

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
July 16, 2018
5:30 PM**

CALL TO ORDER

- | | | |
|-------------|---|---------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative DON MELNICK
<i>(Sue Pierce)</i> | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. July 18, 2018, Work Session <i>(Ursula Euler)</i> | |
| | B. August 1, 2018, Regular Meeting <i>(Jan Burt)</i> | |
| | C. August 15, 2018, Work Session <i>(Walter Smit)</i> | |
| IV. | APPROVAL OF MINUTES – June 18, 2018 | 1 min. |

BREAK FOR PHOTO SHOOT FOR FALL RECRUITMENT

- | | | |
|--------------|--|----------------|
| V. | NEW BUSINESS | |
| | A. DRAFT TRANSIT DEVELOPMENT PLAN <i>(Rob LaFontaine)</i> | 5 min. |
| | B. CAC SELF-ASSESSMENT <i>(Ann Freeman-Manzanares)</i> | 20 min. |
| | C. SERVICE CHANGE UPDATE <i>(Rob LaFontaine)</i> | 20 min. |
| | D. IT ROAD TRIP UPDATE & LONG RANGE PLAN
SURVEY RESULTS <i>(Ann Freeman-Manzanares & Eric Phillips)</i> | 20 min. |
| VI. | CONSUMER ISSUES – All | 15 min. |
| VII. | REPORTS | |
| | A. General Manager’s Report <i>(Ann Freeman-Manzanares)</i> | |
| VIII. | NEXT MEETING –August 27, 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
June 18, 2018

CALL TO ORDER

Chair Pierce called the June 18, 2018, meeting of the Community Advisory Committee (CAC) to order at 5:32 p.m. at the administrative offices of Intercity Transit.

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

Absent: Lin Zenki; Jonah Cummings; Denise Clark; Vice-Chair Austin Wright; and Victor VanderDoes.

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

APPROVAL OF AGENDA

It was M/S/A by LEWIS and CLARK, B. to approve the agenda.

INTRODUCTIONS

Pierce introduced Authority member, MOLLY CARMODY, as their representative who did not attend the meeting.

MEETING ATTENDANCE

- A. July 11, 2018, Special Meeting – Billie Clark
- B. July 18, 2018, Work Session Meeting – Ursula Euler
- C. August 1, 2018, Regular Meeting – Jan Burt

APPROVAL OF MINUTES

It was M/S/A by VAN GELDER and BELK to approve the minutes of the May 21, 2018 meeting.

NEW BUSINESS

- A. **2108 BCC UPDATE** – (*Duncan Green*) Green introduced himself and indicated he would be sharing the results from this year's Bicycle Commuter Challenge (BCC). The Earth Day Market Ride had over 100 riders and is supported by the Olympia Farmer's Market and the Bread Peddler with goodies and treats for participants. He received "Bike Month" proclamations from the cities of Lacey, Olympia, Tenino, Tumwater, Yelm and Thurston County. One of the biggest things about the BCC is how it connects communities and jurisdictions as well as the communities within the communities. The program also connects committees within IT, and fosters collaboration in the community all working together to get people on their bikes. This year Bike to work Day was on a Thursday and there was

more participation with over 542 people logging miles on bike to work day. Many local businesses helped sponsor the event this year. The Olympia Food Coop installed a BCC branded bike rack and is now an official sponsor. They have a rewards program for people arriving to the market by bicycle during the month of May. The Interagency bike ride is getting better every year. People from different state agencies converge on Tumwater Historical Park and have a picnic. It is a good opportunity to meet other riders.

Green shared numbers from the 2018 BCC:

- Participants logging miles: 1139
- Teams: 74
- Sponsors: 48
- Prize winners: 200+
- Total miles: 99,901 (99 miles short of 100k!)
- Total days: 12,225
- Co2 prevented: 50 Tons

Green shared the 2018 School Bike Challenge was a success and kids had a lot of fun with bike to school day. Intercity Transit's Walk n Roll staff had a record year of participation including seven schools, 166 students, riding 1,410 days for 3,776 miles. Prizes were handed out at Washington Middle School.

Green indicated the Prize Hoopla was on Saturday the 23rd and that the grand prize would be a bike trip for two people from the Adventure Cycling Association worth \$4k. There will also be few bikes given away and many smaller prizes. Green is extremely thankful to the many local sponsors. If they don't provide prizes they provide coupons to participants.

Green answered questions.

O'Connell - asked how prizes are awarded.

Green - indicated they are handed out by random drawings by categories and this means the same people aren't winning each year. There is an incentive to ride more because to be eligible for the grand prize participants must ride at least 10 days.

B. SERVICE CHANGE UPDATE - (*Rob LaFontaine*) introduced himself and indicated he was there to make his monthly service change update. Last month he shared information about IT's first webinar. A recording can be found at www.intercitytransit.com/servicechanges. The Agency is still collecting public comments on the proposed service changes. He indicated staff had been working on some updates and he had some amendments to the initial proposal. LaFontaine accessed the IT website to show the new updates. One of the changes is a modification of an existing element of the proposal and there are also two new changes. The route #612 proposal is being amended so the northern terminal point of the route being changed to the Tacoma Dome Station instead of 10th and Commerce. This change stems from comments and some additional data review surrounding ridership activity in Tacoma. The website has additional information about why the change was made. The map is also updated with the change to the proposal.

LaFontaine continued discussing the other changes including new routes that were not originally part of service change proposal. Route #41 between the OTC and TESC, to reduce

the amount of buses traveling during AM/PM peak period. The reason has to do with reduced ridership believed to be related to reduced enrollment. KOMO news has reported on reduced enrollment at TESC estimating as much as a 20% decrease in enrollment in the fall.

O'Connell – inquired if the reduction was specific to TESC.

LaFontaine – indicated it was specific to TESC.

LaFontaine indicated the last thing to show was the proposed changes to route #45 which also operates in west Olympia between the OTC and Capital Mall. The proposal would modify outbound service from OTC west to compliment the change proposed for route #47. This creates a clockwise loop. It can be frustrating because even though the loop allows the route to cover a larger area it only stops on one side of road. This will provide bidirectional service and creates new trip options in west Olympia.

Vail – inquired about scheduling.

LaFontaine - responded that route #45 runs on a 45 minute cycle from the OTC and back and the proposal would modify the schedule 15 minutes so it would operate hourly. This will help with on-time performance issues so the schedule provided to the public can be achieved. With these changes the Agency extended the public comment period an additional 10 days until June 30.

Horton – remarked that Express service doesn't have much advantage around JBLM now because everyone is stuck in same traffic. There are extra HOV lanes going in at JBLM that might make the Express service more competitive.

LaFontaine – added that would give the Express service an obvious advantage. There were some preliminary discussions on near term solutions for shoulder running for vanpool or fixed route the ability to operate intermittently on the shoulder.

Van Gelder – asked since IT got authority from the legislature to increase their tax base, why wasn't there a major service change coordination with additional taxes in the proposal.

Freeman-Manzanares – responded that it is difficult to know what the legislature is going to do. The Agency has been talking about possibly getting additional local sales tax options for the last three years and it was approved in March. The Agency started a short/long range planning process last fall. There was a need to address on-time performance and staff had no idea if the legislature would approve the ability to go to the voters. Staff asked the Authority to move forward in a budget neutral kind of way.

Van Gelder – commented concerning the transfer for route #68 at Tumwater Square and why it should impact people going to jobs when students going to SPSCC have been transferring for years and are accustomed to could do it because they are more flexible. He also wanted to confirm the 15 minute service for high frequency corridors in the short and long term.

Phillips – indicated IT intends to keep the high frequency corridor philosophy strong and there is no effort to erode that. The Agency will keep service every 15 minutes and try to implement it more efficiently. The transfer on route #68 is an issue for people.

Throughout the day there are more people making the transfers and heading across town. Ultimately it should be an easy transfer. The entire system is built around transfers. There are a lot of people at OTC doing transfers. This is because of the system, the way it is designed and the limited number of buses and routes. The corridors strategy is still strong. Ann mentioned the changes are based in large part on the on-time performance issues of route 62 because it has the highest use and is the busiest corridor. It has gotten to the point where the performance is affecting people's lives. The lack of schedule reliability drove some of the restructuring. The goal is to provide service on-time and these are the packages of things to get things working. It is frustrating and the changes will make six people happy and six people frown. Staff wasn't ready to get rid of Express and hopefully it can be built into something more enticing. We have some state support it doesn't help people that have been taking those specialized trips.

Scott – asked why the Express buses don't meet the schedule with Seattle buses and inquired about buses that will service the Martin Way Park and Ride.

Phillips – indicated people will have to use route #62. With regard to connections for regional express the buses arrival times are estimated. Sometimes it takes 25 minutes or less which means someone would get the next bus, and the schedules say estimated travel times due to traffic congestion. Figuring out the windows for express travel times is harder. Staff is trying to get the arrival time for the northbound trips closer to the Sounder schedule.

LaFontaine – added that with the proposed changes to route #612 during peak travel times the service frequency is every 15 minutes. The hope is that people won't be waiting very long for a bus. During the middle part of the day the buses would be spread out 60-90 minutes. The Martin Way Park & Ride was selected to be an incentive for motorists driving to the park and ride and beginning their trip northward.

Belk – inquired about the motivation to change to the Tacoma Dome Station and if it was due to the relative travel time, expected ridership or the comments received.

Phillips – indicated staff took another look at the data and trip opportunities. The Sounder trips provide more opportunities to connect. There was some conjecture on the availability of parking but there may still be opportunities for regional commuters roughly with a 55/45 split more on the Tacoma Dome side of things.

Pierce – provided comments on the website and the inability to locate some of the service change related information.

Burt arrived.

Vail – cautioned that people don't always go to the website for information.

Freeman-Manzanares – asked how the CAC would recommend that staff communicate the information.

Pierce – indicated she had already emailed marketing.

Paris – indicated the morning Express buses are often times full by the time they get to the park and ride there isn't anywhere for people to sit and that it isn't very inviting.

O'Connell – sympathized with Pierce's comments, but notes that staff can't get the word out to everyone. There are going to be people out there who are disappointed. This is a transition and it is going to impact many riders. She added that staff is doing a really good job.

- C. STRATEGIC PLAN POLICY POSITIONS – (Ann Freeman-Manzanares)** Freeman-Manzanares indicated she was presenting the second half of the 10 Strategic Plan policy issues. The Agency is in transition and there is potential for expansion or possibly cutting service. The Authority is moving forward with the six year Strategic Plan and Budget process for 2019 knowing that going to the ballot may involve a different conversation and amending the budget accordingly.

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.

Freeman-Manzanares – indicated staff is following through with the Authority's direction.

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.

Vail – asked if the Agency was trying to mesh with Pierce Transit schedules.

Freeman-Manzanares – responded staff can look into that.

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.

Pierce – inquired about parking strategies.

Freeman-Manzanares – responded that includes things like changing behavior by charging for parking.

Burt – asked if park and rides were part of that strategy.

Freeman-Manzanares – indicated park and rides are generally outside the core area.

Burt – added that she lived off Rich Road for some time and was curious if anything was in the works for that area.

Freeman-Manzanares – shared that there were a number of park and rides in the long range plan a few years ago including one in Yelm and one in west Olympia. They removed them from the Strategic Plan due to the capital funding commitment the inability to complete them. It is possible once the OTC and Pattison are complete they will start to explore them again.

Horton – asked if it was possible to work with a private commercial entity to designate part of their parking stalls.

Freeman-Manzanares – indicated they had done some of that with varied success. Walmart and Top Foods were allowing people to do that and some vanpool groups do it at Albertson's. Stores are inclined to allow vanpooler's because they may shop there when they come and get their vehicles.

O'Connell – added that she loves the idea of it from a PR standpoint. If the partnership grows people might shop there on their way home.

Freeman-Manzanares – indicated some individuals have done that on their own. The Agency has paid to utilize parking spaces and they then designated them. When IT redid the Martin Way Park & Ride Walmart designated some spaces for people and the Agency did not pay for it.

Van Gelder – shared that some retailers don't like to do that and they have security at the Tumwater Safeway. Maybe staff could make arrangements with large churches close to major intersections at Pacific near Marvin. The State allowed parking at DOH some time ago. It is worthwhile to do it on an enterprise basis like having a certain amount of building set aside for park and ride facilities.

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.

O'Connell – added that she just took a 50 plus minute ride from Tumwater to the meeting.

Freeman-Manzanares – indicated staff was keeping track of a reverse commute when Hawks Prairie Park and Ride commuters were using it to come back into town not as express. Part of the long range strategy includes exploring bus rapid transit like service without a designated lane or local express service. Primarily on Martin Way and going out to Tumwater and another to the mall on the west side.

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.

Freeman-Manzanares – indicated the TSP project is moving forward in Olympia and Tumwater and still waiting on Lacey.

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.

Horton – asked if the Agency had leveraged grant opportunities with local jurisdictions.

Freeman-Manzanares – responded there are not enough dollars to go around so there hasn't been an expressed interest from local jurisdictions. Staff has partnered by bidding along with some of their grant funded projects. Last year the Agency partnered with Tumwater on the design and construction management at Tumwater Square.

Belk – inquired to what extend jurisdictions have to enhance shelters and can they do some of that on their own dime.

Freeman-Manzanares – staff works with the jurisdiction and they can purchase through the Agency if it makes sense to do so.

Phillips – added that for new projects builders have a site plan prepared and they pay for the shelter and staff installs them. If it is an existing stop that has to be moved staff makes sure to be part of the project. The cities have the code authority to impose the requirement.

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.

Freeman-Manzanares – indicated the Agency has the funding but not enough staff time. The long range plan discussions look at piloting some different fare technologies so staff is taking a pause on replacing the fareboxes.

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.

Freeman-Manzanares – indicated staff has done a significant amount of outreach and thanked the CAC for their help. She challenged staff to exceed the 3500 surveys collected in the first round.

