

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
March 17, 2014  
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. Ryan Warner, Intercity Transit Authority Representative</b><br><i>(Michael Van Gelder)</i>   | <b>1 min.</b>  |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>  | <b>3 min.</b>  |
|              | <b>A. March 19, 2014, Work Session</b> <i>(Leah Bradley)</i>   |                |
|              | <b>B. April 2, 2014, Regular Meeting</b> <i>(Valerie Elliott)</i>  |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - February 10, 2014</b>   | <b>1 min.</b>  |
| <b>V.</b>    | <b>CONSUMER ISSUES CHECK-IN</b><br><i>(This is to identify what issues you wish to discuss later on the agenda in order to allocate time).</i> | <b>3 min.</b>  |
| <b>VI.</b>   | <b>NEW BUSINESS</b>  |                |
|              | <b>A. REBELS BY BUS</b> <i>(Mary Williams)</i>   | <b>20 min.</b> |
|              | <b>B. VILLAGE VANS UPDATE</b> <i>(Ann Bridges)</i>   | <b>20 min.</b> |
|              | <b>C. CAC RECRUITMENT</b> <i>(Ann Freeman-Manzanares)</i>  | <b>30 min.</b> |
| <b>VII.</b>  | <b>CONSUMER ISSUES - All</b>   | <b>20 min.</b> |
| <b>VIII.</b> | <b>REPORTS</b>   |                |
|              | <b>A. February 19, 2014, Work Session</b> <i>(Dale Vincent)</i>  |                |
|              | <b>B. March 5, 2014, Regular Meeting</b> <i>(Mitchell Chong)</i>   |                |
|              | <b>C. ISO 14001 Certification</b> <i>(Ann Freeman-Manzanares)</i>  |                |
| <b>IX.</b>   | <b>NEXT MEETING - April 21, 2014.</b>  |                |
| <b>X.</b>    | <b>ADJOURNMENT</b>   |                |

**Attendance report is attached.**

**Minutes**  
**INTERCITY TRANSIT**  
**CITIZEN ADVISORY COMMITTEE**  
**February 10, 2014**

**CALL TO ORDER**

Chair Van Gelder called the February 10, 2014, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

**Members Present:** Chair Michael Van Gelder; Vice Chair Carl See; Leah Bradley; Mitch Chong; Valerie Elliott; Sreenath Gangula; Joan O'Connell; Sue Pierce; Kahlil Sibree; Faith Hagenhofer; Charles Richardson; Roberta Gray; Don Melnick; Victor VanderDoes; Quinn Johnson; Dale Vincent; and Julie Hustoft.

**Absent:** Alysha Neely and Meta Hogan.

**Staff Present:** Emily Bergkamp; Marilyn Hemmann; and Nancy Trail.

**Others Present:** Authority member, Jeff Gadman, Intercity Transit Authority.

**APPROVAL OF AGENDA**

It was M/S/A by ELLIOTT and HUSTOFT to approve the agenda as published.

**INTRODUCTIONS**

Van Gelder introduced Authority member, Jeff Gadman.

**MEETING ATTENDANCE**

A. February 19, 2014, Work Session - Kahlil Sibree.

B. March 5, 2014, Regular Meeting - Mitchell Chong.

**APPROVAL OF MINUTES**

It was M/S/A by ELLIOTT and MELNICK to approve the minutes of the January 13, 2014 meeting.

**CONSUMER ISSUES CHECK-IN** - Issues for discussion later in the meeting include:

- *Hustoft* - Sidewalks around bus stops.
- *VanderDoes* - DAL online scheduling.
- *Melnick* - Policy on how IT adds routes and stops.

- *See* - Corridor meeting - joint commissions meeting.

## **NEW BUSINESS**

*Gray arrived.*

- A. Dial-A-Lift Update** (*Emily Bergkamp*) - Bergkamp stated that twice a year she provides an update to the CAC. Bergkamp indicated the presentation would also include an update on the travel training program, as well as introduce a new program at Intercity Transit for Bus Buddies.

Bergkamp provided the American with Disabilities Act (ADA) celebrates its 23<sup>rd</sup> anniversary this year. The ADA, passed in 1990 outlines Civil Rights Protection for 56.7 million Americans with disabilities, providing equal access to community services.

Bergkamp provided the major transportation requirements:

- Accessibility of all new transportation facilities and vehicles used in fixed route service;
- Equivalent access to demand response to services;
- Complementary paratransit service must extend  $\frac{3}{4}$  of a mile beyond the boundaries of the fixed route system.

