

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA  
June 18, 2018  
5:30 PM**

**CALL TO ORDER**

- |              |   |                |
|--------------|---|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>   | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>  | <b>1 min.</b>  |
|              | <b>A. Intercity Transit Authority Representative MOLLY CARMODY</b><br><i>(Sue Pierce)</i> |                |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>   | <b>3 min.</b>  |
|              | <b>A. July 11, 2018, Special Meeting</b> <i>(Billie Clark)</i>                            |                |
|              | <b>B. July 18, 2018, Work Session</b> <i>(Ursula Euler)</i>                               |                |
|              | <b>C. August 1, 2018, Regular Meeting</b> <i>(Jan Burt)</i>                               |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - May 21, 2018</b>   | <b>1 min.</b>  |
| <b>V.</b>    | <b>NEW BUSINESS</b>   |                |
|              | <b>A. BICYCLE COMMUTER CHALLENGE UPDATE</b> <i>(Duncan Green)</i>                         | <b>15 min.</b> |
|              | <b>B. SERVICE CHANGE UPDATE</b> <i>(Rob LaFontaine)</i>                                   | <b>20 min.</b> |
|              | <b>C. STRATEGIC PLAN POLICY POSITIONS</b> <i>(Ann Freeman-Manzanares)</i>                 | <b>30 min.</b> |
| <b>VI.</b>   | <b>CONSUMER ISSUES - All</b>  | <b>15 min.</b> |
| <b>VII.</b>  | <b>REPORTS</b>  |                |
|              | <b>A. June 6, 2018, Regular Meeting</b> <i>(Marie Lewis)</i>                              |                |
|              | <b>B. General Manager's Report</b> <i>(Ann Freeman-Manzanares)</i>                        |                |
| <b>VIII.</b> | <b>NEXT MEETING -July 16, 2018.</b>   |                |
| <b>IX.</b>   | <b>ADJOURNMENT</b>  |                |

**Attendance report is attached.**

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*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**  
**May 21, 2018**

**CALL TO ORDER**

Chair Pierce called the May 21, 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; Vice-Chair Austin Wright; Scott Paris; Carla Dawson; Linda Vail; Marie Lewis; Denise Clark; Marilyn Scott; Walter Smit; Victor VanderDoes; Ursula Euler; Jan Burt; Peter Diedrick; Billie Clark; Justin Belk; Joan O'Connell; Tim Horton and Michael Van Gelder.

**Absent:** Lin Zenki; Denise Clark; and Jonah Cummings.

**Staff Present:** Ann Freeman-Manzanares; Eric Phillips; Rob LaFontaine; Nancy Trail; Cindy Fisher; Zach Heinemeyer; Steve Swan; and Brian Nagel.

**APPROVAL OF AGENDA**

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

**INTRODUCTIONS**

Pierce introduced Authority member, CAROLYN COX.

**MEETING ATTENDANCE**

- A. June 6, 2018, Regular Session - Marie Lewis
- B. June 20, 2018, Work Session - Austin Wright
- C. July 4, 2018, Meeting Cancelled
- D. July 18, 2018, Regular Meeting - Ursula Euler

**APPROVAL OF MINUTES**

It was M/S/A by VAIL and EULER to approve the minutes of the April 16, 2018, meeting.

**NEW BUSINESS**

- A. **CAC SELF ASSESSMENT** - (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated the CAC participates in an annual review to share things they appreciate and possibly things they don't like, or would like to change. The Authority would like to see 100% participation. The survey will be sent out soon and responses are due by the end of June. Staff will compile the responses and the committee will review them at their July meeting. They will also be shared at the joint meeting with the Authority in September.

*Freeman-Manzanares* answered questions.

*O'Connell* – added it is a good time to look at things from an improvement standpoint. This is an opportunity to make the committee more impactful than it is already.

*Vail* – asked if the committee has a separate Mission Statement.

*Freeman-Manzanares* – indicated agency has one Mission Statement.

*Diedrick* and *Van Gelder* arrived.