Phillips – added that hopefully some of the updates will bring back some of those people who went away because it wasn't fitting their needs.

Vail – asked staff to keep in mind that the average bus riders are not computer people and some don't have access and to creatively look at other ways to make them still feel part of the system.

Freeman-Manzanares – added that in terms of outreach staff goes to transit centers and park and ride's and would love CAC assistance.

O'Connell – suggested drivers handing out flyers might draw attention to changes.

Pierce – or call attention to the flyer.

Smit arrived.

O'Connell – suggested hats and buttons.

CONSUMER ISSUES

- *O'Connell* – indicated she would like to find a way to end the meetings at 7:30 pm for those who have standing rides and miss part of the meeting.
- *Smit* – remarked he would like to see the trip planner work with the proposed new routes so people can see what their trip will look like.
- *Scott* – indicated she would like to see more travel training advertising.
- *Vail* – stated she would like forms for people to sign up for their senior card at the Boardwalk Apartments.

O'Connell – suggested doing away with senior discount cards and letting them ride.

Clark, B. – asked if staff has a table up at the Farmer's Market.

Scott – indicated Bus Buddies could do that.

Freeman-Manzanares – added that staff would have to explore that.

O'Connell – suggested IT could be a leader in getting rid of those cards.

Freeman-Manzanares – we do have a relationship and their responsibility is to collect a fare.

REPORTS

- **June 6, 2018 Regular Meeting** – Lewis provided the report including the Authority cancelled November 21 meeting; adopted 2019-2022 TIP; met new employees; received an update on proposed service changes; and received a presentation on campaign procedures from the Agency's attorney. The CAC is part of IT and will need to be careful how they communicate during the ballot; there are 180 vanpool groups; the ITA set a special meeting for July 11; staff is working with WSDOT on shoulder running.

- **General Manager's Report** – Freeman-Manzanares provided the General Manager's report indicating:
 - Billie's son is working in the vanpool program at IT.
 - There will be a photo opportunity at the next meeting for the fall recruitment.
 - The Local Roadeo was held on the 10th with 9 other systems here and 10 systems competing. This was the third local Roadeo and the first two were at the airport. IT also had mechanics competing.
 - Dan Savage took first place in BOC; Eric Wells was number two; Rob Wood was first in 35' and all are headed to the state competition. David Randall is also competing in the 40' at the state conference. Maintenance will be going to state as well.
 - The Agency has been in the Olympian on a number of occasions recently and has an invitation to talk to the editorial board on Wednesday. Staff will be taking representatives from Olympia, Lacey, and Tumwater. Clark, Carolyn and Debbie are going to talk about the long range planning process and the ballot measure.
 - IT Road Trip 2.0 will be going out this week. This will say what we've heard and ask for help prioritizing. There is a chance to win one of two \$250 gift cards for taking the survey. The due date is July 31.
 - Many staff will be at the state conference in August she asked to change the August meeting to the 27th. It was M/S/A Van Gelder and Burt to change the meeting.
 - The Agency is on a really tight timeframe for the ballot measure. The Authority has a special meeting on July 11 and then the work session on July 18, and then their regular meeting on August 1. Staff will have initial polling results on July 11 and preliminary final results on July 18. This will provide people's opinions and preferences and what they are feeling about IT and what the future of transit looks like. On August 1 Jason Robertson will be in to talk about the survey and long range plan. The Authority must decide by August 1 to go out for ballot measure.
 - Our attorney will present on the do's and don'ts about the PDC rules for the ballot measure. CAC can educate but can't tell people how to vote. Outside of IT people can, but can't use government resources to do promotion.
 - OTC project is moving along and went to design review with Olympia and was very favorable. This is one stop closer to being in the ground in late summer or early fall. There is a twelve month construction timeframe.
 - Pattison Master Plan refresh project is moving forward planning for the next 25 years with incremental steps for the maintenance facility. The Agency has \$17M of \$28M.
 - Scott – added the Roadeo was fantastic and everyone is enjoying getting their passes at the library.
 - Van Gelder – asked if the survey was going to work on cell phones. Freeman-Manzanares – indicated it would.
 - Smit – added a plug for electric buses.
 - Vail – indicated a DAL driver named Daryl was a great driver when they were hit.

NEXT MEETING: July 16, 2018.

ADJOURNMENT

It was M/S/A by BURT and SCOTT to adjourn the meeting at 7:29 pm.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: July 16, 2018**

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Manager, 705-5832

SUBJECT: Review Annual Update of the Transit Development Plan

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- 1) **The Issue:** Review update of the Transit Development Plan (TDP) for 2018-2023.

 - 2) **Recommended Action:** For information and discussion purposes. Staff will provide an overview of the schedule, process and highlights of the 2017 Annual Report and the 2018- 2023 Transit Development Plan.

 - 3) **Policy Analysis:** The State requires the local transit's governing body to conduct a public hearing each year on the annual Transit Development Plan. Authority policy also provides an opportunity for public comment prior to approval of this plan.

 - 4) **Background:** The State of Washington, under RCW Section 35.58.2795, requires each public transit system provide an annual status report and update of its Transit Development Plan (TDP). This requires the transit system to conduct a public hearing on the plan.

The update must include three elements:

- a) Description of the system from the previous year (a 2017 Summary);
- b) Description of planned changes, if any, to services and facilities (2018-2023); and
- c) Operating and capital financing elements for the previous year (2017), budgeted for current year (2018), and planned for five years (2019 - 2023).

This year's update continues the annual administrative process to fulfill state requirements. The annual update of Intercity Transit's "strategic plan," which more fully explores policy, service, capital projects and budget is reviewed and typically updated as part of the annual budget process, following the submittal of the annual TDP.

A public hearing on the TDP will be held August 15, 2018, with a request for adoption by the Transit Authority on September 5, 2018. Staff will also present an overview of the TDP process to the CAC on July 16.

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

6) **Budget Notes:** This is currently covered under the 2018 Budget. The TDP simply reports on past and projected services and service levels. The development of next year's budget will be accomplished later in 2018, when discussions on the annual update of the agency's Strategic Plan takes place.

7) **Goal Reference:** **Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #4:** *"Provide responsive transportation options within financial limitations."*

8) **References:** Process Timeline

2018 Timeline for TDP Process:

July 16, 2018: Present TDP update and schedule to CAC
July 18, 2018: Present TDP update and schedule to ITA
July 30, 2018: Draft published for public review
August 15, 2018: Conduct Public Hearing at ITA Meeting
September 5, 2018: Request to Adopt 2017 Summary and 2018-2023 TDP

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: July 16, 2018**

FOR: Community Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: CAC Self Assessment Results

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- 1) **The Issue:** The Community Advisory Committee (CAC) will discuss the results of their recently completed self-assessment.
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- 2) **Recommended Action:** Discuss results of the assessment; prepare to share the information with the Authority at the joint meeting.
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- 3) **Policy Analysis:** Per the Operating Principles, the CAC will conduct a self evaluation (assessment) at least annually and present the results to the Transit Authority.
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- 4) **Background:** All 20 members of the CAC were eligible to participate in the self-assessment process, and 13 members completed the self-assessment. The results and comments are included in the attached document.

Members will have an opportunity at the meeting to seek clarification, discuss and share ideas. If the CAC identifies areas needing further development, staff will work with the Chair to schedule time for additional CAC discussion.

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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal References:** The CAC works with the Authority to meet all goals of Intercity Transit.
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- 8) **References:** 2018 CAC Self-Assessment Results.

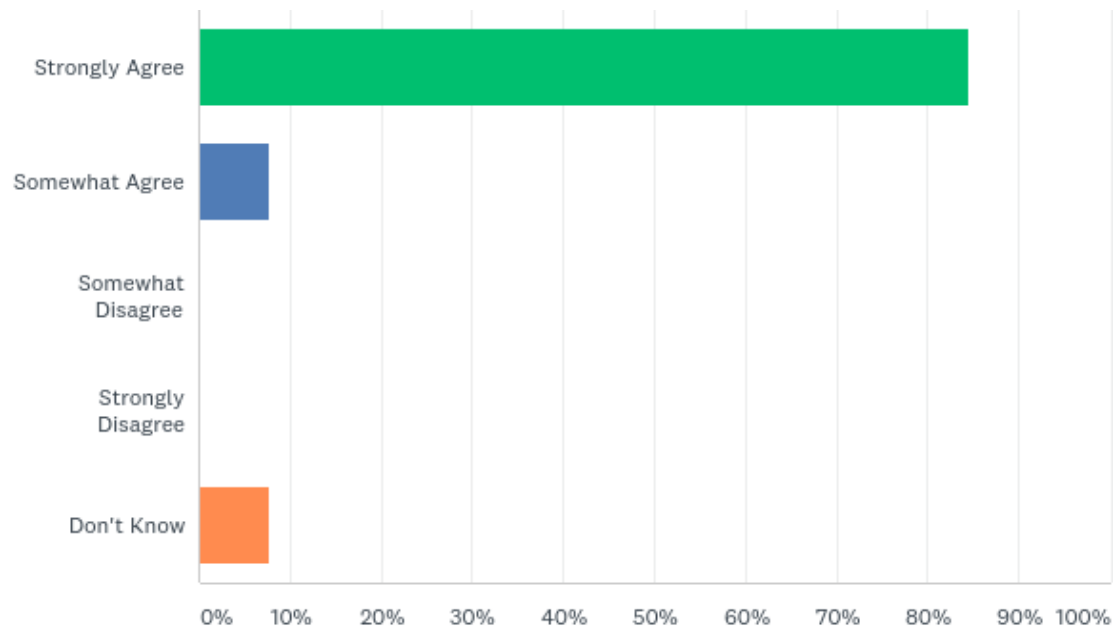
CAC Self-Assessment Survey

Thursday, July 12, 2018

INTERcity
TRANSIT

Q1: We remained faithful to our purpose.

Answered: 13 Skipped: 0



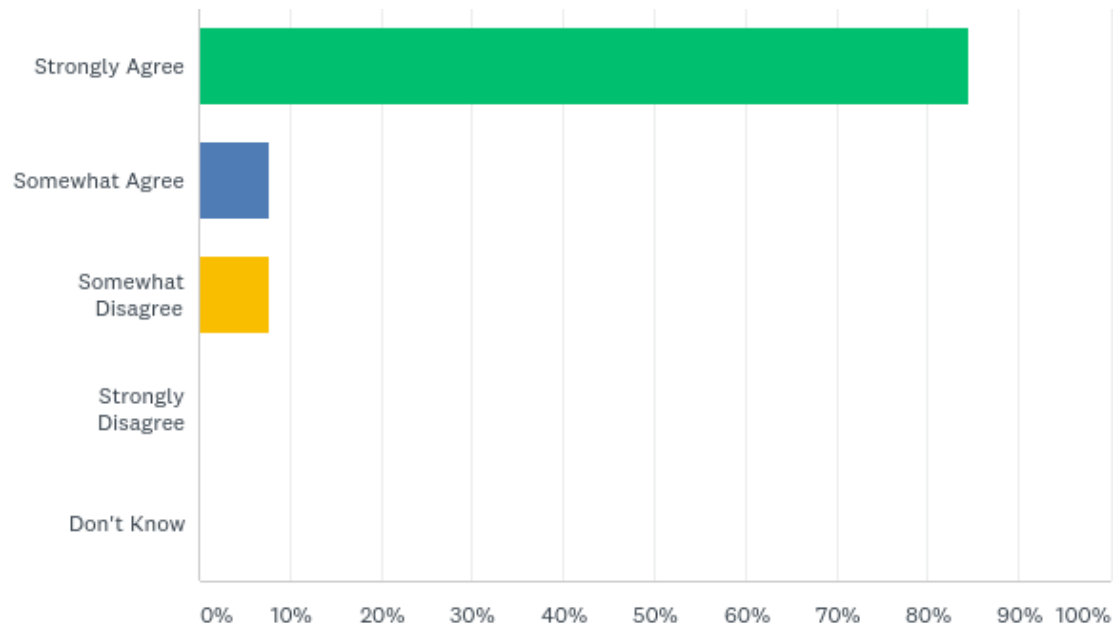
Q1: We remained faithful to our purpose.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	84.62%	11
Somewhat Agree	7.69%	1
Somewhat Disagree	0.00%	0
Strongly Disagree	0.00%	0
Don't Know	7.69%	1
TOTAL		13

Q2: The Community Advisory Committee represents the community.

Answered: 13 Skipped: 0



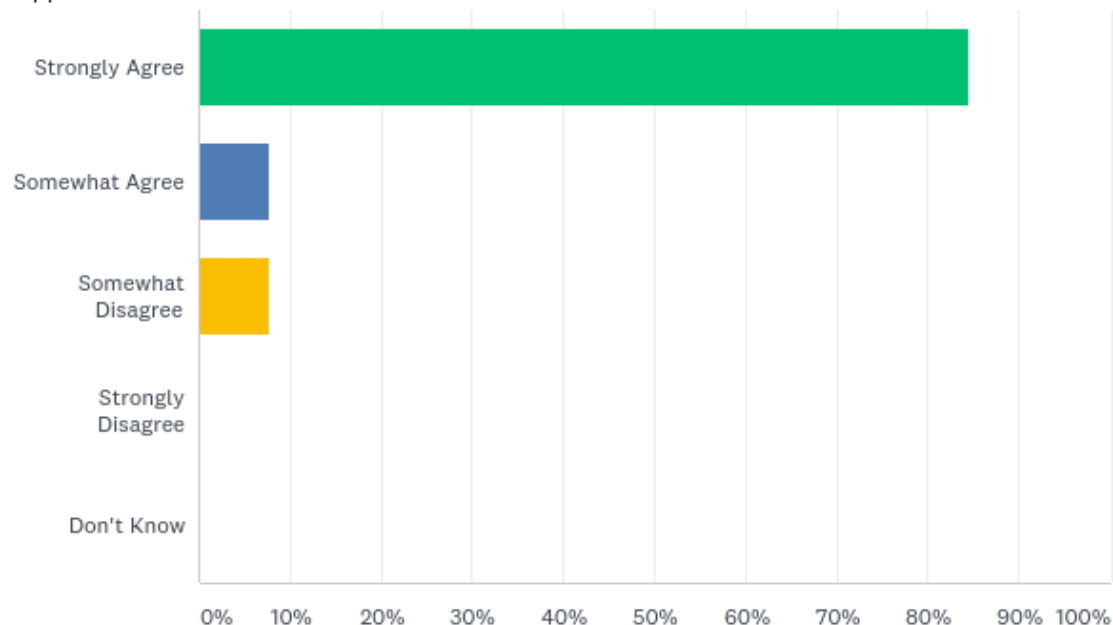
Q2: The Citizen Advisory Committee represents the community.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	84.62%	11
Somewhat Agree	7.69%	1
Somewhat Disagree	7.69%	1
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		13

Q3: Intercity Transit and the community benefited from our input.

