

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA  
July 21, 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. Ed Bricker, 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. August 6, 2014, Regular Meeting</b> <i>(Julie Hustoft)</i>   |                |
|              | <b>B. August 20, 2014 Work Session</b> <i>(Faith Hagenhofer)</i>   |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - June 16, 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. YOUTH PROGRAM UPDATE</b><br><i>(Erin Scheel; Jessica Gould and David Coopley)</i>  | <b>20 min.</b> |
|              | <b>B. VANPOOL UPDATE</b> <i>(Carolyn Newsome)</i>  | <b>15 min.</b> |
|              | <b>C. SURPLUS VAN GRANT PROGRAM</b> <i>(Carolyn Newsome)</i>   | <b>15 min.</b> |
|              | <b>D. REVISING DIAL-A-LIFT NO-SHOW POLICY</b> <i>(Emily Bergkamp)</i>  | <b>15 min.</b> |
| <b>VII.</b>  | <b>CONSUMER ISSUES - All</b>   | <b>20 min.</b> |
| <b>VIII.</b> | <b>REPORTS</b>   |                |
|              | <b>A. June 18, 2014, ITA Special Meeting</b> <i>(Sue Pierce)</i>   |                |
|              | <b>B. July 2, 2014, ITA Regular Meeting</b> <i>(Joan O'Connell)</i>  |                |
|              | <b>C. TAD Day Reminder - August 13, 2014</b> <i>(Nancy Trail)</i>  |                |
| <b>IX.</b>   | <b>NEXT MEETING - August 25, 2014.</b>   |                |
| <b>X.</b>    | <b>ADJOURNMENT</b>   |                |

**Attendance report is attached.**

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**Minutes**  
**INTERCITY TRANSIT**  
**CITIZEN ADVISORY COMMITTEE**  
**June 16, 2014**

**CALL TO ORDER**

Vice Chair See called the June 16, 2014, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

**Members Present:** Vice Chair Carl See; Leah Bradley; Valerie Elliott; Sreenath Gangula; Joan O'Connell; Victor VanderDoes; Quinn Johnson; Sue Pierce; Charles Richardson; Faith Hagenhofer; Mitchell Chong; and Julie Hustoft.

**Absent:** Roberta Gray; Dale Vincent; Alyssa Neely; Kahlil Sibree; Meta Hogan and Chair Michael Van Gelder.

**Staff Present:** Ann Freeman-Manzanares; Nancy Trail; Ben Foreman; and Duncan Green.

**Others Present:** Authority member, Nathaniel Jones, Intercity Transit Authority, Vice-Chair.

**APPROVAL OF AGENDA**

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

**INTRODUCTIONS**

**Vice Chair See introduced Authority member, Nathaniel Jones.**

**RECOGNITIONS**

Vice Chair See read proclamations for outgoing CAC members Sreenath Gangula; and Don Melnick and presented them with clocks for their service to the CAC.

Vice Chair See recessed the meeting at 5:35 p.m. for a reception.

Vice Chair See reconvened the meeting at 5:42 p.m.

*Gangula left the meeting.*

**MEETING ATTENDANCE**

**A. July 2, 2014, Regular Meeting - Joan O'Connell.**

**Intercity Transit Citizen Advisory Committee**

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**B. July 16, 2014, Work Session - Valerie Elliott.**

**APPROVAL OF MINUTES**

**It was M/S/A by HAGENHOFER and ELLIOTT to approve the minutes of the May 19, 2014 meeting.**

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

- *VanderDoes* - Comment about bus breakdown.
- *Pierce* - Training on how to ride the bus.

**NEW BUSINESS**

**A. BICYCLE COMMUTER CONTEST UPDATE - (*Duncan Green*)** Green provided an update on the 2014 Bicycle Commuter Contest (BCC). Green stated this is his 6<sup>th</sup> year coordinating the BCC, and this is the 27<sup>th</sup> year of the BCC. Intercity Transit has provided the event coordination for the past 9 years. Green expressed the health benefits of bicycling and the positive effects on the environment. The purpose of the BCC is to encourage participants to try cycling for practical trips. Thurston County has great infrastructure for cycling. The Pacific Avenue pedestrian bridge currently under construction will allow riding from Woodard Bay to Yelm or Tenino without ever going on the road.