*Gangula arrived.*

Bergkamp explained the reasons for DAL eligibility in that a client's disability must prevent them from accessing the fixed route buses:

- Client is unable to board, ride or exit an accessible bus without assistance; or
- Needs to use a ramp but it cannot be deployed safely at their bus stop; or
- Has a disability that prevents travel to and from a bus stop under certain conditions.

Bergkamp provided the categories of eligibility:

- Conditional: includes conditions that describe when a client is unable to use fixed route;
- Unconditional: eligibility means a client's disability or health condition prevents them from using fixed route;
- Temporary: determined when a client's abilities and/or limitation are expected to change within a period of time.

Bergkamp detailed the application process:

- Applications available upon request;
- Processing must occur within 21 days of the agency's receipt of the completed application;

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- Process must include an appeals process:
  - Client's written appeal;
  - Manager's review/determination;
  - Appeal board's review/determination.

Bergkamp provided the 2013 DAL Trip Information:

- Trips: 150,224 – 4% increase on the year
- Passengers per service hour: 2.83
- Actual vehicle miles: 871,554
- On time performance: 96.58%
- Cancellations: 12% of trips
- No shows: 3% of trips
- Total phone calls: 67,972

*Sibree arrived.*

Bergkamp gave information on the DAL ride by month volume, and the average cost per boarding of \$47.40.

Bergkamp detailed the 2013 Intercity Transit ADA eligibility snapshot:

- Total clients YTD: 2,616
- Eligibility decision: 804
  - Full eligibility 578 – 73%
  - Conditional 34 – 4%
  - Temporary 127 – 16%
  - Temporary Travel Training 58 – 7%
  - Ineligible 7 – 1%
  - Physical assessments: 1

Bergkamp provided one client's history:

- \$47.40 per one way trip  
X 6 trips per week = \$284.40
- \$284.40 per week x 4 weeks = \$1,137.60
- \$284.40 per week x 50 weeks = \$14,220
- \$14,220 per year x 9 years = \$127,980

Bergkamp also provided a brief overview of the Travel Training program indicating the service includes:

- Individualized, origin to destination trip planning and training on the fixed route bus;
- Orientation to all aspects of bus travel;
- Mobility device training;
- Creates relationships with bus riders for continued assistance as needs change.

Bergkamp outlined the Travel Training outreach and referrals;

- Internal referrals;
- Social service agencies;
- School transition programs;
- Families;
- Self referrals;
- Repeat clients;
- ITA and CAC members; community at large.

Bergkamp provided the Thurston Regional Planning Council (TRPC) indicates 20% of Thurston County's population will be 65 or older by 2030. The Travel Training program provides cost avoidance with DAL trips diverted to fixed route service.

Bergkamp introduced the Bus Buddies program and indicated it offers an expansion of the travel training program. The program currently has 9 volunteers and the ribbon cutting ceremony was today at Intercity Transit.

Bergkamp answered questions.

*Hustoft* – Asked if the program has any youth volunteers?

Bergkamp responded there is currently one 16 year old volunteer.

*Melnick* – Commented that Ann Freeman-Manzanares' presentation to the Chamber at Panorama City was very well received and it would make sense to get this information out to the community.

Bergkamp stated educating people on the purpose is important.

*VanderDoes* – Stated the training has been extremely successful for his family, and they have been able to reduce their dependence on DAL with the travel training. His daughter has even trained others. He explained the difficulty with the online scheduling system, and that the timeframes don't work well as they are currently set and need to be expanded. He has heard that some of the schedulers aren't fond of it either.

Bergkamp responded that he has an amazing story to tell. In addition, Bergkamp indicated that the online scheduling system is a work in progress. The software did not have the ability to make weekdays different from weekends, so they had to go with the least common denominator. Bergkamp also indicated that it is not user-friendly on the back end, and hopes the upgrades provide greater flexibility.

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*Vincent* – Commented that the CAC should encourage the Authority to do as much with travel training as possible. The average person knows very little about bus riding.

*Hagenhofer* – Indicated she would like to put Bergkamp in touch with someone at Nisqually from the elder center.

*Van Gelder* – Suggested the presentation be distributed to the CAC members. It's very important that we recommend this to the ITA as a group or individually. The CAC representative will do so at the next ITA meeting.