Answered: 13 Skipped: 0



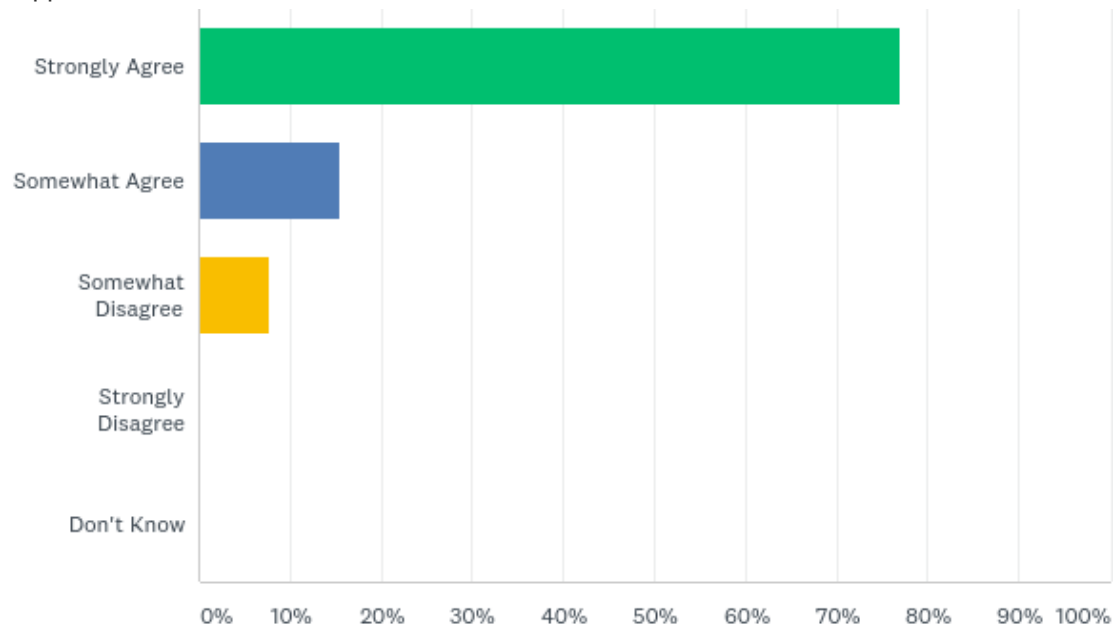
Q3: Intercity Transit and the community benefited from our input.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	84.62%	11
Somewhat Agree	7.69%	1
Somewhat Disagree	7.69%	1
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		13

Q4: We add value to the Transit Authority's decisions.

Answered: 13 Skipped: 0



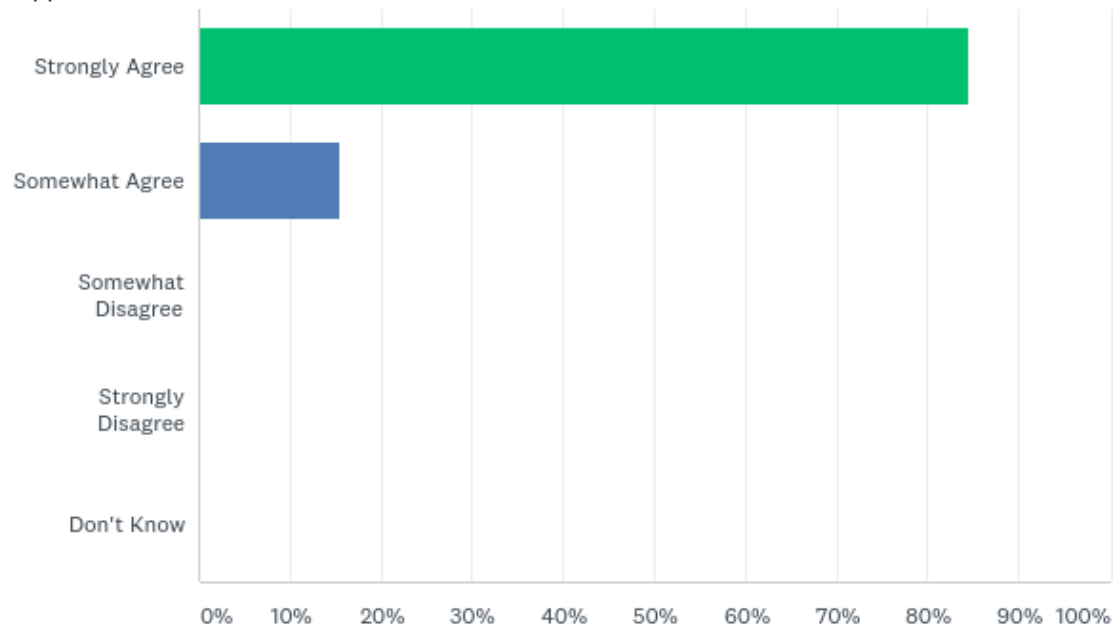
Q4: We add value to the Transit Authority's decisions.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	76.92%	10
Somewhat Agree	15.38%	2
Somewhat Disagree	7.69%	1
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		13

Q5: Our meetings are run well.

Answered: 13 Skipped: 0



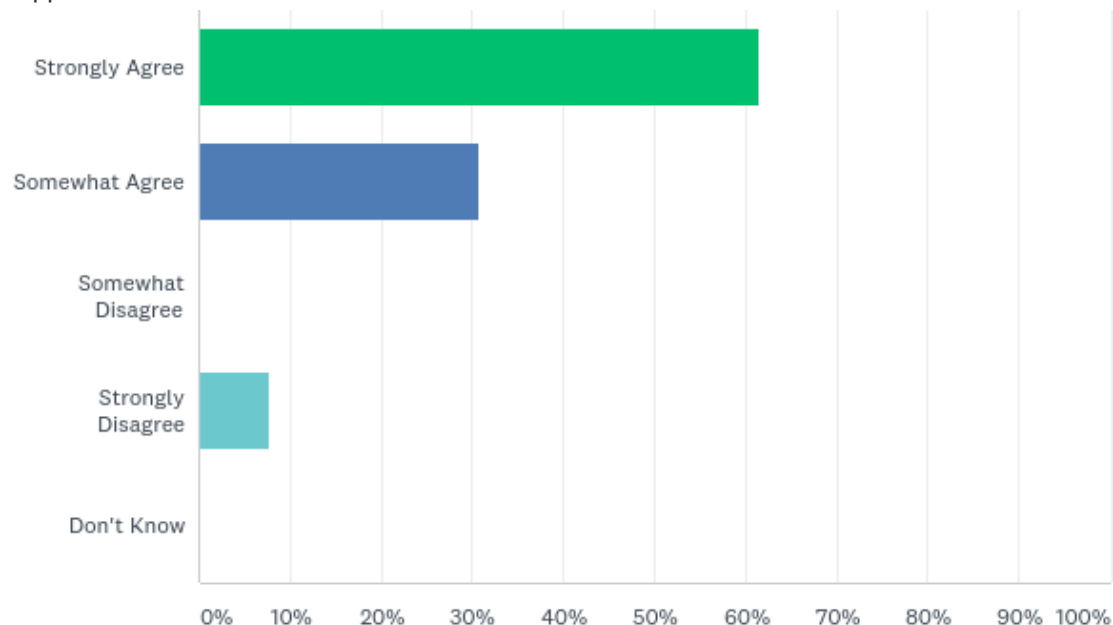
Q5: Our meetings are run well.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	84.62%	11
Somewhat Agree	15.38%	2
Somewhat Disagree	0.00%	0
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		13

Q6: I feel satisfied with my participation level within the Citizen Advisory Committee.

Answered: 13 Skipped: 0



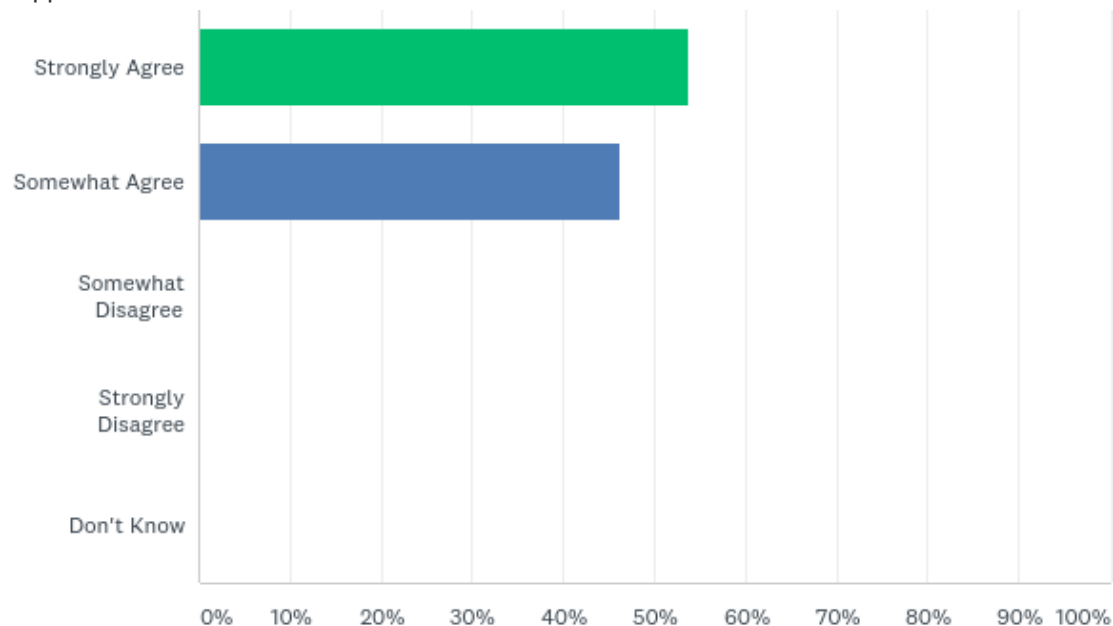
Q6: I feel satisfied with my participation level within the Citizen Advisory Committee.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	61.54%	8
Somewhat Agree	30.77%	4
Somewhat Disagree	0.00%	0
Strongly Disagree	7.69%	1
Don't Know	0.00%	0
TOTAL		13

Q7: I am prepared for meetings.

Answered: 13 Skipped: 0



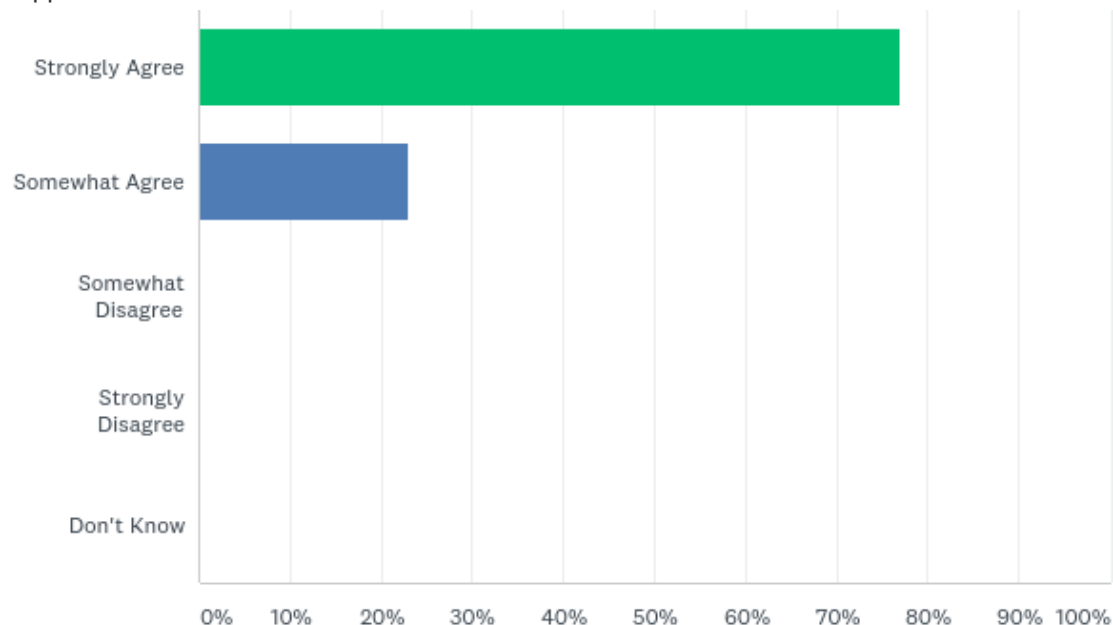
Q7: I am prepared for meetings.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	53.85%	7
Somewhat Agree	46.15%	6
Somewhat Disagree	0.00%	0
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		13

Q8: I feel comfortable contributing at meetings.

Answered: 13 Skipped: 0



Q8: I feel comfortable contributing at meetings.

