

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
February 13, 2012
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Introduction of Ed Hildreth, City of Tumwater Councilmember | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. February 15, 2012, Work Session <i>(Meta Hogan)</i> | |
| | B. March 7, 2012, Regular Meeting <i>(Don Melnick)</i> | |
| IV. | APPROVAL OF MINUTES - January 9, 2012 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Dial-A-Lift Update <i>(Emily Bergkamp)</i> | 15 min. |
| | B. OTC Expansion Project - Inclusion of Public Art <i>(Ann Freeman-Manzanares)</i> | 25 min. |
| | C. Olympia Express Service Update <i>(Dennis Bloom)</i> | 25 min. |
| | D. Providing Reduced Price Individual Bus Tickets
<i>(Mike Harbour)</i> | 20 min. |
| | E. Amendments to Bylaws <i>(Rhodetta Seward)</i> | 10 min. |
| VI. | CONSUMER ISSUES - All | 20 min. |
| VII. | REPORTS | |
| | A. February 1, 2012, Regular Meeting <i>(Roberta Gray)</i>
Highlights attached | 3 min. |
| VIII. | PUBLIC COMMENT | 10 min. |
| IX. | NEXT MEETING - March 19, 2012 | |

ADJOURNMENT

**MINUTES
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
January 9, 2012**

CALL TO ORDER

Chair Stephen Abernathy called the January 9, 2012, meeting of the Citizen Advisory Committee (CAC) to order at 5:32 p.m. at the administrative offices of Intercity Transit.

Members Present: Gerald Abernathy; Steve Abernathy; Wilfred Collins; Valerie Elliott; Sreenath Gangula; Jill Geyen; Catherine Golding; Roberta Gray; Faith Hagenhofer; Joan O'Connell; Carl See; and Michael Van Gelder.

Absent: Matthew Connor; Meta Hogan; Julie Hustoft; Don Melnick; Charles Richardson; Kahlil Sibree; Rob Workman

Staff Present: Mike Harbour, Rhodetta Seward, Carolyn Newsome, Kris Fransen, Dennis Bloom, and Shannie Jenkins.

Others Present: Ryan Warner, new ITA Citizen Representative.

APPROVAL OF AGENDA

It was M/S/A by Elliott and Gray to approve the agenda.

INTRODUCTIONS

A. Board member, Marty Thies, Citizen Representative, was introduced.

MEETING ATTENDANCE

A. **January 18, 2012, Work Session** - Wilfred Collins.

B. **February 1, 2012, Regular Meeting**- Don Melnick.

APPROVAL OF MINUTES - November 21, 2011, Minutes

It was M/S/A by Gray and Elliott to approve the minutes of November 21, 2011, as presented.

CAC MEETING MINUTES

January 9, 2012

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NEW BUSINESS

A. **2011 Vanpool Program Update** - Newsome reported, in 2011 Intercity Transit received money from Department of Transportation for replacement vans for the vanpool program. Staff requested the Authority approve \$30,000 local money for an incentive program. In 2011, we branded the vanpool program with "Vanpool Your Commute Only Better," conducted a year-long promotion, and tested a vanpool incentive program. We offered riding a Vanpool for one week; riders received a \$5.00 coffee card. If someone rode for two months, the third month they received a \$25.00 gift card. If a person stayed in the program, they were entered in a drawing for an iPad. These rewards also applied to people who recruited vanpool riders.

Fransen reported prior to the incentive program, 21 vans were empty; now only one van is empty. The incentive program targeted Joint Base Lewis McCord (JBLM) to relieve the I-5 congestion. Approximately 30% of JBLM employees live in Thurston County. Because they are federal employees, they are eligible to vanpool free with a federal subsidy. We started out advertising by word of mouth, as this was the least expensive, easiest, and most effective way to promote. We then promoted by inviting existing vanpool members to refer people, contacted Employee Transportation Coordinators (ETC), advertised with Save Cash posters on all vanpools, and used print, web, radio, and social media.

Hagenhofer arrived.

With this recruitment, we reached a milestone of 200 vanpools. We have 484 new vanpoolers and 32 new vanpool groups. When surveyed, 99% of the riders plan to continue vanpooling.