Green indicated Washington State was again confirmed as the most bike friendly state in the United States according to the League of American Bicyclists. Intercity Transit has earned the silver bike friendly business award.

Green relayed the BCC had 50 sponsors this year, mostly local business who donate prizes and other awards for participants. Once the month-long competition is completed the hope is participants find that they can continue using the bicycle as an alternate mode of transportation.

Green indicated this year was a good solid year with good participation and a lot of enthusiasm. 1,437 people registered and nearly 70% turned in their mileage log. Altogether we peddled 110,530 miles on over 13,000 trips. The average participant rode 113 miles and approximately 35% were first-time riders. There were 69 teams registered this year. Nearly 200 participants will earn prizes.

Green answered questions.

*Jones* stated if Intercity Transit has a silver award, how do we get to a higher-level award?

Green will find out and report.

*Jones* asked if Green is reporting to the jurisdictions.

Green indicated he sends a written report at the end of the contest to the jurisdictions.

*See* asked if there has been any conversation on bike sharing; stating that larger cities are doing it now.

*Hagenhofer* Stated that Olympia had 150 or so bikes downtown and they disappeared, but that was nearly a dozen years ago.

*Freeman-Manzanares* stated that most places are looking for density to make it economically feasible.

*See* asked how many people were on the Intercity Transit team.

Green replied 45 members were on the Intercity Transit team this year.

Green stated the awards ceremony is coming up on the 28<sup>th</sup> of June at the Farmer's Market and he would love to see everyone there.

*Freeman-Manzanares* stated we are fortunate to have Duncan come back year after year. He has built an incredible following, and is largely part of the reason the event is so successful.

**B. CAC SELF-ASSESSMENT RESULTS** – (*Ann Freeman-Manzanares*) *Freeman-Manzanares* stated that every year members complete an assessment survey. This year there were 19 people available to complete the self-assessment, and 15 members participated. *Freeman-Manzanares* asked if there are any issues or comments the committee would like to address, now is the time to have that conversation.

Vice Chair *See* reviewed the comments with the committee.

The committee determined they would like to explore ways to facilitate more discussion at their meetings and engage new members. Vice Chair *See* indicated he would discuss this with Chair Van Gelder and bring suggestions back to the committee.

*Jones* indicated the Authority looks at the scores and the trend of what has changed. He would expect the authority will look at question 5 and try to

## Intercity Transit Citizen Advisory Committee

June 16, 2014

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determine why it is different this year. The Authority cares about how the CAC members feel the committee is doing.

The committee would also like to discuss modifying the responses included in the self-assessment.

*Pierce* indicated she is willing to help facilitate the discussion process with staff.

### C. AMENDMENT TO CAC BYLAWS & CHARTER (*Ann Freeman-Manzanares*)

Freeman-Manzanares indicated that last meeting the CAC received information concerning recent changes to the Open Public Meeting/Public Records Act requiring training. The changes prompted staff to review the CAC Bylaws and Charter to see if the CAC members needed to attend training. In reviewing the documents we asked our legal counsel to interpret them as written and he felt that the documents themselves lend it to being a governing body. The intent of the CAC is to be advisory instead of a governing body.

We made some changes so that the role of the CAC is more clearly defined.

The committee received copies of the proposed changes at the meeting on May 19, 2014. The only change mentioned at that meeting was the need to have the composition portions of both documents identical. This change has been made.

Freeman-Manzanares answered questions.

*Elliott* asked if the composition of the CAC is reviewed to determine if there might be some holes, and if it represents the community.

Freeman-Manzanares stated during the recruitment process we look at how applicants would fit into the existing CAC.

*VanderDoes* stated when new members come on board we identify who/what we represent.

Vice Chair See asked if there was a motion to forward the recommendation to the Authority.