Answered: 13 Skipped: 0

ANSWER CHOICES	RESPONSES	
Strongly Agree	76.92%	10
Somewhat Agree	23.08%	3
Somewhat Disagree	0.00%	0
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		13

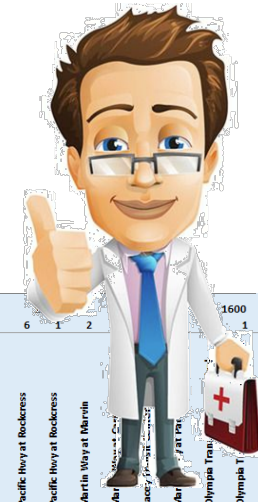
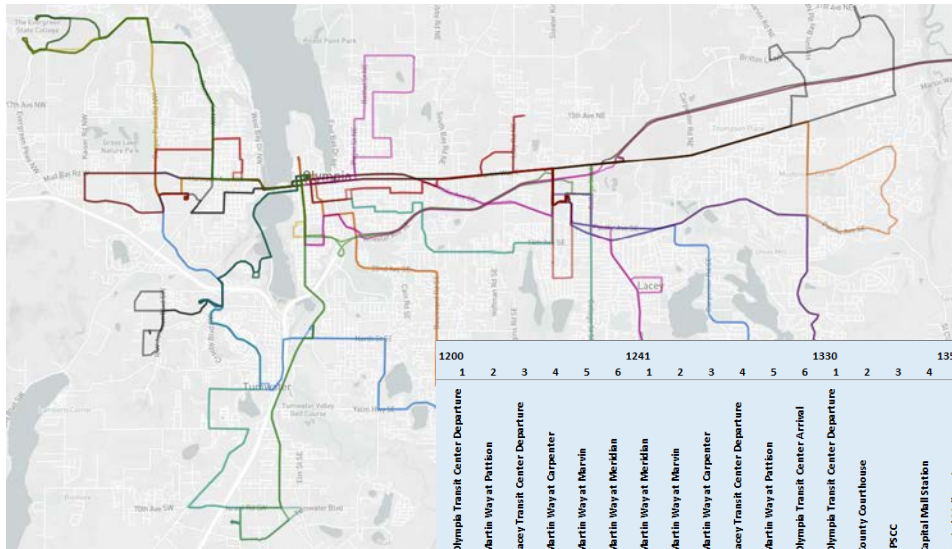
Additional Comments:

- I have enjoyed the meetings and being able to give some input. Thank you we are doing a great job
- I am very happy to be a part of this committee. I sometimes wish I could be more helpful but am limited by my mobility. Nevertheless, I feel I do make a contribution and look for ways to promote the great work of the Intercity Transit.
- It has been a difficult year so far, mostly because of my job. I have not had as much time to devote to CAC as would have liked.
- I believe we represent the community well. What an opportunity we have - bringing the voice of the 'public' to our board. We tend to get off track sometimes and there seem to be occasional side conversations that occur without first being recognized by the chair. I don't ALWAYS have time to get completely through the agenda and the attachments. Very happy to be serving on this committee. There is value in what we do and the fact that Intercity Transit.
- I am not sure the CAC members understand how vulnerable current service levels are if new funding does not come through. But perhaps this is just my (wrong) impression. I wished we had more of those on the committee that could be riding the bus, and are not, so we can get their input. After all, we are trying to attract them and increase ridership. I know I sound like a broken record: new crowd-sourcing technology could be beneficial to a bus service company as well. Could we hear more on that?
- It would be great if we could get the committee around a table group so there is less distance across, a more personal setting. Some meeting agendas are so full we don't get to fully discuss/ explore a topic or issue. It is important to work at meeting the 7:30 end time to meet the dial a lift and bus times. Members should feel comfortable suggesting we table a topic for continued discussion at next meeting, or ask that we offer additional comments in a different format, (written list or notes submitted for distribution at a later meeting or via email, for example) not sure how that works with public meeting requirements or public info records? Maybe members could list topics issue to discuss at a meeting pre-set just for brainstorm, roundtable discussion, letting conversation tangents flow with fewer time restraints than standard meeting. What about a potluck dinner or dessert meeting, or something similar, casual (one time event).

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: July 16, 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 agency activities, outreach efforts and customer comments.
-
- 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:** The Authority is scheduled to make a recommendation on the September 23, 2018, service change on July 18, 2018. Staff will provide an update 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 was extended through June 30, 2018.
-
- 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.

[illegible]

An update on the Service Change proposal

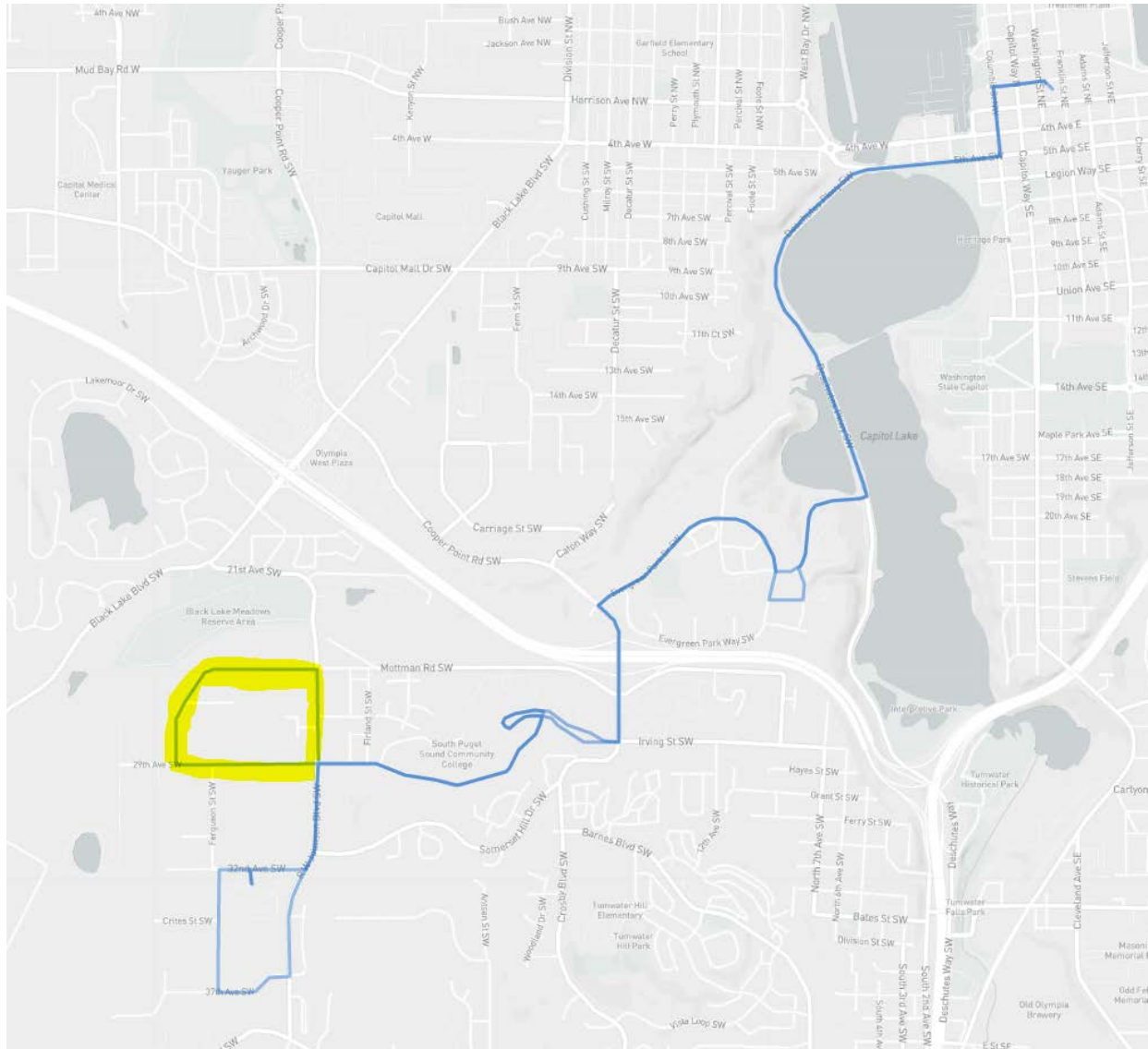
Timeline

- April 16th – CAC Review
- April 18th – Authority approves release for public comment
- April 23rd – Public outreach process begins
- May 21st – CAC update
- May 23rd – Public Hearing
- June 6th – Authority update
- June 20th – Authority update
- July 11th – Authority update (special meeting)
- **July 16th – CAC update**
- July 18th – ITA consideration of Final Adoption
- July 19th to September 22nd – Implementation period
- September 23rd – First day of new service

3 Recent Changes

Made to the Existing Proposal

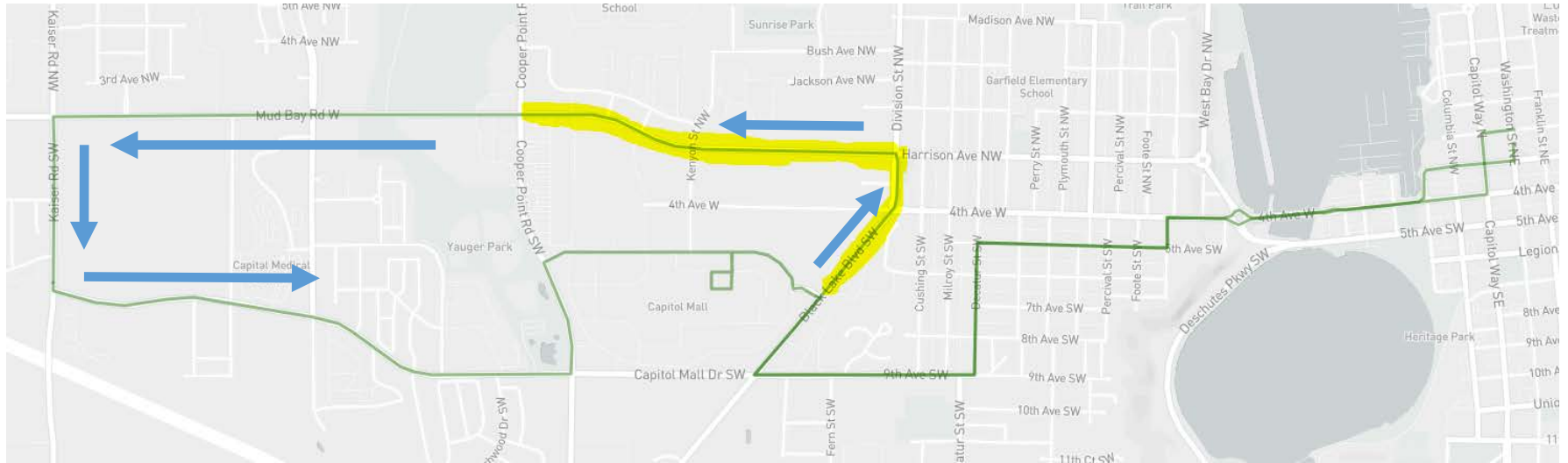
Route 42



Inserted a counter-clockwise loop from RW Johnson onto Mottman, Crites, 29th.

Adds service through the light industrial area and preserves 2 stops that were originally proposed to be removed.

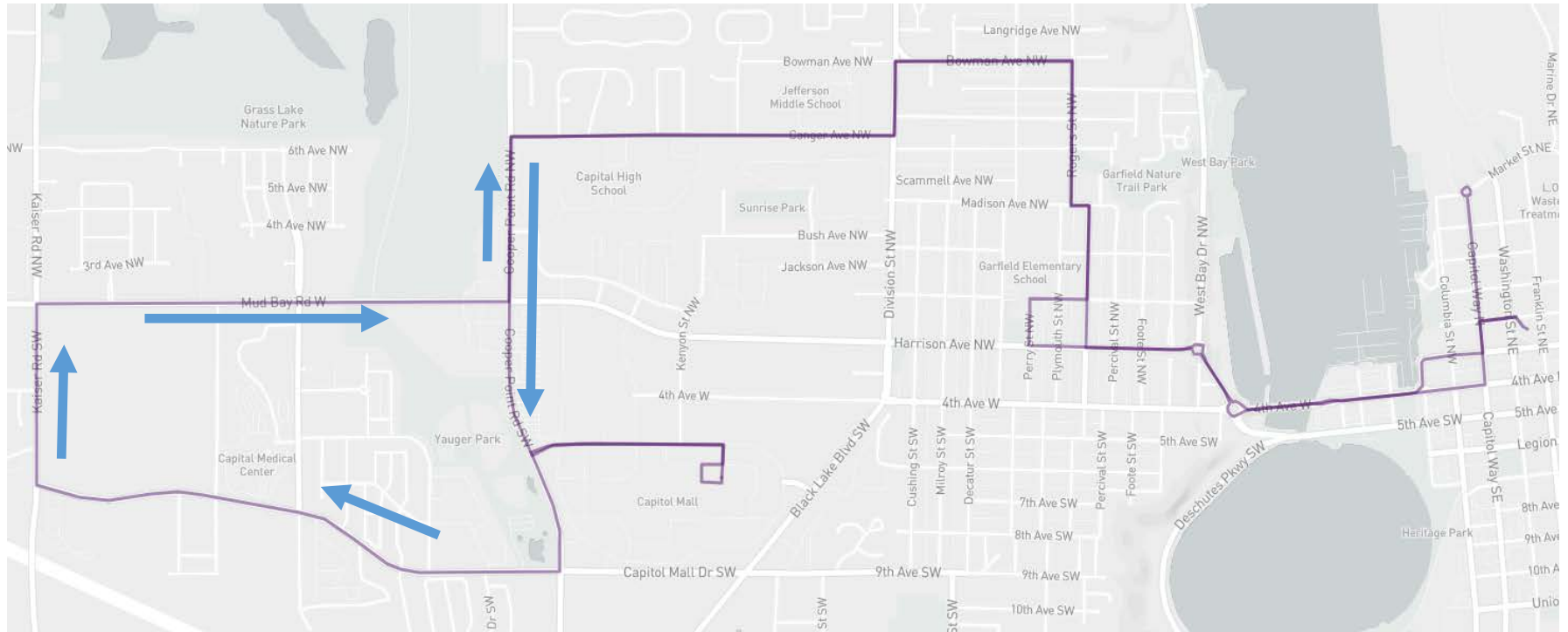
Route 47



Modified the Route to remain on Black Lake Blvd [outbound] from Capital Mall to Harrison; the bus will continue on Harrison/Mud Bay Rd west to Kaiser and return to the Capital Mall via Capital Mall Dr. and Cooper Point Rd.