The Thurston Regional Planning Counsel received a grant to work on I-5 congestion. Bloom, Fransen, and Newsome are working with regional partners to work on this problem, focusing on ridesharing as part of the solution. Currently 89 vanpools travel the I-5 corridor. Presently 44 vanpools travel to JBLM, 31 of them are Intercity Transit. Those 89 vanpools take approximately 650 cars off the I-5 corridor every day.

This is the 30th "Vanniversary" of the Vanpool Program. Ten new vehicles will arrive this year. Our goal is to fill empty seats in existing vans and renew the incentive program. There is \$10,000 in the 2012 budget which will be used to refresh the program and get the new vans on the road.

CAC MEETING MINUTES

January 9, 2012

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Thies asked what the statistic number is of people per vanpool. Newsome reported the total average is 8.23. We have smaller vans than most transit agencies. Elliott commented she has not heard any news on JBLM about the benefits to employees for vanpools. Newsome commented when the program is refreshed, she will contact the ETC at JBLM to make sure information is getting to employees. Van Gelder congratulated Vanpool and asked if there are other activities planned for other large work sites in Thurston County. Fransen responded she works with the TRPC on commute trip reduction in Thurston County. There is an ETC assigned to each large work site in the County, and they work as a liaison between the TRPC and their employees. Information is provided to the ETC and we ask them to forward it to their employees. With relocation of agencies such as DES, we work on attending Transit Fairs during lunch time to provide employees with information on alternative commute information.

Hagenhofer suggested attending a Transit Fair at the Red Wind Casino. Gray asked what about turnout at Transit Fairs and how information is provided. Fransen commented she works with the ETC at the site. It is the ETC's job to promote the Fair. Some type of food is provided along with a treasure chest of prizes. Gray shared when she did fairs in the past, local reporters were contacted and they were successful. Collins asked if a person who is not in a vanpool refers a vanpool rider, will they receive a free gift. Newsome confirmed yes, when the program is refreshed and running again, people referring others are eligible for prizes.

B. Transit Planning Within the Local Land Use Review Process – Bloom provided a brief overview of Intercity Transit's current role in the local land use process. Staff has been involved with local jurisdictions and the land use review process in Thurston County for many years. Some questions to consider include:

1. What role should the Authority members play in the process?
2. What role should the representative of a particular jurisdiction have if there is a conflict between Intercity Transit and the jurisdiction or developer?
3. How can Intercity Transit play a larger role in long-term land-use decisions?
4. Is the current approach to Intercity Transit's involvement in land use review acceptable and/or should staff return to the Authority for additional discussion?

Each jurisdiction developed its own set of appropriate regulations based on local, state, and federal laws. The review and approval process is a five to six step process.

Step 1: Review items that may be applicable to the project

Step 2: A site plan review committee

Step 3: Formal application

Step 4: Application distributed

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Step 5: Formal review

Step 6: Decision

Thurston County is one of the fastest growing counties in Washington State. The number of proposed developments reduced considerably the last few years. Previously, we received close to 1,900 notices per year from the jurisdictions for proposed land use changes. Staff reviewed 700-900 of those proposals annually for potential transit impacts. In 2010, staff reviewed 209 preliminary development proposals generating nine submitted comments about transit impacts. The number increased in 2011 to 282 reviewed proposals, generating 12 responses from staff. Intercity Transit's intent in the review process is to consider whether there may be options for transit service improvements and to ensure these locations are accessible to public transit users. Our typical transit request is for one bus stop or a series of stops to be located near or within a new development. The cities put obligations on the developers to put in sidewalks, curbs, and public services. This is the time transit agencies can request the developers to put in accessible bus stops.

Bloom reported who the members of the Intercity Transit Stops and Zones Committee are, and what role they play to make a new bus stop happen. He shared visual results from the beginning to end of several bus stops in the different jurisdictions.

- Olympia: Cherry Street Plaza
- Lacey: Horizon Point
- Tumwater: Office Building/Linderson Way

See asked how long an approval decision lasts. Property owners can take as long as they want but normally it is two years. O'Connell asked if most contractors/developers are positive about adding bus stops and/or shelters. Bloom responded each jurisdiction has specific wants for transit use and bus stops. The City of Olympia encourages alternative transportation by not providing much parking at new buildings. The cost to put in a parking space is approximately \$8,000 - \$9,000 per space, \$50,000 per space for underground parking.