- B. CAC RECRUITMENT -** (*Ann Freeman-Manzanares*) Freeman-Manzanares shared that the CAC holds an annual recruitment for new members in the fall. New members are selected by way of an interview panel consisting of three members from the Authority and three members from the CAC. Staff is seeking three CAC members to assist with this process. Interviews are tentatively scheduled for November 14. Applications will be available October 1 and due October 30. The recommendations of the panel will go before the Authority at their December 6 meeting.

The following CAC members volunteered to assist with the interview process: **Marilyn Scott, Tim Horton and Marie Lewis, with Jan Burt as a backup.**

- C. VILLAGE VAN UPDATE -** (*Cindy Fisher*) Fisher introduced herself as the Village Vans Supervisor and Zach Heinemeyer as the Village Vans assistant. When the supervisor position became available about a year and a half ago she discussed the job with Eric Phillips because he was working on the grant. Eric indicated the most important part of that job is love. Fisher added that she had a bunch of love to share about the Village Vans program. The program has had the opportunity to significantly impact many lives. She shared several testimonials from program participants including a female victim of domestic violence who appreciated the safe place and great role models. She was able to gain employment. The parent of a participant shared that the program was one of the finest examples of things done right in America. This is something IT can be very proud of. Fisher shared another participant's story about his inability to afford his insulin. His copay for the drug was \$400. Fisher was able to work with one of the program's partners at WorkSource and found the resources needed to get the medication. These relationships are paramount to the success of the program.

Fisher indicated Village Vans has an Innovative Workforce Development Grant and the partnership outreach for the program extended to 7,152 clients in 2017 to people who may need transportation or volunteer driving experience. Some referred drivers DSHS (3); Pac Mtn (14); and SCSEP (6). The remaining volunteer drivers learned of the program through brochures, the IT website or IT staff. Last year 358 passengers used Village Vans program and were referred through DSHS (47); Pac Mtn. (96); and DVR (2). The balance learned of Village Vans through brochures, IT website, and IT staff.

Fisher shared that she participates in the Local Planning Area (LPA) group and their mission is, "To reduce poverty through promoting and supporting activities that assist participants in achieving self-sufficiency. We collaborate with community partners that connect families with services and resources." This is a very important resource to the Village Vans program. They're also interest in proving transportation for their clients. New Market Skills Center is an alternative program that doesn't provide a GED program and those students are transported to a high school in Lacey. Without Village Vans those

students wouldn't be able to get there. The program also provides transportation to nursing students so they can complete their work at nursing homes. Fisher shared a video made by DSHS that featured one of the Village Vans drivers in a video for funding. He is now employed at a state agency in Olympia. Fisher invited IT staff to attend a Work Force development presentation sponsored by Dave's Killer Bread. They employ second chance employees. They learned that 20% of adults in Washington State have criminal records. The Chicago Transit Authority employs over 230 second chance employees. Fisher attended a workshop sponsored by Pathways to Prosperity focusing on the status of the employment market to understand what opportunities are available. Many trade apprenticeships were there. Fisher also had an opportunity to share the program at a TESC career and internship fair to explore volunteer recruitment. The program is always recruiting as volunteers leave when they gain employment.

Fisher shared the 2017 program numbers:

- 4,882 rides;
- 366 daycare stops;
- 47,668 revenue miles driven;
- 3,609 volunteer hours;
- 40 volunteers;
- 19 volunteers employed
  - 4 with Intercity Transit
  - 4 in transportation jobs and
  - 11 in non-transportation related positions.

Fisher shared some positive comments from program participants relaying their appreciation for the program and how much it has helped them in a variety of areas.

Fisher shared the program goals for 2018 including continue to provide and promote transportation choices that support an accessible, sustainable, livable, healthy and prosperous community; increase number of volunteers through recruitment; increase number of volunteers gainfully employed; and reduce the number of denied rides.

*Fisher* answered questions.

*Euler* - inquired about some of the licensing and driving records requirements and where program funding comes from.

*Fisher* - indicated participants must have a driver's license, a good driving record, and be able to pass a background check. The program is funded through a federal grant.

*Freeman-Manzanares* - added the grant started as a Job Access Reverse Commute (JARC). IT wrote a grant application to start a pilot program The JARC no longer exists but IT was one of 19 in the nation to get a grant to support the program. The agency gets calls from all over the nation from people wanting to recreate the program, but funding is scarce. ITA has been willing to back this with direction we search for matching funds.