The modification reverses the original Capital Medical Center loop from clockwise to counter-clockwise.

Route 45



Reversed the direction of service near Capital Medical Center to be clock-wise; complemented by Route 47 which will operate counter-clockwise.

Calculated Change in Revenue Service Hours

Note: Current Hours do not account for unscheduled service

	Current	Recommended	Amt. Chg	% Chg	Explanation
Dash	6,673	6,673	0	0%	
12	7,900	15,628	7,728	98%	<i>Increased span/freq to compensate for the Routes 43/44</i>
13	14,651	15,720	1,069	7%	
21	3,221	3,217	(4)	0%	
41	13,908	11,961	(1,947)	-14%	<i>Reduced peak hour frequency</i>
42	1,785	6,843	5,058	283%	<i>Increased span/freq to compensate for the Routes 43/44</i>
43	7,390	0	(7,390)	-100%	
44	10,185	0	(10,185)	-100%	
45	4,378	5,204	826	19%	<i>Increased route cycle; more time for each trip</i>
47	8,171	7,923	(248)	-3%	
48	9,364	9,381	17	0%	
49	623	623	0	0%	
60	8,974	8,978	5	0%	
62A	13,659	15,078	1,419	10%	<i>Increased route cycle; more time for each trip</i>
62B	14,773	15,731	958	6%	<i>Increased route cycle; more time for each trip</i>
64	13,273	13,273	0	0%	
66	16,023	16,182	159	1%	
67	3,980	3,980	0	0%	
68	12,678	26,074	13,396	106%	<i>Increased span/freq to compensate for the Routes 43/44</i>
94	13,267	13,220	(46)	0%	
Nightline	324	324	0	0%	
603	6,141	0	(6,141)	-100%	
605	6,673	0	(6,673)	-100%	
612	5,075	18,296	13,222	261%	
620	2,327	2,327	0	0%	
	205,414.3	216,635.4	11,221.2	5.5%	

Current *select routes*

30 Min Frequency
all day until 10pm

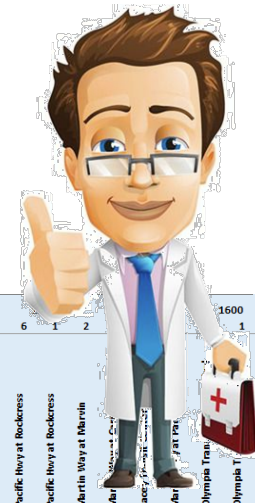
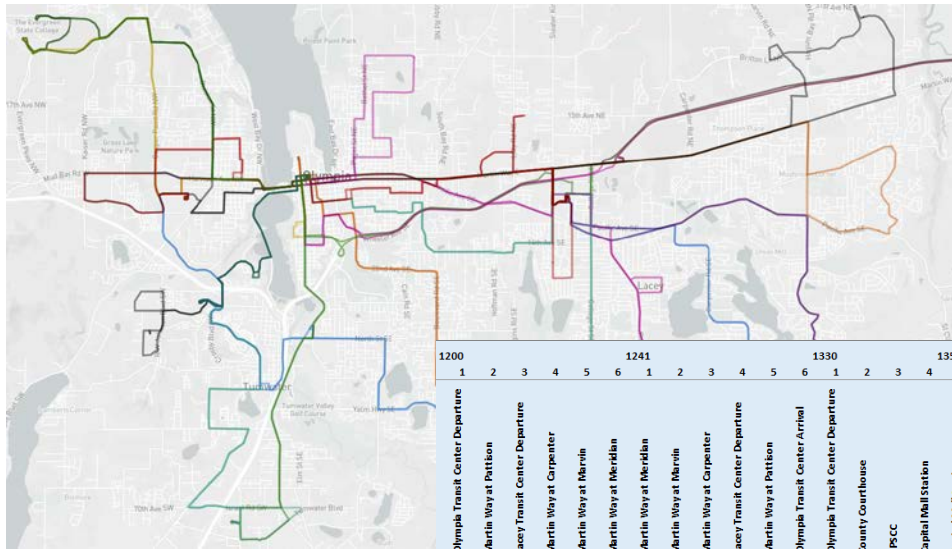
15 Minute
Frequency

60 Min Frequency
until 8:30pm

Proposed

select routes



[illegible]

Questions?

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: July 16, 2018**

FOR: Community Advisory Committee

FROM: Ann Freeman-Manzanares, General Manager, 360-705-5838
Eric Phillips, Development Director, 360-705-5885

SUBJECT: IT Road Trip Update & Long Range Plan Survey Results

-
- 1) **The Issue:** Provide an update on the long range planning process.
-
- 2) **Recommended Action:** This item is for discussion and review.
-
- 3) **Policy Analysis:** The Authority is responsible to determine services and programs.
-
- 4) **Background:** This is an opportunity to review the results of our IT Road Trip public engagement 2.0 and share the results of the long range plan survey.
-
- 5) **Alternatives:** N/A
-
- 6) **Budget Notes:** This work is part of the short and long range contract with Nelson Nygaard and the community conversation contract with Jason Robertson & Co.
-
- 7) **Goal Reference:** This item addresses **Goal #2:** *"Provide outstanding customer service."* **Goal #5:** *"Align best practices and support agency activities and sustainable technologies."* **Goal #7:** *"Build partnerships to address and jointly find solutions to the mobility needs and demands of our community."*
-
- 8) **References:** N/A.



INTERcity TRANSIT ROAD TRIP



Project Update + Preliminary Survey Results July 11, 2018

Media + Targeted Communications

- FTE Magazine (Circ: 10,000)
- IT blast to Road Trip 1.0 list (2,000)
- Olympian blast to all TC households (115,000)
- Olympian banner ads with video clip
- IT and community partner Social Media blasts
- Email to all Intercity Transit staff
- IT News article and digital board
- Thurston Talk articles
- Olympian editorial board
- AVA recording
- Bus boards (interior/exterior)
- Commute Trip Reduction/Employee Transportation Coordinators
- Olympia insert (Music in the Park Ad)
- MIXX interview
- Panorama TV

Events + Outreach

- South Sound Barbecue Festival
- Yelm Prairie Days Parade
- Lacey Fireworks
- Tumwater 4th of July Parade
- Tumwater Fireworks
- Lakefair Parade
- Rotaries
- Jubilee



Interim Survey Results

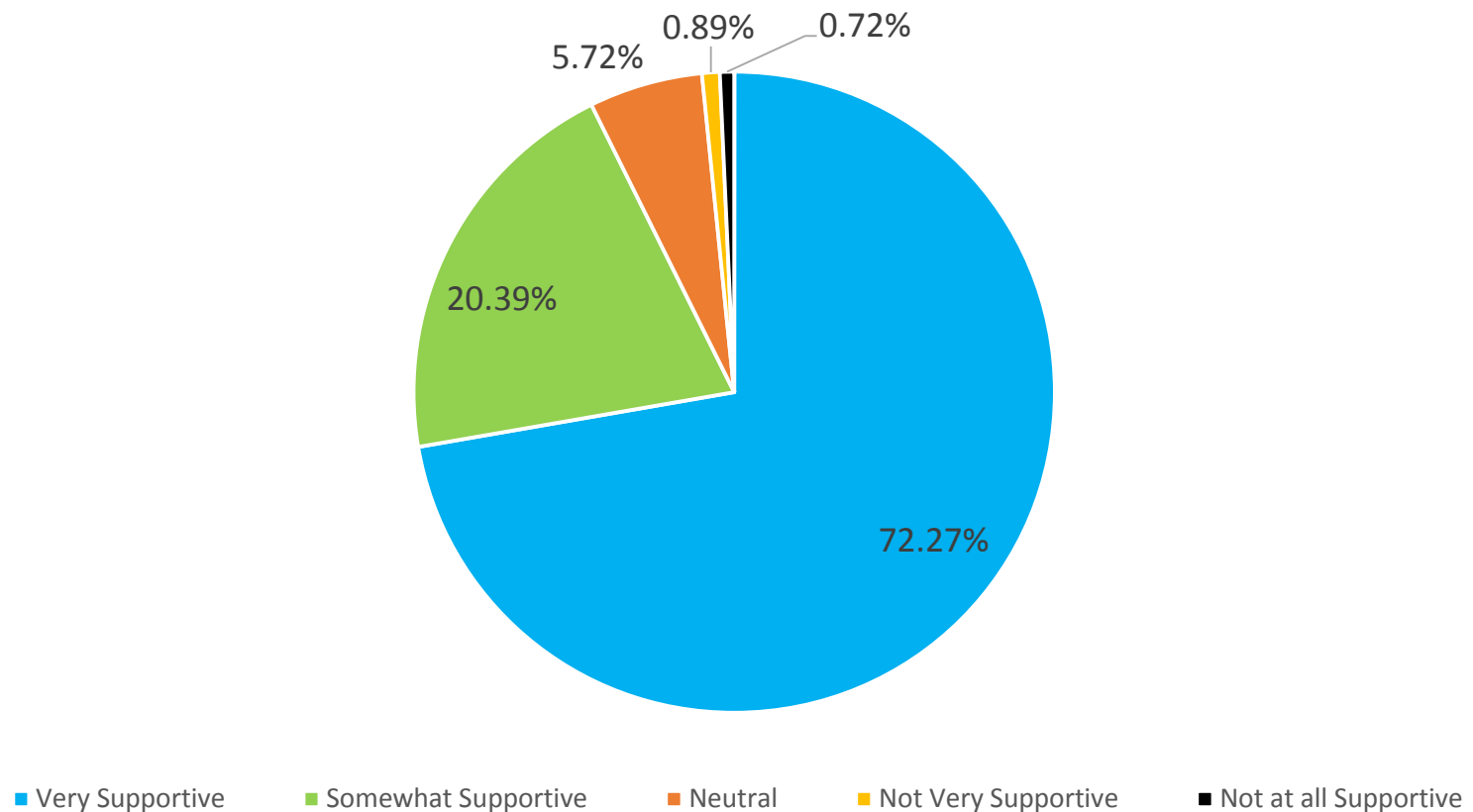
- Approx. 535 responses*
- 475 entered prize drawing
- Major generators, so far:
 - IT E-Blast (223)
 - Website (162)
 - Facebook (82)
 - ECT Communication (79)
- Survey runs through July

*900 responses as of 7/11/18



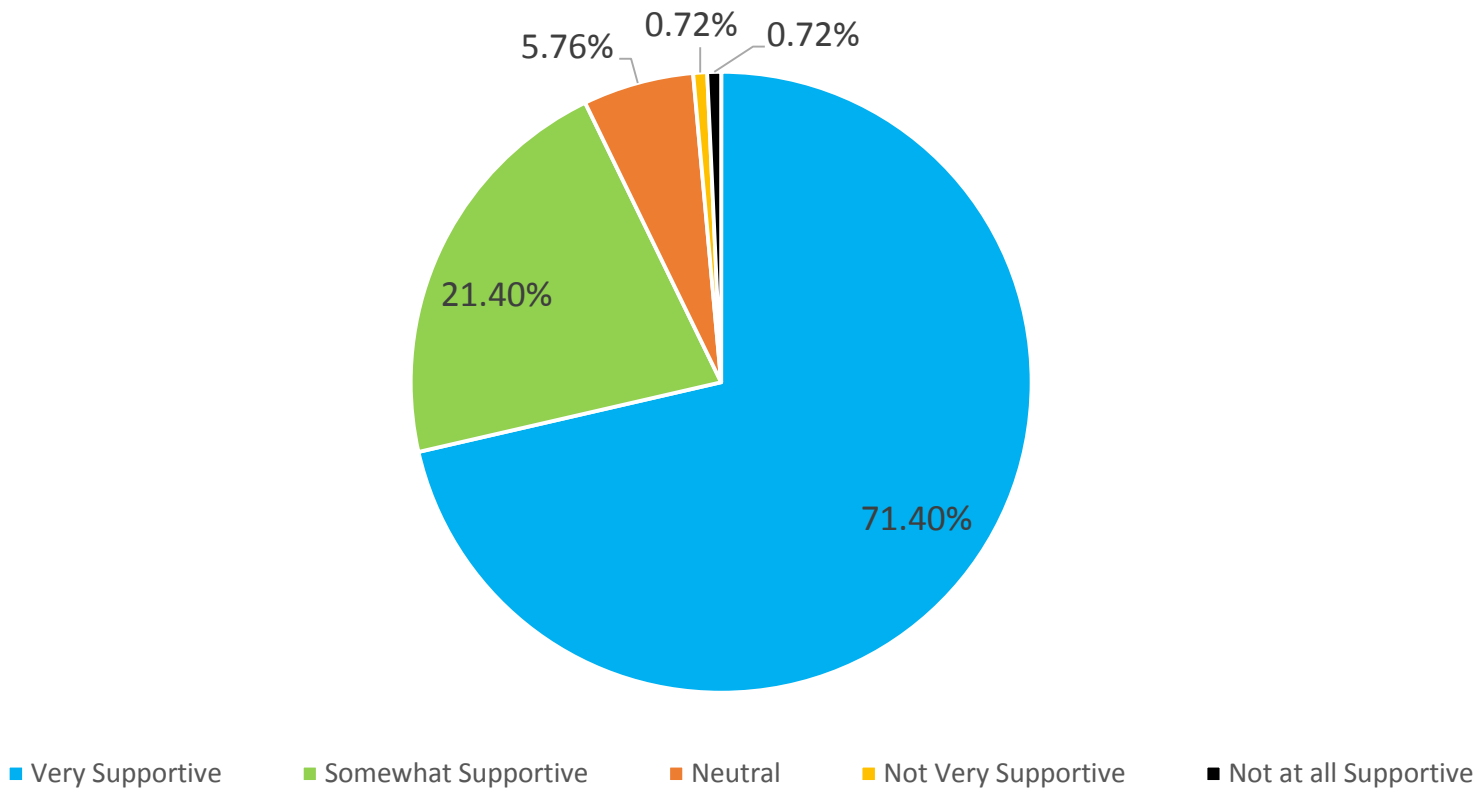
How supportive of various enhancements?