- B. 2014 Procurement Plan** (*Marilyn Hemmann*) Hemmann provided information on the function of the Procurement Division to include the products and services necessary to keep the agency running. In addition, Hemmann explained the division is also responsible for the maintenance agreements, contracts and compliance with funding timelines to utilize available funds.

Hemmann provided an outline and projected timeline for the 2014 projects.

Hemmann answered questions.

## CONSUMER ISSUES

- *Hustoft* – Relayed a concern regarding the stop in front of Frankie's on Pacific. She indicated the back wall has ivy growing on it and it is now covering half of the sidewalk. Someone with a wheelchair would not be able to get across the sidewalk.

*Gadman* – Responded in most jurisdictions the adjacent property owner is typically responsible and this includes keeping it clear of vegetation.

*See* – Indicated Code Enforcement may also be able to assist.

*Bergkamp* – Stated she will relay the information to staff to follow up.

- *Melnick* – Requested information on how Intercity Transit decides where to put bus service/stops/routes. He would like to know if there is a policy, or the process.

*Hemmann* – Responded that Dennis Bloom can speak to that topic.

## REPORTS

- *See* – Reported on the Joint meeting on the corridors – and the purpose being different jurisdictions communicating about planning projects. This included the Capital Boulevard/Brewery District/Downtown/Woodland Dist. *See* indicated it was nice to see Intercity Transit at the table.

## **Intercity Transit Citizen Advisory Committee**

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- *Pierce* – Indicated she also attended the Joint meeting on the corridors and that there were several references to transit. The projects have a 10/20 year timeline. She also indicated the presentations are available on the TRPC website, and thought they might make interesting guest speakers. Pierce had handouts available from the meeting.
- *Gray* – Asked who hears the land use hearings and wanted to know what they look at as it pertains to laws and codes.
  - Gadman – Indicated he was the Lacey representative on the sustainability task force, and one of the things that they recognized was that when development occurs transit comes in at the end. One of the goals of Sustainable Thurston is that transit is brought into the conversation early and becomes an integral part of the planning. Gadman also indicated the limiting factor on zoning and comp. plan amendments are once per year. Most choose to do that in the fall. If a change is made the implementation takes time.
- *Van Gelder* - Provided a report on the January 15, 2014, ITA Special Meeting – the ITA heard the CAC's discussion on Intercity Transit's role in the region. The CAC provided the authority with good information and the ITA saw the value of the CAC discussing issues.
- *Pierce* - Provided a report on the February 5, 2014, ITA regular meeting, including the procurement update, the election of officers and committee assignments.
- *Van Gelder* – Provided information on the Washington State Ride Sharing Organization conference March 31 – April 1 on transportation demand management with several good presentations. [www.wsro.net](http://www.wsro.net).

**NEXT MEETING: March 17, 2014.**

### **ADJOURNMENT**

**It was M/S/A by MELNICK and GRAY to adjourn the meeting at 7:16 p.m.**

Prepared by Nancy Trail, Recording Secretary/  
Executive Assistant, Intercity Transit

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-A  
MEETING DATE: March 17, 2014**

**FOR:** Citizen Advisory Committee  
**FROM:** Ann Freeman-Manzanares (705-5838)  
**SUBJECT:** Rebels by Bus Program

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- 1) **The Issue:** Provide an overview of the Rebels by Bus program.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy:** N/A
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- 4) **Background:** Rebels by Bus is an initiative encouraging people to use public transportation while seeking fun, low cost, and "green" adventures. Mary Williams, Rebels by Bus originator, teaches "bus riding 101", plans and leads trips throughout the region. Mary is a tremendous public transportation advocate and enthusiastic in her outreach efforts presenting to groups throughout the region.
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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal References:** Goal #4 - Provide responsive transportation options.
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- 8) **References:** N/A



**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-B  
MEETING DATE: March 17, 2014**

**FOR:** Citizen Advisory Committee  
**FROM:** Ann Bridges (705-5831)  
**SUBJECT:** Village Vans Program 2013 Update

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1) **The Issue:** 2013 Status Report.

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2) **Recommended Action:** Information only.

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

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4) **Background:** The Intercity Transit Village Vans Program developed from a county-wide collaborative process designed to identify gaps in resources for low income job seekers and employees. Transportation was recognized as a major barrier for families transitioning from government aid to economic independence. The consensus of over 40 Human Service organizations led to the design and implementation of a pilot project to fill this transportation gap.