**D. SERVICE CHANGE UPDATE - (Rob LaFontaine)** LaFontaine introduced himself as the Planning Manager and indicated most were aware of the service change proposal and that staff is collecting public comment. He shared some of the concepts of the proposal at last month's CAC meeting. Since then staff has been busy with public outreach. The anchor of

the public outreach program is [www.intercitytransit.com/publicoutreach](http://www.intercitytransit.com/publicoutreach). It is easy to submit comments through the website. Staff has tried to come up with every method possible to take in comments. He called attention to the new folios that everyone had received and indicated they discuss all of the route changes. In terms of outreach the agency has scheduled four open houses and had two of them already, one in Yelm and one in downtown Olympia. There will be one in Lacey and Tumwater in the next two weeks. Staff has also participated in several intercepts at the LTC, SPSCC, Tumwater Square and then today at the OTC. These are face to face engagement with the public advising them of the service change. Staff is handing out folios and asking people to submit their comments.

LaFontaine shared that the agency has received approximately 60 comments and they were sent out in the CAC's packets. He took all the comments and condensed them on to one piece of paper. He tried to grab a key phrase that the commenter was trying to communicate. He counted like comments about the same subject. The Capitol Campus is getting the most comments by volume. He shared information about ridership and on how staff is interpreting the comments. It is important to know that there is still a ways to go in the process. There is a special meeting set for Wednesday, May 23 with the ITA to take public comments, and comments will be accepted through June 20. Staff has already made some adjustments to the proposals based on comments. Staff will then make final recommendations to the ITA on July 18. LaFontaine indicated he would be back before the CAC on June 18 and July 16 to provide updates.

*LaFontaine* answered questions.

*Van Gelder* - inquired about the comments on route #68 and the percentages traveling to SPSCC versus going downtown and if those were weighted averages for any particular time of day.

*LaFontaine* - indicated the numbers are averages for the day. Staff does see variations during the day. Route #68 has three trips into downtown Olympia right around the 7:00 am and 4:00 pm hours and SPSCC is more distributed.

*Paris* - added that route #68 replacing route #44 that went around the mall and came back, and route #12 replacing route #43 both go to the college, but route #43 goes to Tumwater Square. Route #12 will be revised to provide service to Barnes with a stop at SPSCC and then follow routes #43/44 down Evergreen Park Drive working its way back to OTC.

*LaFontaine* - responded that route #12 would go up and down Evergreen Park Drive and route #42, maintaining 15 minute frequency.

*Smit* - inquired about the general consensus on feedback for the Express route.

*LaFontaine* - indicated there was no consensus as of yet. Generally speaking the comments have been most notably related to the discontinuation of Tacoma Dome Station service. Of interest with Express service is the number of folks using express service for intra county trips by accessing the bus at the Martin Way Park and Ride and riding it to the capitol campus.

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*Van Gelder* – remarked again about route #68 about the percentage riding to downtown going past campus that are transferring and going west or east. What he is trying to calculate is if some are transferring at Tumwater Square and again downtown.

*LaFontaine* – stated that the math gets a little fuzzy because rider's lose their identity when they become a number, especially at the OTC. So, he didn't have any percentages to share. With a location like Tumwater Square it is a bit easier to make inferences as to where folks are going. So the additional information would involve another survey.

*VanderDoes* – asked if the 62A loop is counterclockwise. Many special needs kids at River Ridge High School ride the bus and they don't like to cross the street. It is good to know they won't have to.

*LaFontaine* – responded, the 62A loop is counterclockwise.

*Diedrick* – thanked staff for sharing the comments. The changes on route #68 make sense because more people are going to the community college, despite the complaints about transfers.

*Smit* – inquired if a resource neutral change was easier to implement.

*Freeman-Manzanares* – added that the agency doesn't have any additional funds to implement any new service or changes.

*Belk* – indicated he was curious about what drove the limit of the loop for route 62A.

*LaFontaine* – stated it was a change from first time it was presented to the group. The figure 8, counterclockwise loop will provide service to the Providence Health Care facility.