Increase transit service to stay ahead of congestion and population growth.



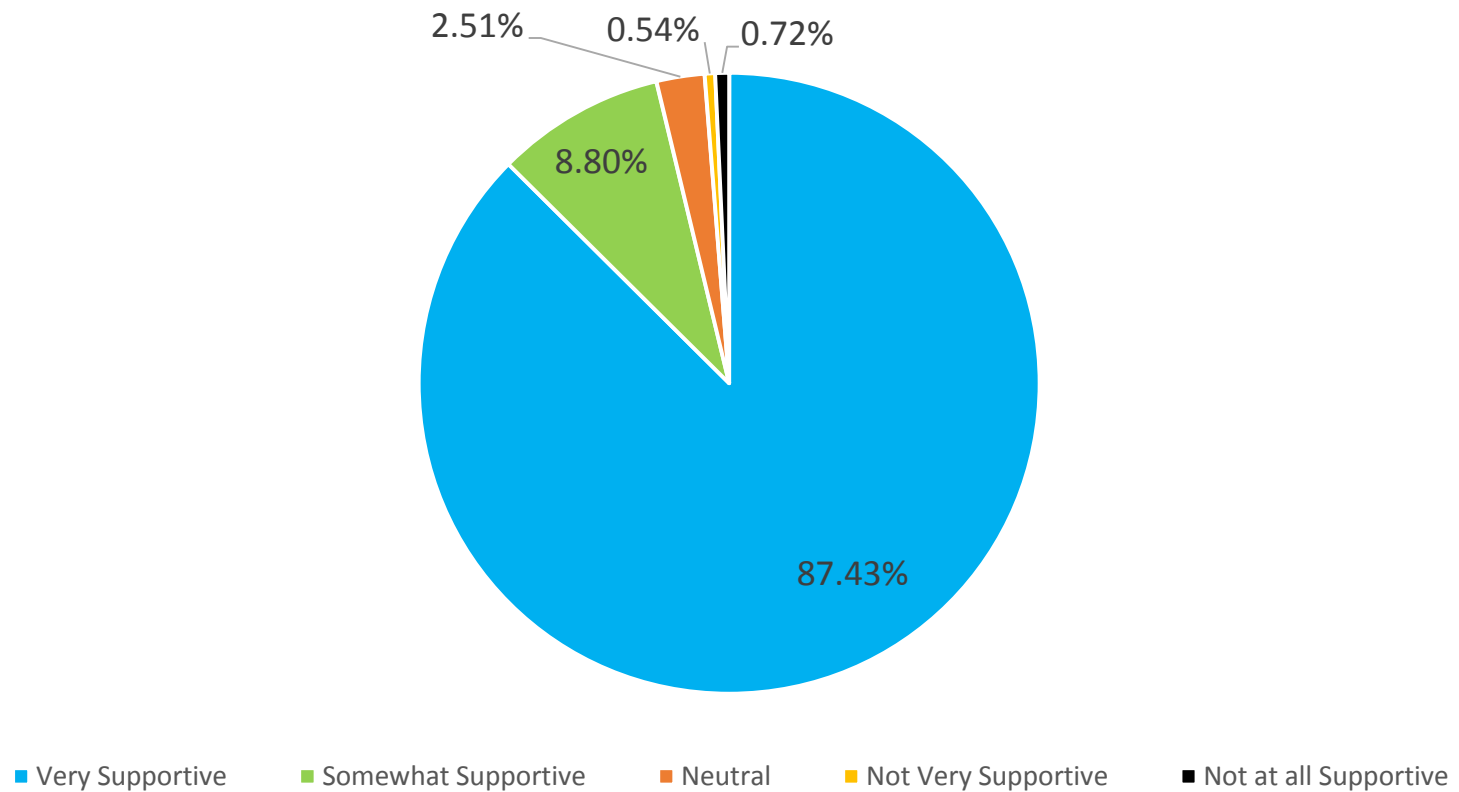
How supportive of various enhancements?

Extend service to growing population and economic activity centers.



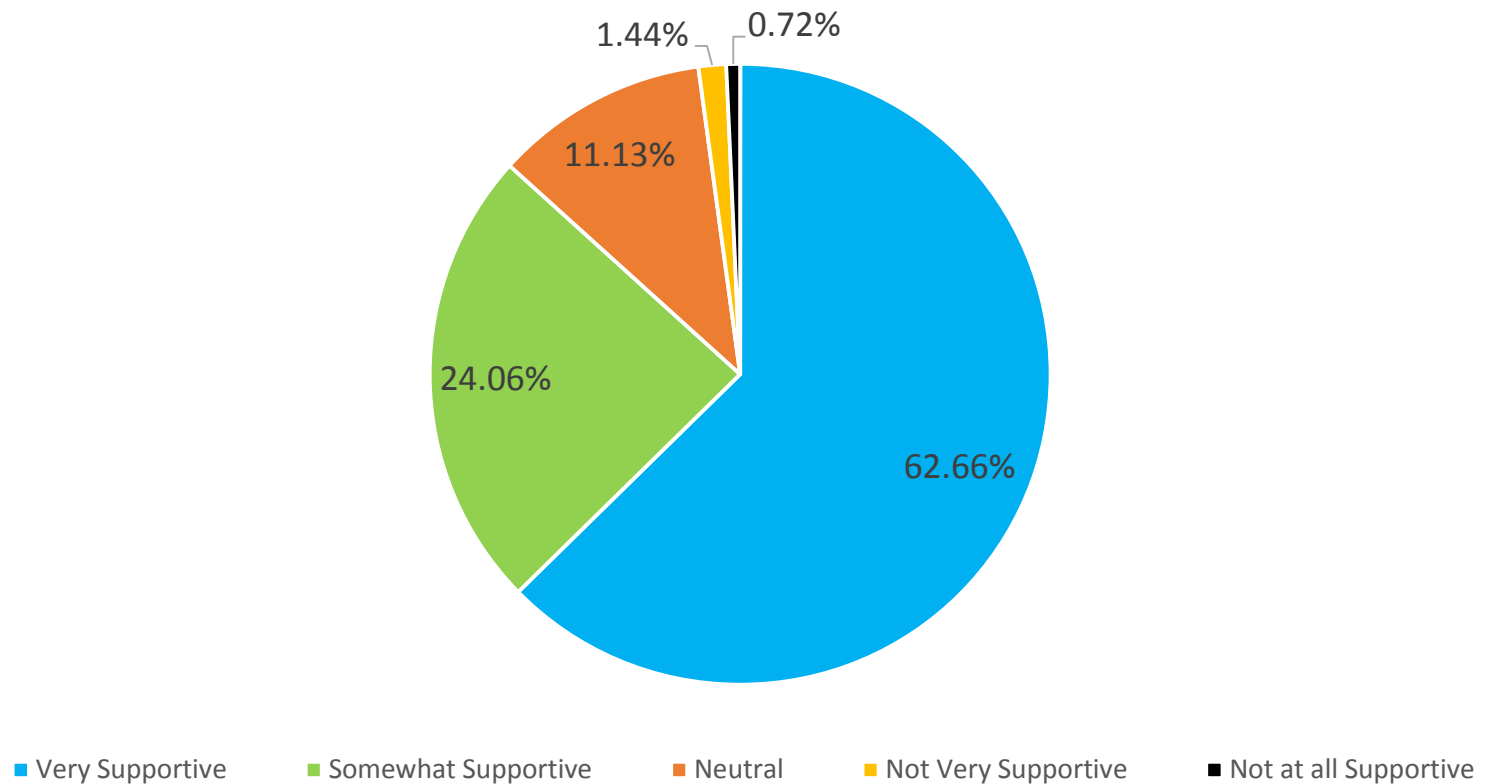
How supportive of various enhancements?

Maintain service for riders who depend on transit to get to work, school or doctor.



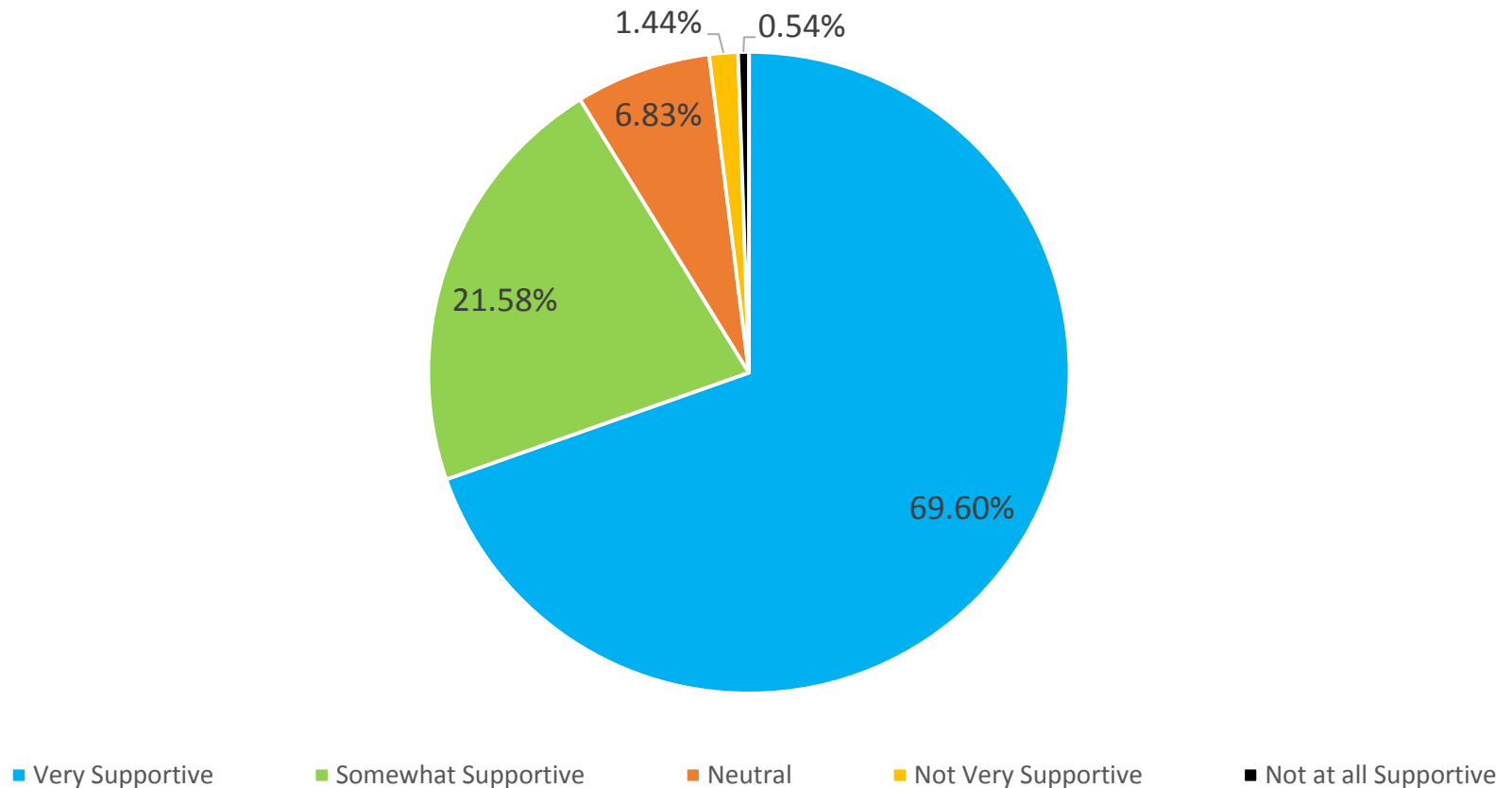
How supportive of various enhancements?

Speed-up service and provide real-time route data to attract more riders.