**It was M/S/A by Richardson and Hustoft to forward the recommendations for amendments to the Bylaws and Charter to the Authority.**

*Chong* left the meeting.

### D. ELECTION OF CAC OFFICERS (*Nancy Trail*)

Trail reported that Michael Van Gelder was nominated as Chair and Carl See was nominated as Vice Chair at the

meeting on May 19, 2014. Staff recommends electing the slate as presented. Trail asked the committee if there was a motion.

**It was M/S/A by O'Connell and Hustoft to cast a unanimous ballot electing Michael Van Gelder as Chair and Carl See as Vice Chair.**

- E. STRATEGIC PLAN AND LONG TERM FINANCIAL REVIEW** – (*Ann Freeman-Manzanares and Ben Foreman*) Freeman-Manzanares reported the Strategic Plan is the primary policy document that drives the budget and dedicates resources to projects. The Strategic Plan covers 6 years. We carried the financials out to 2027 to see the results of the changes in federal funding eliminating discretionary funding for bus purchases.

A couple of decisions made last year gave form to projects this year. A decision was made to grow the vanpool program which meant hiring an additional vanpool coordinator. We have since hired a vanpool coordinator and have an open recruitment for the vanpool assistant, who was promoted in this process. Another big issue that was addressed last year was deciding not to pursue new park and ride facilities. We expanded the Martin Way Park and Ride and built the Hawk Prairie Park and Ride. The Authority decided to take a step back and not dedicate local funds to this purpose. Another focus was continuing to pursue grant funds if they became available to rehabilitate and expand the Pattison Street facility. The \$23M project is identified in this model occurring in 2019 at approximately \$30M to account for inflation. It is also recognized that we wouldn't move forward with this project unless funding were to become available.

Freeman-Manzanares and Foreman walked the committee through various iterations of the spreadsheet with different assumptions: sales tax increase/decrease; hybrid/conventional vehicles; fuel costs; and capital projects.

Freeman-Manzanares indicated the Authority is having their planning session this Friday. This is an opportunity to consider the services we provide and potential financial scenarios. Sales tax revenue and fuel costs are unpredictable but have a significant impact on our bottom line. One of the biggest decisions last session was to move forward offering the community to vote on the last 1/10<sup>th</sup> of a percent sales tax. Now we have new members and we'll revisit where we are now. We brought the conversation to the CAC last year and we communicated the committee's recommendation to go as soon as possible. At the planning session we were talking about possibly going for the sales tax increase in August, 2015.

Freeman-Manzanares indicated they really want to show the effects of sales tax changes and timing along with other variables. There are a lot of changes that can be made and some really important decisions that must be made in terms of our long-term viability.

## **Intercity Transit Citizen Advisory Committee**

**June 16, 2014**

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Freeman-Manzanares relayed staff will start to send out sales tax information to CAC members with the next agenda packet.

### **CONSUMER ISSUES**

The committee agreed to table consumer issues identified earlier due to time constraints.

### **REPORTS**

- *Ann Freeman-Manzanares* – Reported on the May 21, 2014, ITA meeting including a conversation about the Martin Way corridor/Pattison Street expansion and the meeting with the City of Olympia. She also reported that Don Melnick was selected as the citizen representative on the Intercity Transit Authority.

Two potential CAC candidates were interviewed on Friday. The committee determined not to select any of those interviewed. We will go out for another recruitment in the fall. We are going to ask you to come up with interested parties.

*Johnson* indicated he would see if there are any interested students and encourage them to apply.

Freeman-Manzanares stated she won't be available for the July meeting. Also the August CAC meeting is on the same day as the WSDOT Wall of Fame banquet. The meeting could be rescheduled for the 11<sup>th</sup> or the 25<sup>th</sup>, or cancelled. Please look at your calendars. As a reminder, the September meeting is the joint meeting with the Authority.