*Pierce* – remarked that she had been chatting with people at her bus stop about the changes. She shared concerns about people associating the routes with grant funds that are going away. The map is really small and it is hard to read. Staff will get more comments from the 600 riders as things move along and more information comes out. She asked if staff had any plans to be on buses or at the Martin Way Park and Ride.

*LaFontaine* – indicated he'd been out on a speaking tour and might as well go there too. He clarified that the reason they chose to keep the number as route #612 is that it is grant funded through June of 2021 and it was simplest to keep that number.

*Phillips* – advised that staff is responding to each of the public comments received individually. Staff is also doing a cross check against the numbers from Tumwater Square out to SPSCC to check the connections and frequency with the trip opportunities. This doesn't mean people won't have to transfer. Customer service will be ready with trip planning. Some folks have indicated Olympia High School students won't be able to get to running start and they aren't reading the information correctly. There is a lot going on and the crossover of routes being eliminated is a little confusing. Customer service is spending a lot of time working through this with customers. Marketing is getting the information out on the website with some FAQ's and Planning is looking at the data. Rob has a pretty dynamic pivot table and it has a big enough sampling by time

of day and location for routes. Staff looked at route #62A and the stops along Martin Way which showed people were favoring the outbound stops because they didn't want to ride out to Meridian.

*Wright* – inquired about the removal of the Tacoma Dome Station stop.

*LaFontaine* – indicated the Tacoma Dome Station changes proposed are specifically designed with the northbound commuter in mind. There is a slight bias to the southbound commuter and so under the proposed change a Thurston County resident traveling north in the morning and south in the afternoon get preference. There are regional connections available. The reason Tacoma Dome Station is attractive for southbound commuters is parking their vehicles there and riding south.

*Pierce* – added that because of detours more buses are stopping at Tacoma Dome Station. People can go up a flight of stairs to the next street over and get on link light rail which is free.

*Scott* – added folks can catch light rail at University.

*Belk* – indicated there are options and the 590 is there.

*Diedrick* – stated it makes sense for Thurston County service to be favored.

*LaFontaine* – while service might be designed with that commuter in mind a reverse commute would be workable but wouldn't feel like it was designed that way. In terms of outreach the Agency will hold its very first live webinar broadcast on May 31. Visit [intercitytransit.com/servicechanges](http://intercitytransit.com/servicechanges) to register.

*Euler* – inquired about vanpooling as an option for the Express commuters.

*LaFontaine* – indicated there is a group that may benefit from vanpooling.

- E. STRATEGIC PLAN GOAL AND END POLICY STATEMENTS** – (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated the Strategic Plan is updated each year to include a six year plan with goals and end policies. The authority has been really active with these over the last few years. This plan will be an interim document until the Authority decides what they want to do about the sale tax election. Freeman-Manzanares reviewed the goal and end policy statements:

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.

**Discussion:** Once upon a time success was tied to ridership and the Authority wanted to separate that out because it could be attributed to many factors such as college attendance. If enrollment is down ridership goes down. Customer service is a more appropriate judge. The agency does customer satisfaction surveys and would like to do more but they are expensive. The most recent set is on the website.

**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.

**Discussion:** This changed within the last two years. There is some perception in the community that the agency can provide service wherever it is requested and staff needs to make the financial restrictions more evident. This is also tied to the legislature and raising the sales tax authority in the long range plan.

**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.

**F. STRATEGIC PLAN POLICY ISSUES - (Ann Freeman-Manzanares)** Freeman-Manzanares indicated staff was kicking off the strategic planning process and the CAC's comments would be taken to the Authority. The first 10 include:

**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.

**Discussion:** Freeman-Manzanares indicated at the program's height it had 220 active groups and the recession took it down to 180. The Authority's direction is to get it where it was. The Agency received funds for a pilot program through the State Legislature



(\$250k) and the goal is to start 25 new van groups by June 30, 2019. The Agency is partnering with Jay Ray the marketing and communications firm that produced the vanpool videos shown earlier this year. Staff will work with the Thurston County Chamber, the Chamber of Commerce, and business engagement folks and Worksource development folks who are working in the community on a daily basis. Historically vanpool has been advertised to employers with 100 employees and State employers. Many other employers in the community don't know what it is.  
CAC position: Recommend no changes.