C. Service on Holidays - CAC requested staff research the requirements to provide service for three holidays currently not served. The holidays include Thanksgiving Day, Christmas Day, and New Year's Day. To implement service on these three days would require a decision by the Authority for the service and for allocation of the funds. Harbour reported the cost for holiday service would be the same as Sunday level of service. It is best to stay with a service already in place for ease of explanation to the public. This level of service is 255 revenue hours of service with 20 buses for 12-13 hours each. We would also operate a complimentary Dial-A-Lift service, and

CAC MEETING MINUTES

January 9, 2012

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maintenance personnel would be required to work. The basic estimate is \$30,000 per day, with a total annual cost of \$90,000 for the three holidays. Ridership on Sunday is generally 1/3 of weekday ridership, but estimated less for a holiday.

Staff researched if we received requests for this service. Looking at the last market research, we found no request for holiday service in the survey. When we did the 30th anniversary survey, we had not received any requests for service for these three days. Staff then researched what comparable transit systems are doing. Smaller urban systems, comparable to Intercity Transit, do not provide service on these three days. Pierce, Sound, and King County Metro do provide service. With reductions in service, some agencies are not providing Sunday service at all. Harbour suggested CAC members discuss what they would like to see and if they want to make a recommendation to the Authority.

Hagenhofer asked if we can provide Dial-A-Lift on a request basis only. O'Connell would like to see service provided on these holidays. Golding feels we would get a lot of business on the Thanksgiving and Christmas holidays. G. Abernathy asked if we could do a market analysis to find out what the ridership would be. Harbour guessed approximately 3,000 riders. Gray feels the three holidays should be looked at separately. Van Gelder feels Intercity Transit is an important service to the community and is a good symbolism for us to provide this service. See feels it is good public relations and possibly provide service on a trial basis. See asked if there would be push back from staff to work on the holidays. S. Abernathy asked what the pilot would look like. Harbour responded it would be identical to what we have now. Intercity Transit added back three of the six holidays we previously offered before 2001. O'Connell suggested fun opportunities on the buses for these days, and to provide time slots instead of service the entire day. Harbour noted it is hard to provide anything less than Sunday service.

There was a general consensus to have Harbour bring this item to the Authority for consideration as a pilot at the January 18 work session. Seward received an email from Richardson stating he would like to see holiday service provided.

REPORTS

- A. **December 7, 2011, Regular Meeting** - Highlights attached.
- B. **December 21, 2011, Special Meeting** - Geyen gave a brief report on the highlights of the special meeting. She shared a Success Magazine from North Thurston Public Schools showing Connor was selected to participate in the National Leadership

CAC MEETING MINUTES

January 9, 2012

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Program in Economics for Leaders Program at the University of Washington in July. He was one of 35 students from around the country selected to participate.

C. January 4, 2012 - Regular Meeting - Gangula gave a brief report on the highlights of the regular meeting. He introduced Ryan Warner, new Citizen Representative to the Authority Board.

D. Meeting Schedule - Seward provided a schedule for CAC members to attend the Authority meetings through the 2012 year. If for any reason a member cannot attend the meeting selected, please let Seward know and she will try to switch dates with another member. Also, she will put together an updated member roster and get that out to members soon.

PUBLIC COMMENT -

- Golding commented on the noise level of buses when they lower the lifts. She asked if it is possible to lower the frequency. Staff will check with maintenance.
- Golding asked about stops considered as transfer points. She was told the only transfer points are the Olympia Transit Center and Westfield Mall, and thought a transfer point is when two buses cross paths. Bloom responded if they do not have a connection, it is not considered a transfer point. However, what she described at Harrison and Division should have been a place she could have transferred. Staff will contact Customer Service, as it could be they may not be aware of what is considered a "station" versus a transfer point.
- Golding likes the new System Maps and requested they be available in larger print for site impaired and elderly passengers. Staff will ensure Marketing is aware of her request.

NEXT MEETING: February 13, 2012.

ADJOURNMENT

It was M/S/A by Van Gelder and Gray to adjourn the meeting at 7:20 p.m.