The Intercity Transit Village Vans Project began service in February 2002. By 2004 Village Vans had become a vital, effective model and transitioned from "Project" to "Program". Today Village Vans continues to provide low income job seekers and workers travel to employment support locations such as job training sites, job interviews, childcare centers and also to begin or retain employment. The program doubles its significant impact by using volunteer driver trainees in the Village Vans Customized Job Skills Training Course who are job seekers themselves learning advanced employment skills while receiving current work experience and job search coaching. Drivers and passengers have the same goals and many share information as well as offer each other encouragement and hope.

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5) **Alternatives:** N/A

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

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- 7) **Goal Reference: Goals #1 - 4:** Through on-going assessment of transportation needs of low income citizens, Village Vans provides an innovative and exceptional service that often facilitates customer transition into the use of other Intercity Transit services. Employed families contribute to the economic and social sustainability of our community through enhanced stability and health and less demand on limited human service resources.

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- 8) **References: Village Vans 2013 Program Update**



## 2013 PROGRAM UPDATE

March 2014

Prepared by: Ann Bridges, Village Vans Coordinator  
Abridges@intercitytransit.com  
360-705-5831

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### **CUSTOMERS: 6349 trips , 45,589 revenue miles, 89 jobs sites reached**

*"I really appreciate Village Vans for their awesome service. I just got a new job and if it weren't for Village Vans I wouldn't be able to get to work and my son to daycare and home. I really hope that this service continues."*

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**VOLUNTEERS:** 26 Drivers  
+ 7 Scheduler/Dispatchers  
33  
- 8 Currently active  
- 6 Dropped out  
**19**  
**19 Employed**

#### **In-Kind Contribution Value**

**Volunteers = \$152,086**

**Community Partners = \$16,694**

**Intercity Transit = \$17,495**

*"This program made me able to support my family again. I'm so grateful."*

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Ten years after developing our volunteer driver transportation program, others in the country are establishing the foundation for implementing similar programs.

*"The time is right for Community Transportation Association of America to organize a National Volunteer Transportation Center. The time is right because passengers, family members, and communities are faced with the need for transportation services that are efficient, effective, and economical. The time is right because there is a need to enhance and expand methods that facilitate single and multiple passenger rides. The time is right because each of the founders has experience in discovering methods for encouraging passenger satisfaction, fostering meaningful community support, and identifying ways to ensure effective outcomes of transportation service delivery. The time is right because the founders are aware of the unmet specialized transportation needs of population groups across the country. The time is right because volunteer transportation when organized appropriately, offers providers and customers alike transportation options that are both an economical and environmentally friendly."*

February 12, 2014

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-C  
MEETING DATE: March 17, 2014**

**FOR:** Citizen Advisory Committee

**FROM:** Nancy Trail (705-5857); Ann Freeman-Manzanares (705-5838)

**SUBJECT:** 2014 Citizen Advisory Committee Recruitment

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- 1) **The Issue:** Present timeline and process information for the 2014 CAC recruitment.

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  - 2) **Recommended Action:** For information and Discussion. The CAC will be asked to select an ad hoc committee to participate with the ITA in the selection process.

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  - 3) **Policy:** In 2001, the Intercity Transit Authority chartered a Citizen Advisory Committee. In 2011, the Authority approved an additional youth position, increasing the number of members from 19 to 20. It was the Authority's direction to conduct an annual recruitment. New members are appointed by the Transit Authority, typically at the regular July meeting.

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  - 4) **Background:** The Citizen Advisory Committee members serve three-year terms, and may serve no more than two consecutive three-year terms. The exception is the youth position which is a one-year term with no option for reappointment. The youth can, however, apply for the regular three-year position if they wish to continue on the committee. Each spring, staff conducts a recruitment to fill vacancies which may occur throughout the year, through expiration of terms, or if members do not seek reappointment.

The CAC is comprised of 20-members, representing the diversity of our community. Currently, there are three members that can seek reappointment for another three year term. Those who wish to seek reappointment must send letters to the Authority via staff, requesting reappointment by March 21, 2014. The Authority will make the reappointments at their April meeting. There are also two vacant full term positions, and one partial term position to be filled. The three vacant positions and two youth positions will be subject to the interview process in June 2014.

Three Authority members, along with three CAC members, will comprise the ad hoc committee which will conduct the interviews and make recommendations to the Authority for appointment. The Authority will make their appointments on July 2, 2014.

