 12 at 6:10am (2 block walk) go Olympia station, catch the 48 and get to Grocery outlet stop at 6:50 on the 48 bus (two block walk to work) How long will it take me to get from the Olympic West stop to my job at 405 Black Lake Blvd SW Olympia WA and what is my route to my stops (walking)?</p> <p><input type="checkbox"/></p>	5/9/2018 17:21
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>As a SPSCC student living in south Lacey, I really like the proposed changes for route 68. Having the route I take going direct to SPSCC without having to transfer would be nice.</p>	5/9/2018 22:28
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Many state workers, including myself, ride to the capitol campus every morning on this route. This change is disruptive to work schedules. Please reconsider.</p> <p><input type="checkbox"/></p>	5/10/2018 7:33
<p>Route: Route 47 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Bus stop at Avalon Point, Capitol Place Retirement. Primary concerns are discontinued bus stops on Black Lake Suggest left at 4th. Residents at both communities seek access to Harrison stops.</p> <p><input type="checkbox"/></p>	5/10/2018 12:01
<p>Route: Route 44</p> <p>Message:</p> <p>With the proposed elimination of Route 44, you impact the people that live in the low income housing on Mottman Road near the Intersection of RW Johnson and Mottman Road. <input type="checkbox"/></p> <p>Seems unfair that you make these people travel (walk) longer distances to utilize the bus service at 29th Ave SW. Think about it, these people will have to carry everything to and from a bus stop that you are placing further away. <input type="checkbox"/></p> <p>Also there are businesses at the corner of RW Johnson and Mottman Road that people will not be within a decent walking distance <input type="checkbox"/></p> <p>with the elimination of the bus stop at on RW Johnson, just past Mottman Road. <input type="checkbox"/></p> <p>Plus the elimination of bus service for those people that live in the large Black Lake Apartment complex off of Black Lake Blvd and front 21st Avenue SW as well. Also the people in the Ken Lake are will lose their option to use bus service. <input type="checkbox"/></p> <p>Please reconsider the elimination of Route 44, or provide a different bus route to include this area for service.</p>	5/12/2018 15:03

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 47 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>In your original statement on rt 47, you say you're discontinuing service at blacklake but you don't give any info as to how its getting to the mall.. Also, if its going up the hill to capital medical center, your original post says discontinue Mcphee and yauger.. So exactly how is it leaving capital medical center? And where will the stop be for social security office?</p> <p><input type="checkbox"/></p>	5/13/2018 20:52
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>In your original statement on rt 68, it claims taking over rt 43 and 44. First off, you are taking away both 43 and 44 rts going downtown from evergreen pk Dr. So when the 68 picks me up on evergreen pk Dr, is it going to spscc? Then from there is it going to Tumwater like the 43 or is it going to the mall like the 44? I don't think you thought clearly about putting both these routes into 1 route. I want to go from my house on evergreen pk Dr to the mall, not to Tumwater first and then the mall. I don't think making a route 2+ hours is efficient at all. I think, if you're persistent in making both 43 and 44 into one route, you should have 2 busses running every half hour making one 68 go to Tumwater and then the mall out of spscc, and the second go from spscc to the mall and then Tumwater. Also, I don't appreciate you taking my remediate way to downtown away. Now I'll have to either goto spscc or travel whoever knows how long for the 68 to get to the mall.</p>	5/13/2018 21:04
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Good Morning, I just saw the Rider News that stated all the changes that are happening. I spoke with Shawn in customer service and he was able to give me as much information as he could and was very nice to talk to. I have concerns about this change to the 612 since it effects me in a pretty negative fashion. I pick up the first 612 every weekday morning from the hawks prairie Park & Ride to the Capital building. The changes that are happening will make this impossible. I am still very confused to why the route is not making the stop at hawks prairie and switching to Martin Way Park and ride, something about a grant? From talking with Shawn it appears that there will no longer be any buses that will get me to work on time and will force me to drive. Shawn told me to request someone from marketing and/our planning to contact me to help me figure out the future of the Hawks Prairie Park & Ride to see when buses will actually use it again. In its current state I am against the changes that 612 will undergo and wish to request information on what is coming in its place so that service is not lost to the people that use the route from the Hawks Prairie Park & Ride. Thank you.</p>	5/15/2018 7:00
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>By changing this route, so it does not go downtown, I will no longer be able to use the bus system to get to and from work. I ride this bus 4 times a day right now and have become dependent on it. Now, I will have to become a single car commuter and add to the traffic/parking issues in downtown Olympia.</p> <p><input type="checkbox"/></p>	5/15/2018 7:36