**NEXT MEETING: July 21, 2014.**

### **ADJOURNMENT**

**It was M/S/A by HAGENHOFER and PIERCE to adjourn the meeting at 7:43 p.m.**

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

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-A  
MEETING DATE: July 21, 2014**

**FOR:** Citizen Advisory Committee  
**FROM:** Erin Scheel, Youth Education Specialist, 705-5839  
**SUBJECT:** Youth Program Update

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- 1) **The Issue:** To highlight the recent work of the agency's Walk n' Roll youth education program.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy Analysis:** The Authority supports marketing and outreach to youth as part of the agency's overall objective to increase ridership, raise awareness of alternative transportation modes and support community sustainability.
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- 4) **Background:** Intercity Transit began a youth education program in mid 2007 as a strategic element to expand the agency's outreach, education and marketing to a key audience - youth. The Walk n' Roll program, which is building the next generation of walkers, bicyclists, and bus riders, has been effective in expanding Intercity Transit's partnerships and its presence in the community.

The Walk n' Roll program reaches thousands of students each year, as well as many teachers, school administrators, community representatives and parents. Activities include on-bus "rolling classroom" demonstrations, Walk to School Days, the a Build-a-Bike program via our volunteer Bike PARTners program, Bike to School activity, Safe Routes to School grant work, and community events.

This work is administered through the Marketing & Communications division and implemented by a permanent FTE position. The Walk n Roll program has been successful at obtaining multiple grant awards that have enabled the program and its partnerships to broaden over the years. Partners include the Thurston Regional Planning Council, the City of Olympia, City of Tumwater, multiple school districts and many schools.

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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** The youth education program budget is \$24,000 annually, plus the personnel cost of 1 FTE. Current grant awards, which enable the program to



do additional activity, include \$63,900 from WSDOT's Safe Routes to School Program and \$39,000 from the Transportation Alternatives Program.

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7) **Goal Reference:** All goals: Goal #5, "Align best practices and support agency sustainable technologies and activities," Goal #4, "Provide responsive transportation options," Goal #3, "Maintain a safe and secure operating system," Goal #2, "Provide outstanding customer service," and Goal #1, "Assess the transportation needs of our community."

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8) **References:** N/A

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-B  
MEETING DATE: July 21, 2014**

**FOR:** Citizen Advisory Committee

**FROM:** Carolyn Newsome, Vanpool Manager, 705-5829

**SUBJECT:** Vanpool Program Update

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- 1) **The Issue:** Provide an update on Vanpool Services.
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- 2) **Recommended Action:** This is an information item. No action is required.
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- 3) **Policy Analysis:** The Vanpool Manager will provide updates to the ITA and CAC at least once per year, and more often as requested.
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- 4) **Background** Intercity Transit's vanpool program is 32 years old – the program began in May 1982 with two leased vans from the Washington State Department of Transportation. We currently have 218 active vanpool groups and hope to have 233 vanpool groups by 2<sup>nd</sup> Quarter 2015, when our 2015 new vans arrive.

Our vanpool program serves 1,700 commuters and includes 836 volunteer drivers. The program removes more than 1,500 cars off our congested roadways each commute day.

We saw record ridership in 2013 with 761,750 passenger trips, a 2.3% increase over 2012. Commuters traveled 3,568,294 miles in our program in 2013, an increase of 2.8% from 2012.

In 2013, we recovered 100% of our direct operating cost from passenger fares. Direct operating does not include capital costs. Currently we receive grants for vehicle purchases. In 2014 we purchased 50 vehicles. We received 90% grant funds for 11 expansion vehicles through WSDOT and 80% of 26 replacement vehicles through federal "earned share" formula funds. Local funds were used for the 10% match for expansion and the replacement of 12 vehicles. One vehicle was totaled and we received insurance funds for replacement costs.

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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** Passenger fares for 2013 totaled \$1,845,933. Direct cost for the vanpool program (vanpool staff, fuel, insurance and maintenance) was \$1,752,895. Direct costs do not include capital for vehicles or general overhead

costs. In January 2013, vanpool fares were increased 10% to try to recover 100% of direct cost. In 2013 we were slightly over due to staff positions remaining unfilled. We anticipate 2014 will be more in-line with our goal.