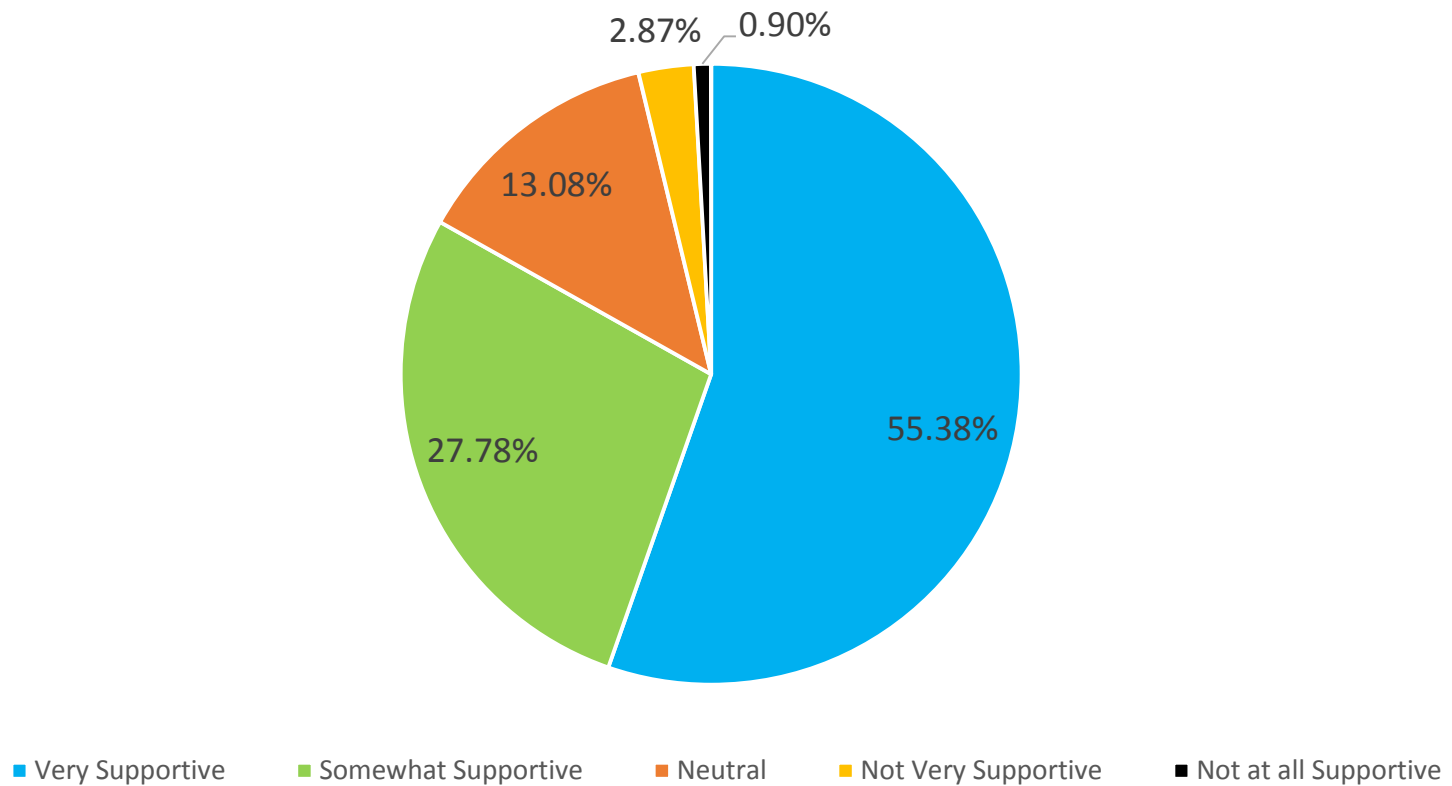
How supportive of various enhancements?

Expand morning, night and weekend service to help workers who don't have a 9-to-5 schedule.



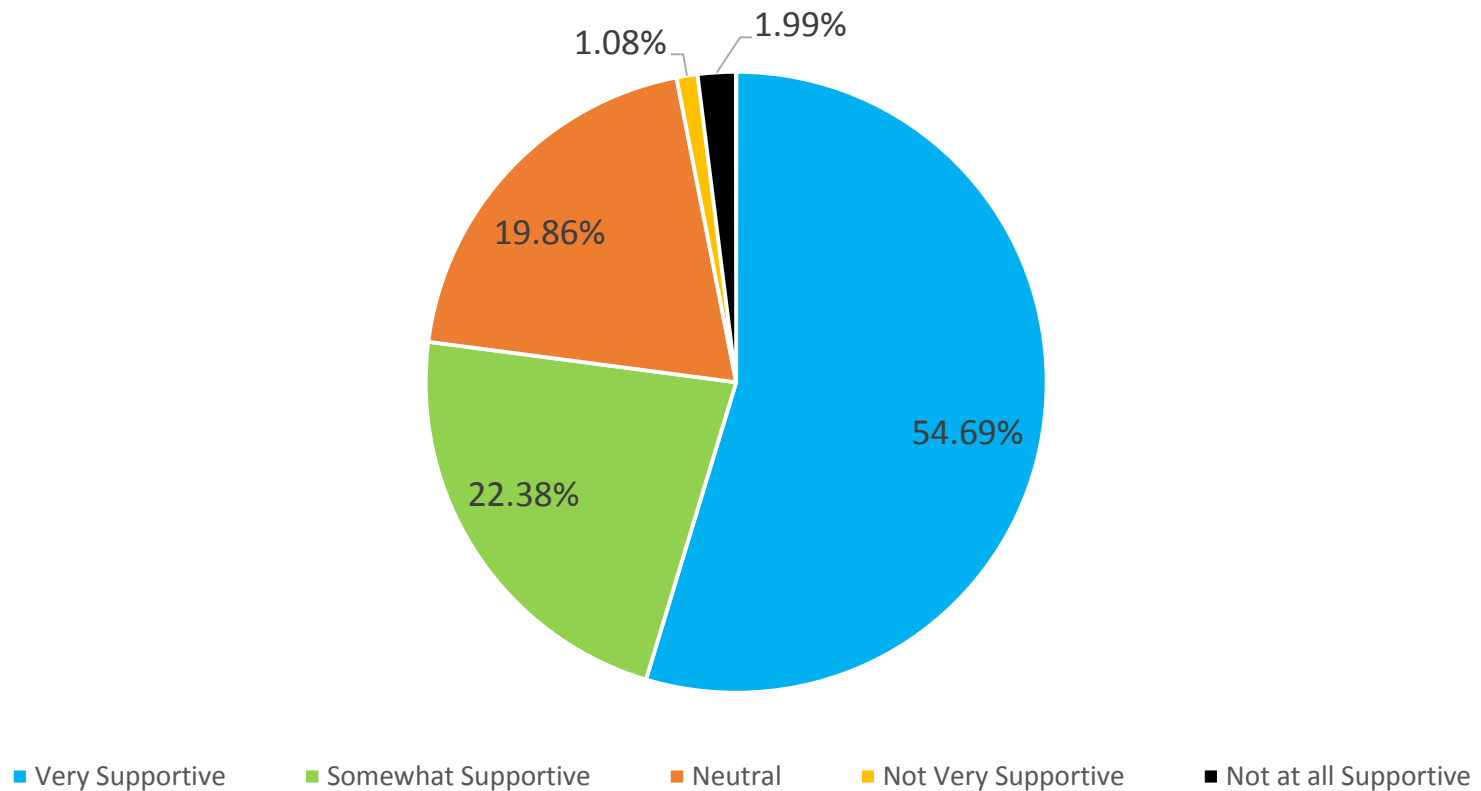
How supportive of various enhancements?

Create dedicated in-county commuter lines that get people where they're going faster.



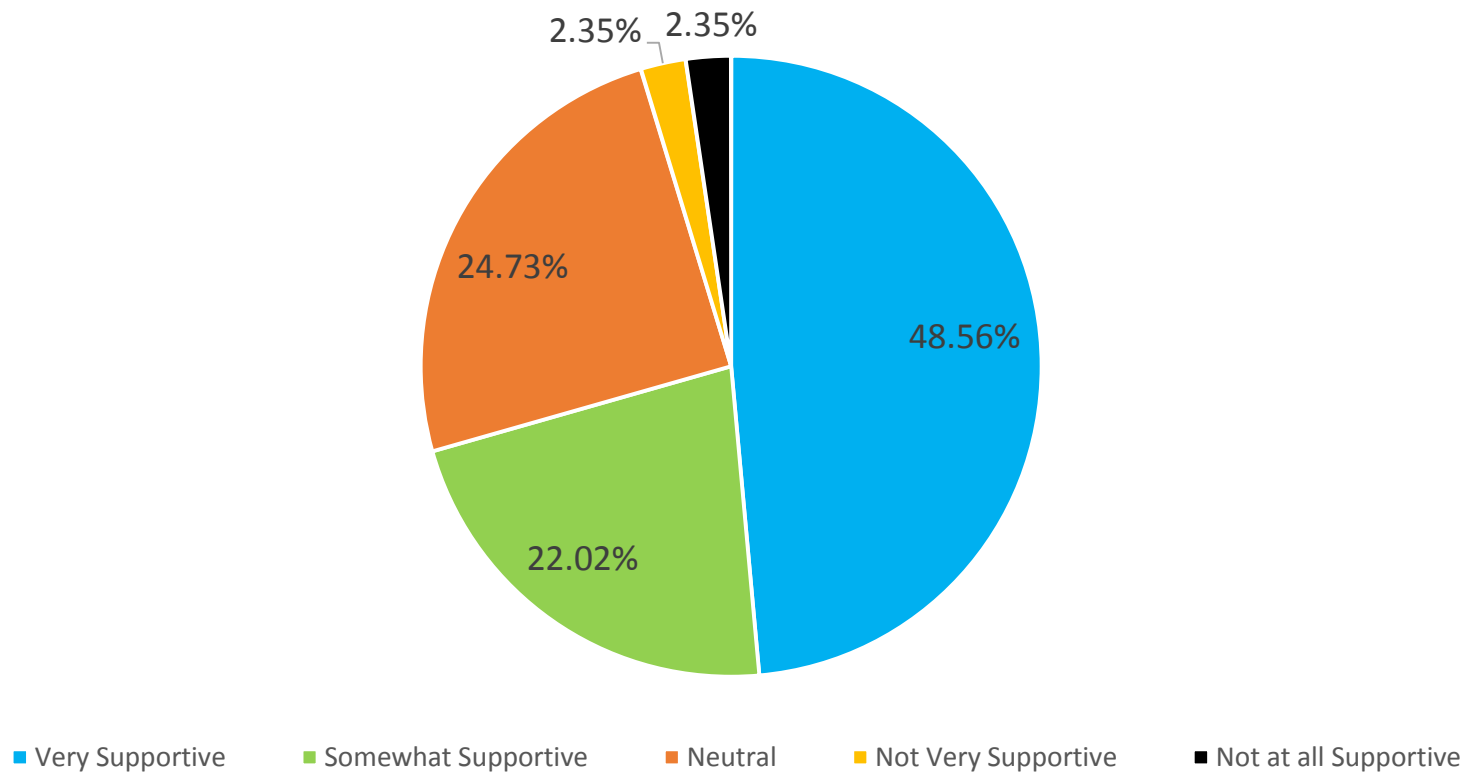
How supportive of various enhancements?

Attract more riders by simplifying the fare structure and increasing frequency.



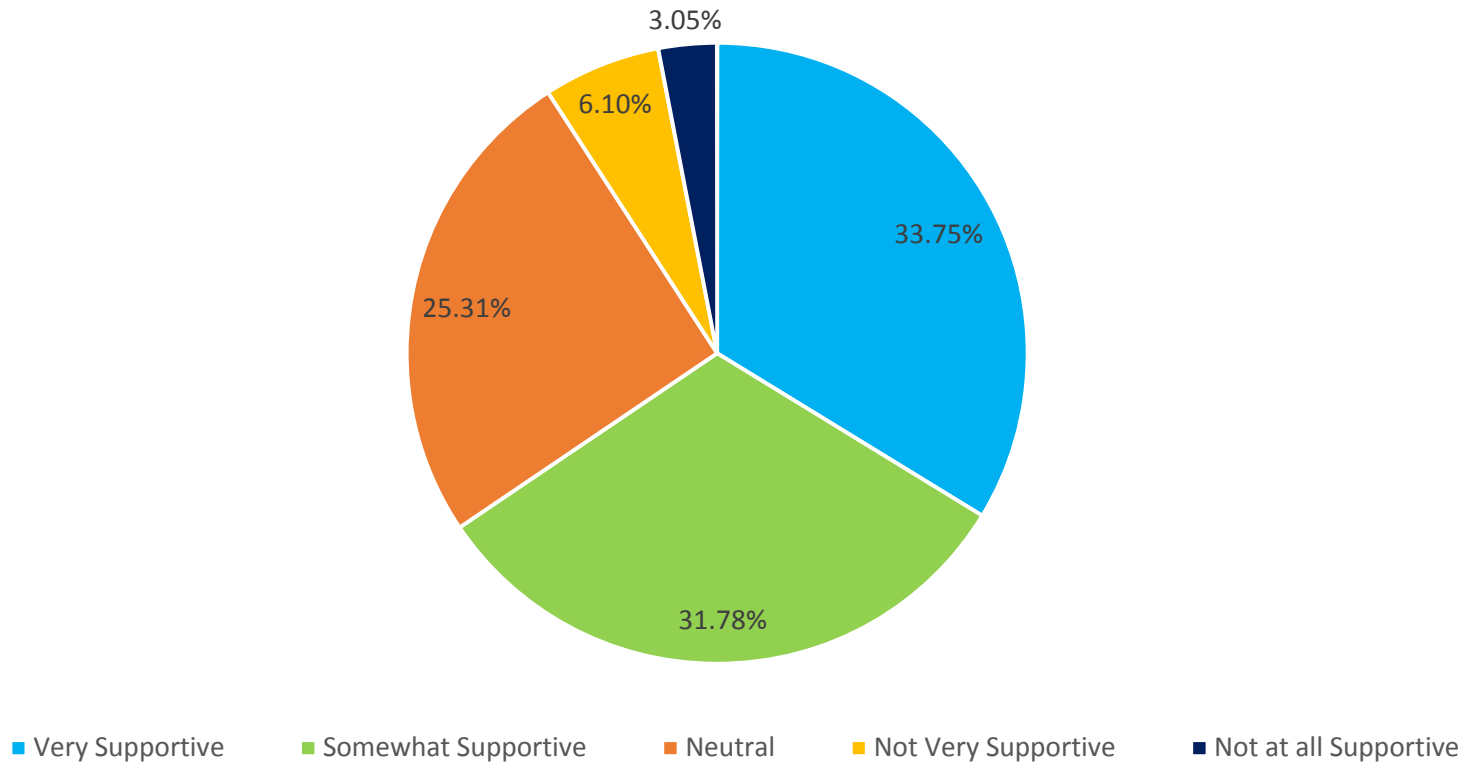
How supportive of various enhancements?

Make transit a transformative service for social and economic wellbeing.