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 62A <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Good call getting service to Willamette Drive - there are many people who need to get to and from work out there... I used to be one of them! This will help reduce car traffic and greatly aid employment options in the NE. Kudos!</p> <p><input type="checkbox"/></p>	5/15/2018 16:54
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>This isn't about Rt 68, but I had to choose a route and that's my favorite. In reference to your May 2018 Riders News - would it be possible to add the Virgil Clarkson Lacey Senior Center to the right of the Lacey Community Center on the maps you create in the future? Same applies to future editions of your Transit Guides. As the Senior Center Manager, I would love more bus ridership to take place, as our parking options are dismal at peak times. The more the Senior Center is shown on your maps, the more awareness of how easy it is to get there by bus and there will be less complaints about the lack of parking! Thank you for considering this request.</p> <p><input type="checkbox"/></p>	5/15/2018 17:13
<p>Route: Route 44</p> <p>Comment came in through customer service. I had a customer come into Customer service this morning inquiring about the new service change in September. At the moment he is catching the 44 IB at Cooper Pt. and Capitol Mall dr. at 6:00am that turns into the 62B Ob to the Lacey Transit. He also uses the same route in the evening 44 IB at 10:00pm to the Lacey transit. His question is, will this option be available with the new routes? he mentioned that there are a number of passengers that ride this route at these times.</p>	5/16/2018 8:25
<p>Route: Route 612</p> <p>I have been using your service from the time I moved here in 2009. I bought a house in 2013 in the vicinity of the Hawks Prairie Park & Ride when that route first started as Route number 609 and have been continuously riding since on that route. I take the current 612 at about 7:15am and return at 5:03 from Capital and Legion. I have always appreciated the express routes and will not have that ability if that stop is eliminated. Please consider ways to continue with that location and times. If that stop is eliminated I will drive to work because the time for the service will exceed my need. Thank you for your consideration.</p> <p><input type="checkbox"/></p>	5/16/2018 9:57
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Don't eliminate stops on Pacific Ave especially the U W of Tacoma and State history measum because I have seen passengers pick up that route at that stop including myself. Another thing is it will delay even more from 705 to I-5 south onramp to 512 park and ride stop. Plus, if your eliminating the Lacey Transit Center stop on weekdays, you should do the same on the 620 route in Saturday and Sunday.</p> <p><input type="checkbox"/></p>	5/16/2018 10:58
<p>Route: Route 42 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>Add bus service from Tumwater direct to S.P.S.C.C. and West Olympia - Please.</p> <p><input type="checkbox"/></p>	5/16/2018 14:03

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>As a commuter from Tacoma for the last 6 years, I have been taking either the first 603 or more recently the 2nd 612, from the Tacoma Dome. During the 5 years I took the 603 there was maybe 1 person on the bus by the time it reached the Tacoma Dome. At the Tacoma Dome there were about 20 people a day getting on. There is no parking at 10th and Commerce, so it makes no sense to expect to pick up the commuters who get on at the Tacoma Dome there. If one of the downtown Tacoma stops is cut it should be 10th and Commerce, not the Tacoma Dome.</p> <p><input type="checkbox"/></p>	5/16/2018 14:15
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I wrote previously but wanted to know also if you plan on shifting the 13 a bit. Many folks I ride with who work on the capitol campus start work at 7 and it doesn't look like there is a timely connecting route from the 68 to the 13 at Tumwater Plaza to ensure we arrive to work on time.</p> <p><input type="checkbox"/></p>	5/16/2018 15:21
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I support the changes to this route. How nice it will be to get to the mall or SPSCC from Yelm and Lacey without having to go into downtown Olympia. I can always transfer at Tumwater Square if I want to go downtown. Thanks!</p>	5/16/2018 19:24
<p>Route: Route 612 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>You need to continue using the Tacoma Dome Station as a starting Point in Tacoma. This is a commuter hub for taking Greyhound, local buses, Sound Transit, and a local light link route. There is plenty of secure parking there. Pierce transit will be making improvements at 512 park n ride and moving all bus routes, as well as parking, further down Pacific Highway to Discount world sometime this summer or as late as September. It is not a very safe or secure area on Pacific Highway. Lakewood Station is already at full use; so I don't know where these displaced Tacoma Dome people would go. Also, I was very concerned to learn that you want to have the 612 stop at Martin Way Park N Ride. It is not addressed in the brochure you currently have out. There are 4 or 5 us who need to make a transfer at Capitol & 15th to the 13. IT IS IMPERATIVE THAT YOU LEAVE MARTIN WAY PARK N RIDE NO LATER THEN 6:05 AM so we can make our connections. Please do not have the drivers wait there. Make it a soft stop like you currently have at Hawks Prairie. If you do not, you can expect email and phone calls from some very unhappy riders. I can understand the reason for wanting a stop at Martin Way Park N Ride, but you have to remember one thing. The reason why the 612 now picks up people 5 minutes earlier at the Tacoma stops is because we were unable to make our local connections. This has worked out very well for us. I even changed my work hours because I was able to get to work earlier. Thank you.</p>	5/17/2018 8:58