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7) **Goal Reference:** Goal #1, *“Assess the transportation needs of our community.”* Goal #2, *“Provide outstanding customer service.”* Goal #3, *“Maintain a safe and secure operating system.”* Goal #4, *Provide responsive transportation options.”*

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

**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-C  
MEETING DATE: July 21, 2014**

**FOR:** Citizen Advisory Committee

**FROM:** Carolyn Newsome, Vanpool Manager 360-705-5829

**SUBJECT:** Van Grant and Community Van Program

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- 1) **The Issue:** Provide an update to the Citizen Advisory Committee on the Van Grant and Community Van Programs.

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  - 2) **Recommended Action:** This is an information item. No action is required.

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  - 3) **Policy Analysis:** The Vanpool Manager will provide updates to the Authority and Citizen Advisory Committee at least once per year, and more often as requested.

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  - 4) **Background:** Providing transportation services that effectively meet the diverse needs of our community's residents, non-profit groups, and organizations, is not a small feat. This requires innovation and effective use of available resources. The Van Grant and Community Van programs are excellent examples of creative ways to meet a variety of mobility needs.

**The Van Grant** program provides surplus vanpool vans to nonprofit groups for transportation needs our regular services cannot meet. Awards of the vans are made following a competitive review process. The groups use the vehicles to transport their clients and volunteers to and from activities and help fulfill their organizational mission.

Since the program began in 2004, the agency's Van Grant program has awarded 33 vehicles to organizations such as: Catholic Community Services, Wee Love Early Learning Center, Olympia Union Gospel Mission, Senior Services of South Sound, Thurston County Food Bank, Habitat for Humanity, Pacific Peaks Girl Scout Council, Yelm Adult Senior Services, and others. This program makes up-to-four surplus vanpool vehicles available to nonprofit groups in the Thurston County PTBA to meet the transportation needs of their clients.

The most recent van awards, made last fall, went to GRuB, Boys' and Girls' Clubs of Thurston County, Panza for Quixote Village, and Thurston County Food Bank. These and other organizations use their vans for transporting low-income and at-risk youth to before and after-school programs and field trips;



trips to the food bank, medical and social services appointments; transporting volunteers gleaned produce from local farms for the Food Bank; and much more. So far this year, the Boys' and Girls' Clubs of Thurston County alone provided transportation for 2,152 passengers on 312 trips.

**The Community Van** program makes older vans available to nonprofit and governmental organizations on an as-needed reservation basis. Organizations reserve the vans in advance and have drivers who are approved, trained and certified by Intercity Transit. The vans are then used to transport employees, clients, or volunteers to destinations which existing bus service cannot. Three vans are available year round; another van is added during the busy summer season. Organizations making use of these vans pay a low per-mile rate to cover the direct costs of operating the van. The current rate is \$0.68 per mile for fuel, maintenance and insurance. Trips must originate within Intercity Transit's service area and remain within 150 miles of this area.

A wide variety of groups make use of these vehicles, including the Hands on Children's Museum, Leadership Thurston County, South Sound Estuary Association, Olympia-Kato Sister City Association, Trout Unlimited, the YWCA, and Girls for Change, to name a few.

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

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6) **Budget Notes:** The surplus van program will result in lost revenue to Intercity Transit from the sale of surplus vans. This is estimated at \$4,500 per vehicle or a total of \$18,000 for the four vehicles.

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7) **Goal Reference:** Goal #1: *"Assess the transportation needs of our community."* Goal #2: *"Provide outstanding customer service."* Goal #4: *"Provide responsive transportation options."*

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8) **References:** Van Grant and Community Van Program grantees and users.