**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.

**Discussion:** Freeman-Manzanares added she was happy to report the Authority awarded a contract to Stantec for the Master Plan refresh project at Pattison.

*Wright* – inquired about the status of the OTC and that he read the article in the Olympian.

*Freeman-Manzanares* – indicated the OTC opened 24 years ago and as part of original project it was to include a regional bus carrier. The expansion will allow Greyhound to be located there. The Agency has been actively collecting federal funding since 2008 and anticipate starting construction late summer, early fall. The Agency always waits to have the funds in place before moving projects forward.

*Euler* – inquired if IT is doing an analysis of technologies or economic models to be used in the future.

*Freeman-Manzanares* – responded that the Authority has altered this question. They have done some of the analysis at their annual retreat. They are looking at more dynamic ways of doing business.

*VanderDoes* – added that using smaller buses almost van like, possibly driverless buses could be in the future.

*Freeman-Manzanares* – indicated one of the things discussed with Stantec is what if electric is just a phase? When Pattison was designed vanpool didn't exist and now the program has 256 vehicles. This means planning to be flexible and there is a lot of conversation around electric or hydrogen. A few years ago everyone thought hybrid was it, and many people put money in C&G. Staff has had discussions with local jurisdictions about BRT or BRT light with dedicated lanes and those changes are hard. The I-5 JBLM study collected data on vehicles traveling on I-5 and possibly changing the terminology from vehicle throughput to people throughput.

CAC Position: Recommend no changes.

**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.

**Discussion:** *Freeman-Manzanares* - shared that this is an opportunity to think about things not on this list. Last year the discounted bus pass program was increased to \$300k.

*Paris* - asked if that program was the same as reduced fare.

*Freeman-Manzanares* - responded it is for social service agencies and others assisting low income individuals.

CAC Position: Recommend no changes.

**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.

CAC Position: Recommend no changes.

**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.

**Discussion:** *Horton* - remarked that the fare policy costs almost as much to implement and the Agency takes in. It's expensive to collect money. He feels people should ride for free because much of it is subsidized any way. The Agency could take that money and use it for something else which would be a more productive use of the money. Possibly finding corporate sponsorships could help replace the fares and that would be cool to advertise on the buses that a business sponsored thousands of people to ride the bus. It may help with on-time service.

*Pierce* - added that reviewing every three years is reasonable.

*Vail* - indicated she agrees with fare free.

*Paris* - added it is a small part of the budget and if the Agency went to corporate sponsorship making sure that they will make up that part of the budget. In the end someone has to pay for it because there is no such thing as a free ride.

*Wright* - stated he would be interested to see some data from other systems that run fare free and how they allocate their funds and make up for it.

*Freeman-Manzanares* – responded staff has data from Missoula and Chapel Hill.

*Euler* – feels finding some other sustainable revenue source is a good idea, but that corporate sponsorships might not be sustainable.

*Van Gelder* – added that a number of systems have tried fare free including Island Transit, Link Transit, and Mason Transit. There are some mixed results. The difficulty with corporate sponsorship is they may want something different than what the community wants.

CAC Position: Recommend no change.

**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.

CAC Position: Recommend no change.

**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.

**Discussion:** this is exactly what the agency is doing now to make sure people understand what needs to happen to move forward.

CAC Position: Recommend no change.

**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.

CAC Position: Recommend no change.

**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.

**Discussion:** Freeman-Manzanares - added at one time the Agency had county-wide service and then lost the MVET and reduced boundaries.

*O’Connell* – added that there is constantly an educational opportunity informing the public on the way funding works. Continuing to let the public know throughout the

outreach process that the Agency understands they want service but must understand the financial limitations.

*Freeman-Manzanares* – indicated as part of the long range plan there is continued discussion on service for the rest of the community and what can be done to promote and provide assistance to RT out in the county. One idea has been to run a vanpool service countywide. Staff is trying some creative things like a running start express. Tim Stokes of SPSCC has indicated a need to get high school students there both within the PTBA and outside it. Staff is working on a pilot program with SPSCC to Yelm, Rochester, Tenino and local high schools that would open up the program to students who haven't previously had the opportunity.  
CAC Position: Recommend no change.