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 68 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>It is quite disturbing to hear that you want to change Route 68. My question is "Why?" If this change occurs, I will start driving my car and contribute to carbon monoxide like others do. This is not a good change. Think this through more. The 68 has great drivers and they care about the riders. Do you even consider those that have disabilities and the struggle for them to have to change buses? Shame on you if this change goes through. I will take the cost and pay for parking and not ride your buses anymore. Thank you and please re-examine this change.</p> <p><input type="checkbox"/></p>	5/17/2018 16:19
<p>Route: Route 62 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>There needs to be service added to Marshall middle School and the neighboring areas.</p>	5/17/2018 19:09
<p>Route: Route 62 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>There needs to be service added to Marshall middle School and the neighboring areas.</p>	5/17/2018 19:09
<p>Route: Route 47 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I would like to see this bus run later than 7pm.</p> <p><input type="checkbox"/></p>	5/17/2018 19:32
<p>Route: Route 43 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I am a daily rider of the 44 route. I ride the bus every day from Evergreen Park Drive to the mall every day. I strongly oppose these route changes. I should not have to switch busses and potentially be late to work during a switch because one may be late. This is not convenient in the slightest.</p> <p><input type="checkbox"/></p>	5/17/2018 21:05
<p>Route: Route 43 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>I strongly oppose the removal of the 44 route. My fiancee uses that route to get from our home to the Mall where she is employed every day. Adding a bus change only takes more time out of her day instead of having a convenient 20 minute ride from the mall to our apartment on Evergreen Park Drive. There is also the risk of her being disciplined by her employer if the buses are late and she misses the transfer because the 42 bus that takes her to SPCC to catch the 68 is late. This is an incredibly ridiculous change for such a busy residential area.</p>	5/17/2018 21:14
<p>Route: Route 47 <input type="checkbox"/></p> <p>Message: <input type="checkbox"/></p> <p>About 30 of us at Affinity will take the bus to and from Jays Farm Stand, Safeway, Westwood Baptist and the Mason County Bus at the corner of Harrison and Kaiser. About 60-90 trips a week possibly. 6 people have electric chairs. Don't change your proposed bus stop at Capital and Kaiser. We need round trips.</p> <p><input type="checkbox"/></p>	5/18/2018 0:48

SERVICE CHANGE COMMENTS

Ticket	Date
<p>Route: Route 12 □</p> <p>Message: □</p> <p>Please, please do not eliminate the 44! You have effectively removed any transit options to the Forest Service building on Black Lake Blvd where I work. I have commuted to this location from Lakewood since 2008, and if you eliminate the 44, I'll have no option but to drive from Lakewood. I use the express bus to get down town and then use the 44 to drop me off at the Black Lake Blvd stop. I use the 44 to get back to downtown in the afternoon to pick up the express bus in the afternoon. Based on your map, I don't see any viable options for me to commute to work now. How will I be able to get from downtown Olympia to Black Lake Blvd now? □</p>	<p>5/18/2018 10:02</p>
<p>Route: Route 12 □</p> <p>Message: □</p> <p>I support the proposed new configuration of Route 12. My daughter commutes from Tumwater to SPSCC every day. She current has to transfer buses, and the timing of the two routes is not always convenient. Sometimes she has to wait in the rain for 30 or even 60 minutes. The new configuration for Route 12 would eliminate her transfer. Thanks for improving the system!</p> <p>□</p>	<p>5/18/2018 11:41</p>
<p>Route: Route 12</p> <p>BHHS remains the only high school in the Olympia, Tumwater, and Lacey area that isn't serviced by Intercity Transit. This absence of service has a severe detrimental effect to our school and sports programs, especially for those low-income students who don't have transportation because of parents that work evenings or don't have a vehicle. Please consider a slight modification to the #12 route so that it would go to BHHS and turn around at the back of the building. □</p>	<p>5/18/2018 12:42</p>