~ 2014 Community Van Agencies ~

	<u>Logged Miles</u>	<u>Percentage</u>
❖ Alofaina Samoan Assembly of God	777	14%
❖ Big Brothers Big Sisters	207	4%
❖ City of Olympia Parks, Arts & Recreation	510	9%
❖ Flutterwheels Square Dance Club	107	2%
❖ Hands On Children's Museum	93	2%
❖ LEAD Thurston County	306	6%
❖ Nisqually Land Trust	161	3%
❖ Nisqually River Foundation	124	2%
❖ Olympia - Kato Sister City Association	531	10%
❖ Order of DeMolay (Olympia Chapter)	214	4%
❖ Thurston Community Television	95	2%
❖ Thurston Conservation District	147	3%
❖ Thurston County Water Resources	48	1%
❖ Washington Council of Trout Unlimited	291	5%
❖ YWCA of Olympia	1807	33%
Grand Total:	5418 Miles	

~ 2013 Community Van Agencies ~

	<u>Logged Miles</u>	<u>Percentage</u>
❖ Alofaina Samoan Assembly of God	783	8%
❖ Boy Scouts of America (Troop 603)	253	3%
❖ City of Olympia Parks, Arts & Recreation	622	6%
❖ Hands On Children's Museum	540	6%
❖ KOKUA	101	1%
❖ LEAD of Thurston County	356	4%
❖ Nisqually Land Trust	123	1%
❖ Nisqually River Foundation	449	5%
❖ Olympia Monthly Meeting (Society of Friends)	868	9%
❖ Olympia-Kato Sister City Association	1189	12%
❖ Order of DeMolay (Olympia Chapter)	507	5%
❖ South Sound Estuary Association	39	0%
❖ Thurston Conservation District	326	3%
❖ Thurston County Good Stewards Leadership Program	31	0%
❖ Washington Council of Trout Unlimited	175	2%
❖ YWCA of Olympia	3258	34%
Grand Total:	9620 Miles	

~ Van Grant Award Agencies ~

2013 Recipients	2012 Recipients
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|--|--|
| <ul style="list-style-type: none"> <li>❖ Boys and Girls Club of Thurston County</li> <li>❖ Garden Raised Bounty</li> <li>❖ Panza for Quixote Village</li> <li>❖ Thurston County Food Bank</li> </ul> | <ul style="list-style-type: none"> <li>❖ Boys and Girls Club of Thurston County</li> <li>❖ Catholic Community Services</li> <li>❖ Thurston County Police Athletic League</li> <li>❖ Wee Love Learning Early Learning Center</li> </ul> |
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2011 Recipients	2010 Recipients
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|---|--|
| <ul style="list-style-type: none"> <li>❖ Olympia Christian School</li> <li>❖ Olympia Union Gospel Mission</li> <li>❖ Senior Services for South Sound</li> </ul> | <ul style="list-style-type: none"> <li>❖ Early Learning Center</li> <li>❖ Senior Services for South Sound</li> </ul> |
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2009 Recipients	2008 Recipients
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|--|--|
| <ul style="list-style-type: none"> <li>❖ Capitol Clubhouse</li> <li>❖ Community Youth Services</li> <li>❖ Thurston County Food Bank</li> <li>❖ Yelm Adult Senior Services</li> </ul> | <ul style="list-style-type: none"> <li>❖ No Surplus Vans Available<br/>Used for Vanpool Expansion</li> </ul> |
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2007 Recipients	2006 Recipients
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|---|--|
| <ul style="list-style-type: none"> <li>❖ Behavioral Health Resources</li> <li>❖ Bread and Roses</li> <li>❖ Partners in Prevention</li> <li>❖ Senior Services for South Sound</li> </ul> | <ul style="list-style-type: none"> <li>❖ Behavioral Health Resources</li> <li>❖ Catholic Community Services</li> <li>❖ Morningside</li> <li>❖ Senior Services for South Sound</li> </ul> |
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2005 Recipients	2004 Recipients
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|--|---|
| <ul style="list-style-type: none"> <li>❖ Behavioral Health Resources</li> <li>❖ Boys and Girls Club of Thurston County</li> <li>❖ Pacific Peaks Girls Scout Council</li> <li>❖ Olympia Union Gospel Mission</li> </ul> | <ul style="list-style-type: none"> <li>❖ Behavioral Health Resources</li> <li>❖ Bread and Roses</li> <li>❖ Habitat for Humanity</li> <li>❖ Senior Services for South Sound</li> </ul> |
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**INTERCITY TRANSIT  
CITIZEN ADVISORY COMMITTEE  
AGENDA ITEM NO. VI-D  
MEETING DATE: July 21, 2014**