**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.

**Discussion:** - Van Gelder – congratulated Ann on such an innovate plan with the community college.

*Freeman-Manzanares* – added that Tim Stokes is an awesome community partner who identified a problem and was willing to work with us to provide opportunity to south county high school students..

*Smit* – indicated he supports schools and non-profits more than private businesses. The big ads that wrap around the buses don't look as good as the buses without them.  
CAC Position: Recommend no change.

**CONSUMER ISSUES**

- Belk – congratulated staff on a great job with service change outreach. He shared that some changes to the Express weren't as widely communicated and he missed the last bus out of Tacoma. It was posted on the website and it was communicated to some extent. He is fortunate enough to be able to utilize Lyft but not everyone is as fortunate.

O'Connell – suggested hanging any upcoming changes on the farebox for the buses serving those routes.

Pierce – added it is usually in the Rider News.

Vail – suggested adding it to the bay signs.

Belk – added that Pierce Transit had no notification and it wasn't posted yet.

- VanderDoes – shared that the Special Olympics is coming to an end on the 2<sup>nd</sup> and the DAL drivers have been so awesome to all the special needs kids.

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- Scott – inquired about the ADA policy for handicapped persons at the front of the bus and strollers.

Freeman-Manzanares – indicated ADA takes priority and asked if she had a specific example.

Paris – added he doesn't mind giving seat his seat to someone in a chair, but doesn't like it when people come on with a stroller and he gets pushed out.

Freeman-Manzanares – indicated the issue does come up at OCPC and they are clear that the ADA takes precedence. Staff can advertise more about it. A refresh is always good.

Koleber – added the new buses have a stroller place back behind the ADA platforms and it doesn't affect the ADA platforms at all.

O'Connell – indicated it's an opportunity to let people know so they understand.

Freeman-Manzanares – added that some people are offended if the operator lowers the bus so it is important to communicate your needs to the driver. They get it from both directions.

## REPORTS

- **April 18, 2018, Work Session** – Diedrick provided the report including an award for driver David Cabe for getting an elderly woman home safely; TRPC reports on the Transportation Policy Board; a service change update with talk on Express and skipping the LTC to save time.
- **May 2, 2018, Regular Meeting** – Scott provided the report including a service change update; and the security employees at the transit centers.
- **May 16, 2018, Work Session** – Horton provided the report including a public hearing for the TIP program; a contract in place with Stantec out of their Colorado office; advertising amendment for the long range plan; and a Village Van update.
- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report including:
  - Staff competed in the National Rodeo in Tampa and Rob Wood took 2<sup>nd</sup> place in 35', and Dave Randall took 8<sup>th</sup> place. The maintenance team took 13<sup>th</sup> place out of 43 teams.
  - One of the 12 new DAL vehicles was parked out front.
  - Staff would like to do the CAC photo shoot at the July 16 meeting for the fall advertising campaign. It has promoted a lot of attention to the process.
  - June 10 is the Intercity Transit Local Rodeo. This year it will be for both drivers and maintenance. This is the first time to host it here. All are invited and happy to have

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- volunteers. There is a great BBQ at the end of the day. If people are not judging please join staff for the Pride Parade with the bubble bus.
- The annual Washington State Public Transportation Conference is in August and the Agency budgets to send one or two CAC members so let Nancy or Ann know if anyone is interested.
  - Transit Appreciation Day is Friday August 10 to recognize staff for milestones and the Excellence in Transit winners. Please join staff in the bus yard.
  - The agency is participating in a pilot project with the City of Lacey for shuttle service to their July 3<sup>rd</sup> fireworks extravaganza, and it will be free. Staff has asked for some concessions for parking priority.
  - The service change team has been doing a great job including planning, and marketing on getting back to people who are making comments. The public hearing is this Wednesday and all are welcome to attend.
  - The Authority asked staff to submit an application to DOE for electric vehicles for the low and no emissions program. They will provide up to \$500k for buses. They cost about \$1.1M so not sure why they only offered \$500k.
  - Staff is preparing for public engagement 2.0 for the long range plan to work through the prioritization process that will help the ITA come up with our plan for the future. There is the potential for a November ballot measure.
  - Billie's son just started working at Intercity Transit today.