The deadline for applications is May 21, 2014. All applications go to the Authority on June 4, 2014

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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal References:** Maintaining active, interested Citizen Advisory Committee members supports all agency goals.
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- 8) **References:** N/A

**RECRUITMENT TIMELINE**  
**Intercity Transit**  
*Citizen Advisory Committee*  
**2014**

<b>Date</b>	<b>Process</b>
March 20-25, 2013	Update advertisements, application materials and assemble packets.
March 17, 2014	Present timeline and process to CAC. Seek volunteer for ad hoc committee. Notify current members with terms expiring and request notification if they wish to be considered for reappointment. Update packets.
March 19, 2014	Present timeline and process to ITA. Seek volunteer for ad hoc committee. Update packets.
April -May 2014	Advertise CAC volunteer opportunity. Distribute application materials.
May 21, 2014	Applications Due.
May 22-27, 2014	Reviewed for eligibility.
May 28, 2014	Final list of applicants go to Authority for Authority review.
June 4, 2014	Authority reviews applications and selects candidates to interview.
June 12-20, 2014	Identify date for ITA and CAC members to conduct interviews.
July 2, 2014	ITA makes appointments to CAC.
July 15, 2014	Staff to notify and schedule new member orientation.
July 21, 2014	First meeting for new members.

**Authority Meeting Highlights**  
*a brief recap of the Authority Meeting of March 5, 2014*

**Action Items**

Wednesday night, the Authority:

- Approved a second FTE Travel Training Coordinator position. *(Emily Bergkamp)*
- Authorized the General Manager to enter into a one-year contract extension with Eben Design, Inc. in the not-to-exceed amount of \$65,000, including taxes, for the provision of Marketing Services. *(Erin Hamilton)*
- Authorized the General Manager, pursuant to Washington State Contract 03613 to issue a purchase order for the purchase of one 8-passenger and one 12-passenger Chevrolet Express van from Bud Clary Chevrolet in the amount of \$48,042 to be used in the Village Van Program. This purchase is exempt from sales tax. *(Marilyn Hemmann)*
- Authorized the General Manager to enter into a contract with RSM Services Corporation in the not-to-exceed amount of \$70,203.00, including taxes for the purchase of Transit Ridership Analysis Software. *(Jeff Peterson)*
- Authorized the General Manager to issue a purchase order to Urban Solar Corp. for 15 solar lighting units for passenger shelters in the not-to-exceed amount of \$32,314, including taxes and freight. *(Jeff Peterson)*
- Authorized the General Manager to execute a one-year contract extension with Dale Kamerrer, of Law, Lyman, Daniel, Kamerrer & Bogdanovich, P. S., to provide general legal counsel services. *(Marilyn Hemmann)*
- Authorized the General Manager to execute a one-year contract extension with Gordon Thomas Honeywell Governmental Affairs to provide federal advocacy services on a retainer basis of \$6,000 per month. *(Marilyn Hemmann)*

**Other Items of Interest**

- Welcomed 14 new **Operators - Class 14-01.**
- Welcomed **Elizabeth Barlow, Vanpool Coordinator and Nathan Goff, Dial-A-Lift Dispatch Specialist.**
- Marketing and Communications staff members, Meg Kester, Donna Feliciano and Erin Scheel attended and presented at the **APTA Marketing and Communications Conference in New Orleans.**

- There are **218 active Vanpool Groups**. Fifty vans were ordered and expected to arrive early summer. Eleven are expansion vans.
- The next **Walk n'Roll event** is Wednesday, March 26 at Michael T. Simmons Elementary School.

**Pat Messmer**

**Prepared: March 6, 2014**



**Attendance Tracking**

		2	3	4	5	6	7	8	9	10	11	12	1	2	
CAC	Members	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	
Leah	Bradley											<b>MEETING CANCELLED</b>			
Mitch	Chong														
Valerie	Elliott														
Sreenath	Gangula			Absent	Absent				Absent						
Jill	Geyen								Absent						
Roberta	Gray				Absent					Absent					
Faith	Hagenhofer			Absent			Absent								
Meta	Hogan													Absent	Absent
Julie	Hustoft	Absent												Absent	
Quinn	Johnson								Absent		Absent			Absent	
Don	Melnick								Absent	Absent	Absent				
Alyssa	Neely								Absent						Absent
Joan	O'Connell		Absent						Absent						
Sue	Pierce														
Charles	Richardson	Absent						Absent	Absent						
Carl	See														
Kahlil	Sibree								Absent						
Victor	VanderDoes									Absent	Absent				
Michael	Van Gelder														
Dale	Vincent								Absent						

= Joint meeting does not count against required meeting attendance