**FOR:** Citizen Advisory Committee  
**FROM:** Emily Bergkamp, Dial-A-Lift Manager, 705-5893  
**SUBJECT:** Revising Dial-A-Lift No-Show Policy

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- 1) **The Issue:** Modifying Dial-A-Lift's no-show policy to comply with federal recommendations.
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- 2) **Recommended Action:** Provide feedback on revised policy.
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- 3) **Policy Analysis:** The DAL Manager will provide updates to the CAC at least twice per year, and more often as requested.
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- 4) **Background:** During Intercity Transit's federal triennial review process in June, we discovered the current DAL policy of issuing warnings and suspensions based solely on an absolute number of no-shows may be too restrictive for some clients and needs revision. The Triennial Review Project Manager communicated the Federal Transit Administration (FTA) has found policies implementing suspensions based solely on an absolute number of no-shows "may not constitute a sufficient showing of pattern or practice of no-shows to justify a suspension for riders who regularly use the service" and "frequency of use, or proportion of trips missed, should be considered when determining a pattern or practice."

Our DAL no-show policy can easily be adapted to include reviewing a rider's proportion of trips missed. The FTA gives the following guidance for frequency parameters: "When determining what frequency of no-shows constitutes a pattern or practice of abuse, transit systems should also consider the overall no-show rate for all riders and adjust upward, so as not to penalize riders with average no-show records."

Additionally the FTA recommends maintaining the practice of assessing the number of no-shows accrued by stating: "The number of no-shows should be considered in addition to frequency. A person who schedules one round-trip in a month and no-shows both ends of that trip would have no-showed 100% of his scheduled trips, but this does not constitute a pattern or practice. It is not clear



whether scheduling just two round-trips and no-showing both is a pattern or practice. A minimum number such as five no-shows in a month would seem to be a more appropriate minimum. When this minimum number is exceeded, that could trigger a review of the rider's no-show frequency."

Staff proposes using the FTA recommendation of reviewing a rider's no-show rate when they have missed 5 trips. The current average no-show rate for all clients is approximately 3%. Staff proposes setting the no-show rate at 10% of trips taken to institute warnings and suspensions. Staff seeks thoughts and feedback these parameters from the CAC.

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

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6) **Budget Notes:** An average one-way trip on DAL costs approximately \$46.23. The FTA recognizes a pattern or practice of no-shows can have a "detrimental effect on operational efficiency, cost, and the quality of the service for other riders." The FTA supports suspensions "for a reasonable period of time, the provision of paratransit service to riders who establish a pattern or practice of missing scheduled trips."

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7) **Goal Reference:** Goal #1, "*Assess the transportation needs of our community.*" Goal #2, "*Provide outstanding customer service.*" Goal #5, "*Align best practices and support agency sustainable technologies and activities.*"

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8) **References:**

A. Revised Draft Policy

B. "Topic Guide 7: No-Shows in ADA Paratransit." Disability Rights Education & Defense Fund and TranSystems Corporation. Funded by the Federal Transit Administration, June 2010. Web. 15 July 2014.

<http://dredf.org/ADAtg/noshow.shtml>.

Cancels: February 10, 2004 POLICY-PS-6251; PROCEDURE DL-6251

## POLICY-DL-6251

See Also: PROCEDURE-DL-6251

Approved by: \_\_\_\_\_  
Ann Freeman-Manzanares

\_\_\_\_\_  
Director of Operations

Written by: Emily Bergkamp

### ISSUING NO-SHOWS

#### **Definitions:**

“No-Show”: an incident where a client fails to cancel a scheduled ride two hours prior to the scheduled pick-up time or is unavailable for the ride.

This policy applies to all Dial-A-Lift (DAL) clients.