**NEXT MEETING IS JUNE 18, 2018.**

### **ADJOURNMENT**

**It was M/S/A by VAN GELDER and SMIT to adjourn the meeting at 7:53 pm.**

Prepared by Nancy Trail G:\CAC\Minutes\2018\CAC Minutes 20180521.docx

**INTERCITY TRANSIT AUTHORITY  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: June 18, 2018**

**FOR:** Community Advisory Committee  
**FROM:** Duncan Green, BCC Specialist, 705-5874  
**SUBJECT:** 2018 Bicycle Commuter Challenge Update

- 
- 1) **The Issue:** Brief the CAC on the results of the 2018 Bicycle Commuter Challenge.
- 
- 2) **Recommended Action:** For information and discussion.
- 
- 3) **Policy Analysis:** Intercity Transit made encouragement and promotion of transportation options a key part of its mission. This includes non-motorized alternatives like bicycling. The agency took over the Bicycle Commuter Contest in 2006.
- 
- 4) **Background:** This year's Bicycle Commuter Challenge (BCC), which runs the full month of May, rebounded from a small dip in participation last year. 1,139 people logged rides in the 2018 event, and pedaled 99,901 miles in May, preventing approximately 50 tons of CO2 from entering the atmosphere.

Bicycling is a significant transportation element in Thurston County, and Intercity Transit's incorporation of bicycling into its trip reduction and alternative commute promotion has been well received. Under the agency's guidance, the program has seen a trend of increasing participation, enthusiastic sponsorship, strong event attendance and media attention. The BCC broadened and sustained successful partnerships between Intercity Transit, local jurisdictions, the business community, and the general public as well as generating public goodwill.

This is Intercity Transit's thirteenth year administering this countywide event. For the tenth consecutive year, Duncan Green directed the BCC and related efforts. He received assistance from the other members of Intercity Transit's Marketing and Communications staff.

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

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6) **Budget Notes:** The cost of the Bicycle Commuter Challenge is largely staff time for one temporary position. The annual budget for the BCC is \$25,000; however, expenditures are usually less than this amount due to sponsorships and in-kind support.

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7) **Goal Reference: Goal #2:** *"Provide outstanding customer service."* **Goal #4:** *"Provide responsive transportation options within financial limitations."*

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



INTERCITY TRANSIT AUTHORITY  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: June 18, 2018

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

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- 1) **The Issue:** Provide an update on agency activities, outreach efforts and customer comments received.
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- 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 opportunities for the public to respond.
- 
- 4) **Background:** Staff will provide an overview of agency activities related to the service change, outreach efforts to date, future opportunities for public comment and discuss comments submitted thus far. The proposed service change public hearing was held Wednesday, May 23, 2018. The public comment period has been extended until June 30, 2018.
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- 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:** N/A.

**INTERCITY TRANSIT AUTHORITY  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-C  
MEETING DATE: June 18, 2018**

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

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- 1) **The Issue:** Discuss and provide comment on policy issues for the 2019-2024 Strategic Plan.
- 
- 2) **Recommended Action:** Discuss and provide comment.
- 
- 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. Below is a list of policy issues for discussion and comment. Included is a short note regarding Authority direction for 2018. Staff is recommending the Authority move forward with the development of the 2019-2024 strategic plan to allow for the development of a 2019 preliminary budget for Authority review. In parallel, we continue to work with our consultants towards completion of our Short & Long Range Plan/IT Road Trip, fully understanding the outcome might warrant an amended budget and strategic plan.
1. **Should Intercity Transit maintain service levels in 2019 or consider new or expanded local transit services needed to serve the growing population?**  
*Authority direction for 2018 was to consider the results of the sort range planning process and determine if improvements can be made with the existing allocated funds.*
  2. **What is Intercity Transit's role in providing regional mobility?**  
*Authority direction for 2018 was to work with all potential partners to enhance regional mobility with a special focus on the I-5 corridor.*
  3. **What role should Intercity Transit play in serving the core areas of Olympia, Lacey and Tumwater area?**  
*Authority direction for 2018 was to continue to promote and find ways to work with the State, local jurisdictions and major employers regarding parking strategies and to promote Commute Trip Reduction.*
  4. **Is there a role for local express service in the current service area?**  
*Authority direction for 2018 was to explore the potential of local express services to decrease travel times between major destinations.*
  5. **Should transit priority measures - signal priority, queue bypass, bus lanes - be considered?**