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-E
MEETING DATE: May 21, 2018**

FOR: Community Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: 2019-2024 Strategic Plan Goals and End Policy Statements

-
- 1) **The Issue:** Review the 2019-2024 Strategic Plan Goals and End Policies.

 - 2) **Recommended Action:** This is an informational item.

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

 - 4) **Background:** The Authority started the 2019-2024 Strategic Planning Process at their May 16 meeting establishing the Goals and Ends Policies.

The 2019-2024 Goals and End Policies are as follows:

Goal 1: Assess the transportation needs of our community throughout the Public Transportation Benefit Area.

End Policy: Intercity Transit Authority, staff, and the public will have access to clear and comprehensive information related to the transportation needs of our Public Transportation Benefit Area.

Goal 2: Provide outstanding customer service.

End Policy: Customers and the community will report a high level of satisfaction.

Goal 3: Maintain a safe and secure operating system.

End Policy: Focus on the continual improvement for the safety and security of all customers, employees and facilities.

Goal 4: Provide responsive transportation options within financial limitations.

End Policy: Customers and staff will have access to programs and services that benefit and promote community sustainability focused on serving the mobility needs and demands of our community.

Goal 5: Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community.

End Policy: Resources will be used efficiently with minimal negative impact on the environment and the community.

Goal 6: Encourage use of our services.

End Policy: Educate and encourage community members to explore, appreciate and utilize the benefits of our services and programs.

Goal 7: Build partnerships to address and jointly find solutions to the mobility needs and demands in our community.

End Policy: Work with governmental, private, for profit and not-for-profit community partners to understand our joint responsibility to insure great mobility options and opportunities in our community.

4) **Alternatives:**

A. For consideration and discussion.

B. Delay review and discussion associated with these items.

6) **Budget Notes:** The strategic plan provides the basis for the development of our annual budget. The costs associated with development of the strategic plan are in terms of Authority and staff time.

7) **Goal Reference:** The strategic plan specifies how resources will be allocated to address all of the Authority's goals.

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-F
MEETING DATE: May 21, 2018**

FOR: Community Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: 2019-2024 Strategic Plan Policy Positions

-
- 1) **The Issue:** This is the first review of policy issues for the 2019-2024 Strategic Plan.
-
- 2) **Recommended Action:** Discuss and provide the Authority direction.
-
- 3) **Policy Analysis:** The Strategic Plan is Intercity Transit's primary policy document and Authority direction determines the level of resources and priorities devoted to specific services and projects.
-
- 4) **Background:** Every year the Authority defines critical policy issues and establishes direction for staff and the future of Intercity Transit. This typically takes place over several meeting sessions. The Authority depends upon the CAC to share their perspective on the strategic plan policy issues.

Below is a list of policy issues to consider. Included is a short note regarding Authority direction for 2018.

1. Should the vanpool program continue to expand to keep pace with demand?

Authority Direction for 2018 was to focus on an educational campaign to saturate the market with vanpool information and identify the value proposition associated with the program. The focus was on growing the program to previous numbers of active groups and thereafter adding an average of 10 new groups each year.

2. Are there capital purchases or other projects that are needed to allow future growth? What is the appropriate timeline for these projects?

Authority Direction for 2018 was to complete the Pattison Street UST project and renew the focus on finalizing the design and obtaining the funds to complete the full renovation and expansion. In addition, we need to develop a long-term capital funding plan.

3. How do Village Vans, Community Vans, the Surplus Van Grant and Discounted Bus Pass programs fit into Intercity Transit's future plans? Are there other programs of this type that should be considered?

Authority Direction for 2018 was to continue all four of these programs in future years. In addition, IT would increase the discounted bus pass program up to \$300,000 and staff should continue to seek funding for the Village Vans program.

4. Are our services – Dial-A-Lift, Travel Training, and Accessible Fixed-Route Buses adequate to serve persons with disabilities?