#### **1. Staff Makes No Show Determination**

Staff will assign DAL clients no-shows when clients fail to cancel a scheduled ride two hours prior to the scheduled pick-up time or are unavailable for the ride within 5 minutes of the driver's arrival in the pickup window. A no-show is NOT charged to a client if they are unavailable for the scheduled ride due to circumstances beyond their control.

#### **2. Staff Responds to Accumulated No Shows**

At the end of each month, clients assigned five or more no-shows will be reviewed to identify their no-show history and frequency of travel. Clients who have more than five no-shows and a no-show rate in excess of 10% of their scheduled trips may have sanctions or suspensions imposed.

#### **3. Staff May Suspend Client Service**

Staff will send a notice to DAL clients when they accumulate five no-shows and have a no-show rate in excess of 10% in a calendar month advising them of their record of no-shows. If during subsequent monthly reviews the client has five or more no-shows and a no-show rate of 10%, staff will administer progressive suspension for violations as follows:

Cancels: February 10, 2004 POLICY-PS-6251; PROCEDURE DL-6251

## **POLICY-DL-6251**

- First violation – 10% of scheduled trips are no-shows in a calendar month: 7 days of suspension
- Second violation – an additional 10% of scheduled trips are no-shows in a calendar month: 14 days suspension
- Third violation – an additional 10% of scheduled trips are no-shows in a calendar month: 21 days of suspension
- Fourth violation – an additional 10% of scheduled trips are no-shows in a calendar month: 28 days of suspension

Each no-show will be verified as being correct before sanctions or suspensions are proposed. Staff may intervene earlier in the process to work with clients regarding continuous no-shows.

#### **4. Staff Clears Dial-A-Lift Client No Shows**

If a DAL client's no-show rate is less than 10% based on their frequency of travel in a calendar month the no show record is cleared.

#### **5. Dial-A-Lift Client May Appeal Suspension**

If a client receives a no show, the client may make an appeal, utilizing the agency's appeal process. The DAL Manager oversees all appeals. Staff places any pending suspension on hold for the duration of the appeal.

**Authority Meeting Highlights**  
*A brief recap of the Authority Meeting of July 2, 2014*

**Action Items**

Wednesday night, the Authority:

- Adopted Resolution 04-2014 and the Revised Drug & Alcohol Testing Policy HR-3511. (*Christine DiRito*).
- Adopted the 2015-17 Transportation Improvement Program (TIP) for Federal Transit Administration Funding. (*Bob Holman*)
- Approved changes to the Citizen Advisory Committee Bylaws and Charter as proposed. (*Ann Freeman-Manzanares*)
- Directed staff to proceed with presenting a contract award with Tetra Tech to move forward with the Underground Storage Tanks.

**Other Items of Interest**

- Welcomed **Carmen Brown, Vehicle Cleaner**.
- Completed the Triennial Review and State Auditor's Entrance Conference.
- The agency celebrated the end of the Bicycle Commuter Contest at the Farmer's Market on Saturday, June 28.
- The agency participated in several community events: *The Lacey Spring Fun Fair; the Olympia P. S. I Love You Festival; multiple Dump-the-Pump events in Olympia, Tumwater and Yelm; and the Yelm Prairie Days Parade.*
- The agency is partnering with Thurston County to support the Thurston County Fair to encourage ridership from July 30 through August 3.

**Pat Messmer**

**Prepared: July 3, 2014**

**Attendance Tracking**

6      7      8      9      10      11      12      1      2      3      4      5      6

CAC	Members	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	
Leah	Bradley							<b>MEETING CANCELLED</b>							
Mitch	Chong													Absent	
Valerie	Elliott														
Faith	Hagenhofer		Absent												Absent
Julie	Hustoft									Absent					
Quinn	Johnson				Absent		Absent			Absent					
Joan	O'Connell				Absent										
Sue	Pierce											Absent			
Charles	Richardson		Absent		Absent										Absent
Carl	See														
Kahlil	Sibree				Absent										Absent
Victor	VanderDoes					Absent	Absent								
Michael	Van Gelder														Absent
Dale	Vincent				Absent							Absent			Absent

= Joint meeting does not count against required meeting attendance