*Authority direction for 2018 was to implement the pilot signal preemption project in the Martin Way and Capital corridors. Explore other potential avenues to decrease the time needed to travel by public transit.*

**6. Should Intercity Transit pursue efforts to coordinate service with local school districts?**

*Authority direction for 2018 was to focus on promoting the youth market. Continue the Youth Education program and continue to work with schools and youth to teach skills for safe biking, walking and transit use.*

**7. What level of passenger infrastructure (bus shelter, benches, lighted stops, passenger information) is appropriate?**

*Authority Direction for 2018 was to continue to provide passenger infrastructure as the bus ride starts before one gets on the bus. Implement current grant funded projects, dedicate local dollars and continue to pursue grant funds for bus stop enhancements.*

**8. What additional investments in technology should be made beyond the current Advanced Communications System project?**

*Authority direction for 2018 was to focus on new vehicle technologies, CAD/AVL and farebox systems as well as tools to better connect with our community and customers.*

**9. Should Intercity Transit pursue additional park and ride facilities?**

*Authority direction for 2018 was to pursue joint use agreements to secure park and ride space to serve ridesharing, express bus and local transit service.*

**10. Should Intercity Transit's current marketing approach and level of effort be continued?**

*Authority Direction for 2018 was to focus on community outreach and engagement and aggressively market its services.*

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

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

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

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8) **References:** 2018-2023 Strategic Plan

**Authority Meeting Highlights**  
*A brief recap of the Authority Meeting of June 6, 2018*

**Action Items**

Wednesday night, the Authority:

- Canceled the November 21, 2018, Authority meeting due to the Thanksgiving Day holiday.
- Adopted the 2019-2022 Transportation Improvement Program (TIP) for projects with anticipated Federal funding.

**Other Items of Interest:**

- Welcomed *Ben Sandberg, Vehicle Detailer; Christina Loomis, Travel Training Coordinator; Tony Yarber, Operations Supervisor; Mike Adamson, Information Systems Analyst; Bree Anderson and Keith Clark, Vanpool Coordinators.*
- Received an update on the proposed service changes by Rob LaFontaine, Planning Manager.
- Received a briefing on campaign procedures by Legal Counsel, Julie Carignan.
- Reviewed the 2019-2024 Strategic Plan Policy Positions.
- The Vanpool count for the end of May was at 180.
- Since the July 4<sup>th</sup> Authority meeting was canceled due to the holiday, and the fact that the deadline to submit ballot information to the County Auditor is August 7, Freeman-Manzanares proposed the Authority conduct a special meeting on Wednesday, July 11, 2018. Staff is hoping to have the results by Stewart Elway on the community's ideas in terms of public transportation.
- Staff is establishing meetings with each of the jurisdictions after August 7<sup>th</sup> to update them on the long range plan.
- Intercity Transit is working with WSDOT regarding "shoulder running" for vanpools in addition to the buses. This requires research on WSDOT's part to see if and where this is possible. WSDOT is recognizing this is an inexpensive approach to moving people along I-5.
- The agency asked the Olympian to help spread the word about the long-range plan and public engagement 2.0. This has resulted in several published news articles.
- Intercity Transit is hosting the 3<sup>rd</sup> Annual Local Rodeo on Sunday, June 10 from 8 a.m. to 2 p.m. Ten transit systems throughout the state will be participating.

- Intercity Transit is participating in the Olympia Pride Parade also being held on June 10 at noon; and in the Yelm Prairie Days Parade on June 23.
- The Bicycle Commuter Challenge ends June 23 with the 2018 Prize Hoopla starting at 9:30 a.m. at the Olympia Farmer's Market Main Stage.

**Pat Messmer**

**Prepared: June 8, 2018**

## COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

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