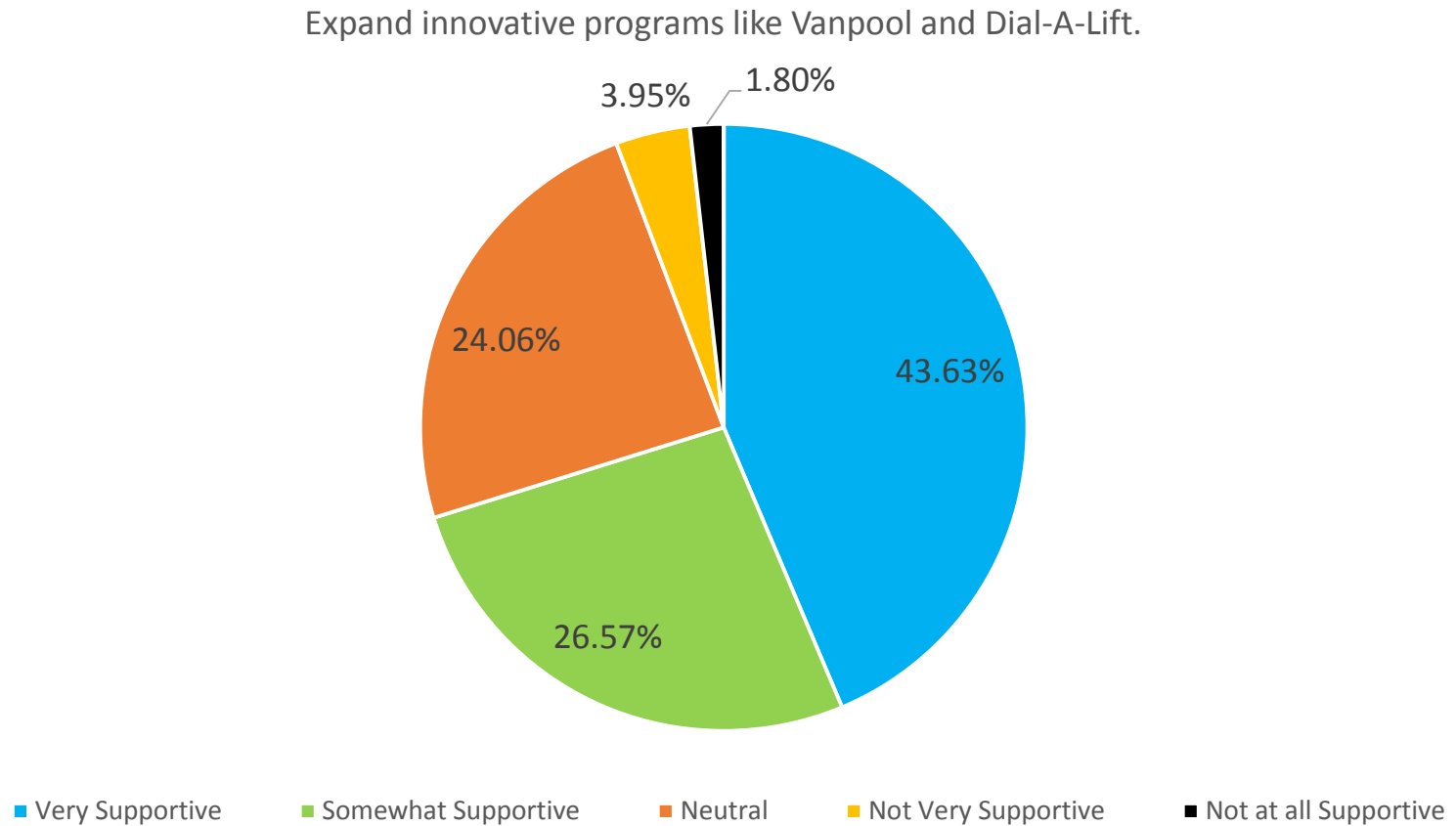


How supportive of various enhancements?

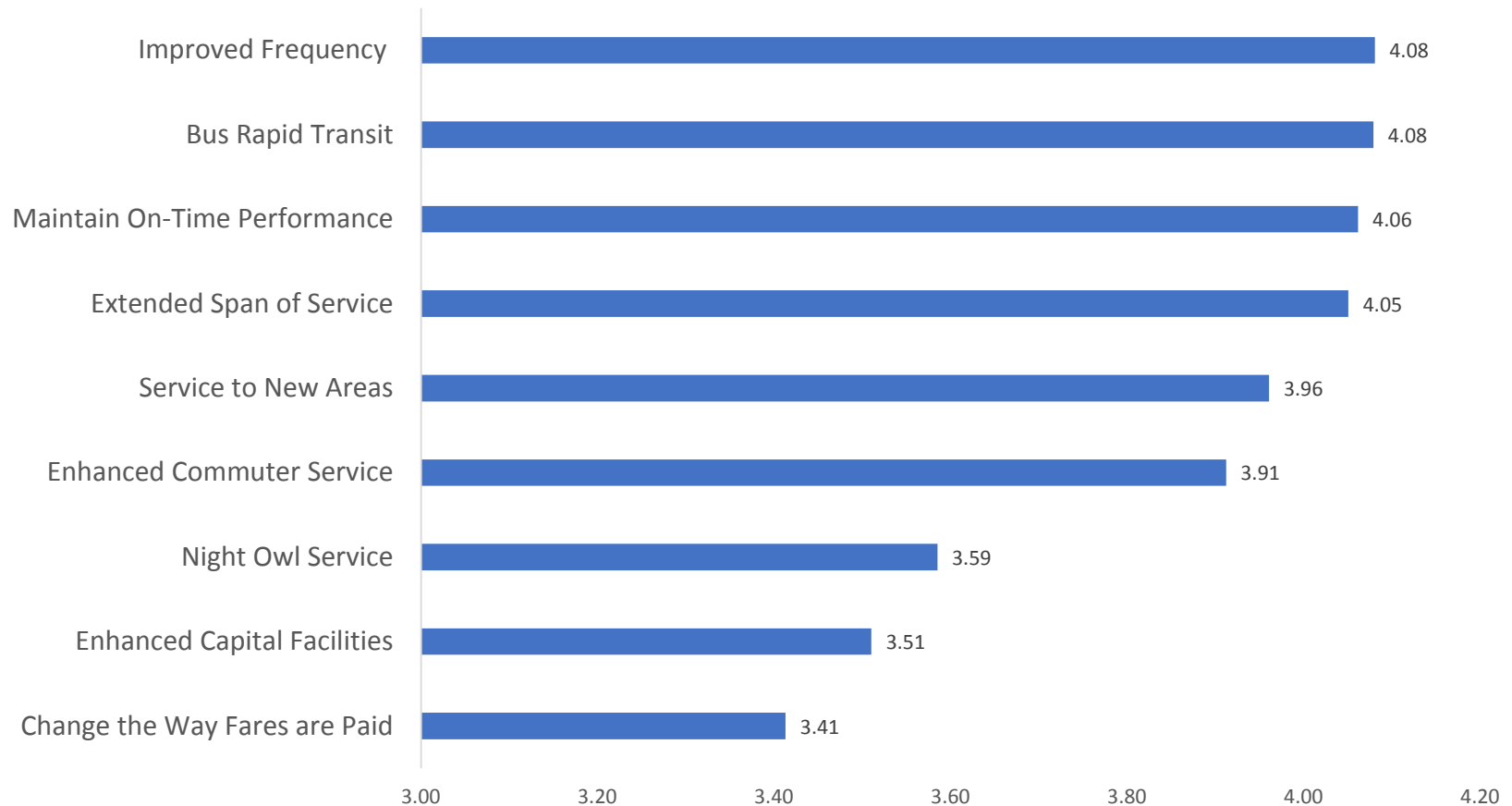
Invest in comfort to attract and maintain high ridership.



How supportive of various enhancements?

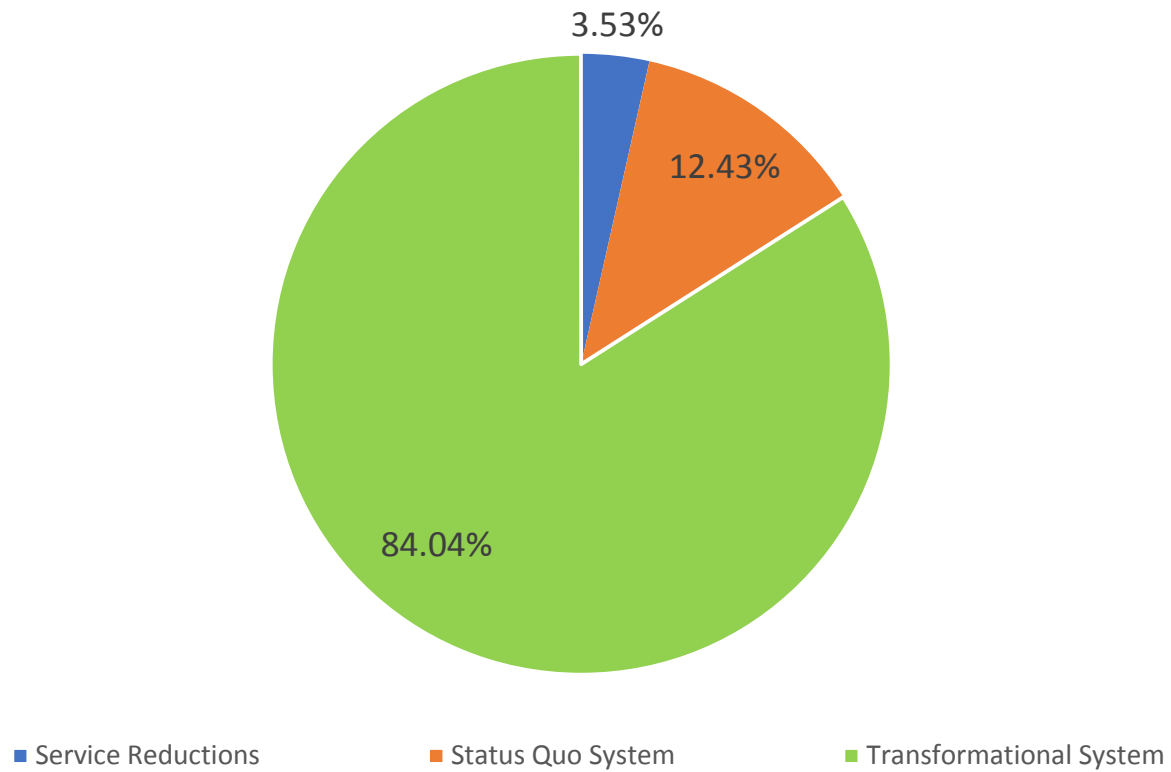


Please rank the individual enhancement from 1 to 5, with 5 being the "most important" system improvement and 1 being the "least important."



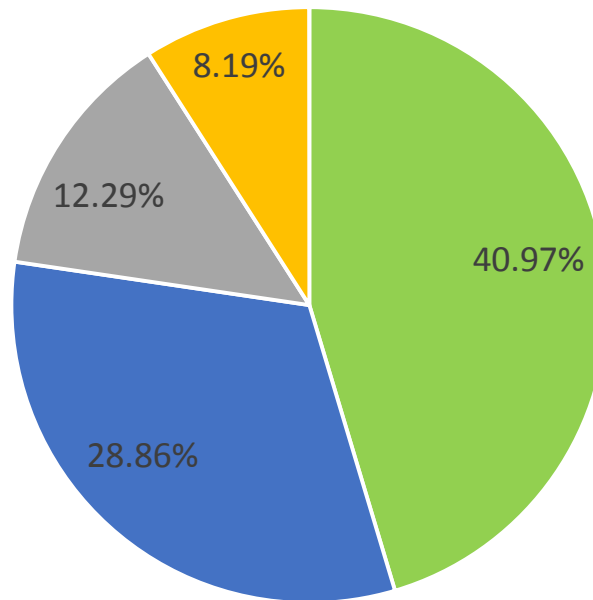
Preferred Scenario

Please select your preferred future transit scenario:



Sales Tax Support (+/- 70%)

How supportive are you of a sales tax increase to achieve a "Transformational System" scenario that includes most of the transit improvements described above?



■ Very Supportive

■ Somewhat Supportive

■ Neutral

■ Not at all Supportive

Authority Meeting Highlights
A brief recap of the Authority Meeting of July 11, 2018

Action Items

Wednesday night, the Authority:

- The Authority approved a motion asking staff to develop a resolution, to be considered by the Authority at their August 1, 2018, meeting regarding including the 4/10ths of one percent sales tax increase on the November 2018 ballot.

Other Items of Interest:

- Welcomed Tyler Huey, Maintenance Assistant.
- Received a final update on the proposed service changes by Rob LaFontaine, Planning Manager.
- Received an update on the Long Range Plan IT Road Trip Public Engagement 2.0 from Jason Robertson of JRO+Co.
- Received the results of the Long Range Plan Survey from Stuart Elway of Elway Research, Inc.
- Staff is working with the Thurston County Chamber to promote awareness of the vanpool program and the benefits to employers, employees and the region as a whole to reduce traffic congestion.
- Staff is working on the Olympia Transit Center Expansion project and anticipate going before the Authority on August 15, 2018, to provide an update with hopes for a building completion by fall of 2019.
- Intercity Transit participated in the Yelm Prairie Days Parade and the Tumwater July 4th Parade.
- As a pilot project in hopes of relieving congestion, Intercity Transit transported approximately 600 to 800 people out of the the Rainier Vista Park during the Lacey 3rd of July Fireworks Spectacular.
- Intercity Transit will be at the Lakefair Parade this upcoming weekend.
- The Authority will conduct their yearly Planning Session on Friday, August 17, 2018, in the board room beginning at 8:30 a.m.

Pat Messmer

Prepared: July 12, 2018

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

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