Authority Direction for 2018 was to continue to focus on travel training and bus buddies, and look for the delivery of five expansion and seven replacement DAL propane vehicles.

5. Is the current fare policy appropriate?

Authority direction for 2018 was to retain our current fare structure and retain our policy to review fares every three years.

6. Should Intercity Transit’s planning for the next six years be financially constrained?

Authority direction for 2018 was to focus on an extensive community engagement and conversation to help define what public transit should look like in our community.

7. What role should Intercity Transit play in local transportation projects-Commute Trip Reduction, Youth Education Programs and the Bicycle Commute Contest?

Authority Direction for 2018 was to continue to play a major role in these programs and provide a special focus on education and outreach to our senior population.

8. What steps should Intercity Transit take to reduce emissions and the negative environmental impacts of our operations?

Authority Direction for 2018 was to maintain ISO 14001 certification for Environmental and Sustainability Management, utilize environmentally friendly equipment and materials, increase our involvement in local and regional land use planning efforts and continue partnerships with Thurston Green Business and Puget Sound Energy’s Green Power program.

9. What should be Intercity Transit’s policy and actions related to expansion of the PTBA?

Authority Direction for 2018 was to maintain the current policy which is not to expand the PTBA.

10. Should Intercity Transit seek alternative funding sources involving stakeholders in an extended dialogue to determine if a mutually acceptable strategy can be derived?

Authority Direction for 2018 was to bring together community stakeholders (schools, private business, non-profits, state and local governments) in having a greater role in providing alternative funding for transit services rather than relying on federal funding.

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

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

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

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

Authority Meeting Highlights
A brief recap of the Authority Meeting of April 18, 2018

Action Items

Wednesday night, the Authority:

- Scheduled a Public Hearing for May 16, 2018, at 5:30 p.m. to receive public comment on the draft 2019-2022 TIP.
- Directed staff to finalize and release the draft September Service Change recommendations for public comment.

Other Items of Interest:

- Tracey Christianson from WSTIP presented Operator David Cabe with WSTIP's Above and Beyond Award.

Pat Messmer

Prepared: April 19, 2018

Authority Meeting Highlights
A brief recap of the Authority Meeting of May 2, 2018

Action Items

Wednesday night, the Authority:

- Welcomed new employees Rose Shultz and Lori Vani, Accounting Specialists; and Richard Slavin, Vehicle Cleaner.
- Authorized the General Manager to execute a contract amendment with Pierce County Security to extend the contract for security services at the Lacey and Olympia Transit Centers for a period of one (1) year in an amount not-to-exceed \$208,922.
- Authorized the General Manager to accept a three year grant from Serve Washington, administered through Community Youth Services, for an AmeriCorps Youth-in-Service member to assist with the Youth Education Program; and to accept a second Youth-in-Service member if grant funding becomes available during the three year grant cycle.
- Authorized the General Manager to enter into a contract amendment with JayRay Ads & PR, Inc. to support our Vanpool Awareness Campaign in an amount not-to-exceed \$200,000.
- Authorized the General Manager to pursue a lease agreement and commit approximately \$30,000 a year in additional resources to support and grow the Youth Education program.
- Selected an ad-hoc committee to participate with the Community Advisory Committee in the interview and selection process for the 2018 CAC Recruitment. Applications will be available October 1 through October 31; interviews are scheduled for November 14.

Pat Messmer
Prepared: May 3, 2018

Authority Meeting Highlights
A brief recap of the Authority Meeting of May 16, 2018

Action Items

Wednesday night, the Authority:

- Conducted a Public Hearing on the 2019-2022 Transportation Improvement Program.
- Authorized the General Manager to enter into a contract with Stantec to update the Master Plan for the Pattison MOA Rehabilitation and Expansion Project for a total amount not-to-exceed \$411,751.
- Authorized the General Manager to increase the total contract not-to-exceed amount with Jason Robertson and Co. by an additional \$60,000 to provide professional services related to the Long Range Plan and IT Road Trip Project.
- Reviewed and made some changes to the Goals and End Polices in the 2018-2023 Strategic Plan for the 2019-2024 Strategic Plan.

Other Items of Interest:

- Introduced Operations Supervisors, Sean Barry and Roxy Johnson.
- Received an update presentation on the Village Vans Program.

Pat Messmer
Prepared: May 17, 2018

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

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

= Joint meeting does not count against required meeting attendance