Prepared by Shannie Jenkins, Executive/HR Assistant

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: February 13, 2012**

FOR: Citizen Advisory Committee

FROM: Emily Bergkamp, Dial-A-Lift Manager, 705-5893

SUBJECT: Dial-A-Lift Update

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- 1) **The Issue:** Provide the Citizen Advisory Committee (CAC) an update on Dial-A-Lift (DAL) services.
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- 2) **Recommended Action:** Information only.
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- 3) **Policy Analysis:** Per the CAC Charter and requests of the CAC, 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:** DAL Manager Emily Bergkamp will provide an update on DAL programs, services and issues, including the current status of Intercity Transit's Travel Training program, DAL stops program, DAL statistics and client demographics, new technology implementation and 2012 vehicle replacement timeline.
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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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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."*
-
- 8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: February 13, 2012**

FOR: Citizen Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: OTC Expansion Project – Inclusion of Public Art

1) **The Issue:** Whether or not to include public art in the Olympia Transit Center (OTC) expansion project.

2) **Recommended Action:** This item is for discussion. The Authority will address this issue at their February 15 work session. Staff seeks recommendations from the CAC regarding whether or not the Authority wishes to fund public art, direction regarding budget, scope and the selection process.

3) **Policy Analysis:** The procurement policy states the Authority must approve any expenditure over \$25,000.

4) **Background:** Intercity Transit is not required to support a public art element as part of the expansion of the OTC site. Intercity Transit does not have a policy requiring art be incorporated in our construction projects nor does the Federal Transit Administration (FTA) require art as part of our grant funds.

However, FTA supports local decisions to fund quality design and art in public transportation projects. They state: “The aesthetic quality of the nation’s public transportation systems has a profound impact on transit patrons and the community at large. Public transportation systems can be positive symbols for communities and attractive to local riders and tourists alike. Good design and art in various forms and media can enhance the appearance and safety of a facility or vehicle, give vibrancy to a community’s public spaces and make the public feel welcome. Good design and art also contributes to livable and sustainable communities.”

To keep the option open, the preliminary budget for the OTC included \$52,000, or 1% of estimated construction costs, for art.

For the construction of the original facility, Intercity Transit supported a 1% art budget. The art was incorporated into the architecture taking advantage of

construction credits to support the installation of four art elements. The OTC art installations have been featured in FTA publications and on their website.

Staff regularly develops and pursues Requests for Qualifications and Requests for Proposals for a variety of projects. Staff typically develops a selection committee and provides a single recommendation to the Authority. Art is not something we pursue on a regular basis, and recognizing there may be sensitivities associated with the selection of art, staff wishes to engage in conversation regarding basic project scope, the selection process and desired participation.

5) **Alternatives:** Provide staff the committee's recommendations regarding whether or not to fund public art, direction regarding the budget, scope and the selection process.

6) **Budget Notes:** The OTC preliminary budget included the allocation of \$52,000 for art. This is a not-to-exceed number and includes associated administrative costs estimated at \$4,000 to \$5,000. If the Authority chooses to support this initial allocation, the budget for the selected art proposal would be approximately \$47,000 to \$48,000.

7) **Goal Reference:** N/A

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: February 13, 2012**

FOR: Citizen Advisory Committee

FROM: Dennis Bloom, Planning Manager, 705-5832

SUBJECT: Olympia Express Service Update

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- 1) **The Issue:** Intercity Transit's weekday Olympia Express service levels (Routes 603, 605, and 612) changed a number of times during 2011. The changes were in response to Pierce Transit initially reducing their Olympia Express service (601, 603A), and finally eliminating it in October, 2011. The Authority has been interested in reviewing service level details to better understand the service and to consider if additional changes may be needed.

 - 2) **Recommended Action:** Presentation and discussion only.

 - 3) **Policy Analysis:** Agency policy requires a public review and comment process occur before the Authority approves proposals making significant service changes.

 - 4) **Background:** In February 2011, Intercity Transit implemented a modest 3.1% increase in vehicle service hours (6,208 VSH), improving a number of local routes and adding Olympia Express trips on Saturdays.

In early March, Pierce Transit (PT) implemented a 20% emergency service reduction caused by an explosion at their CNG refueling station. In response to the crisis, Intercity Transit temporarily operated eight of PT's 16 daily weekday Olympia Express trips with spare and off-peak buses. This lasted from March 7 - April 15. When the trips shifted back to Pierce Transit, a shorten Route 601, which eliminated service from Gig Harbor, was also maintained.

In April, PT announced a proposal to permanently reduce their weekday Express service from 16 trips to eight, effective with their June 13th service change. In response to these proposed service changes, the Authority approved adding two trips in each direction and adjusting some existing trips for June in order to reduce the larger service gaps that would have been created. This option relied on using our existing fleet and provided 1,849 of additional hours at a cost of \$153,531 (annualized).

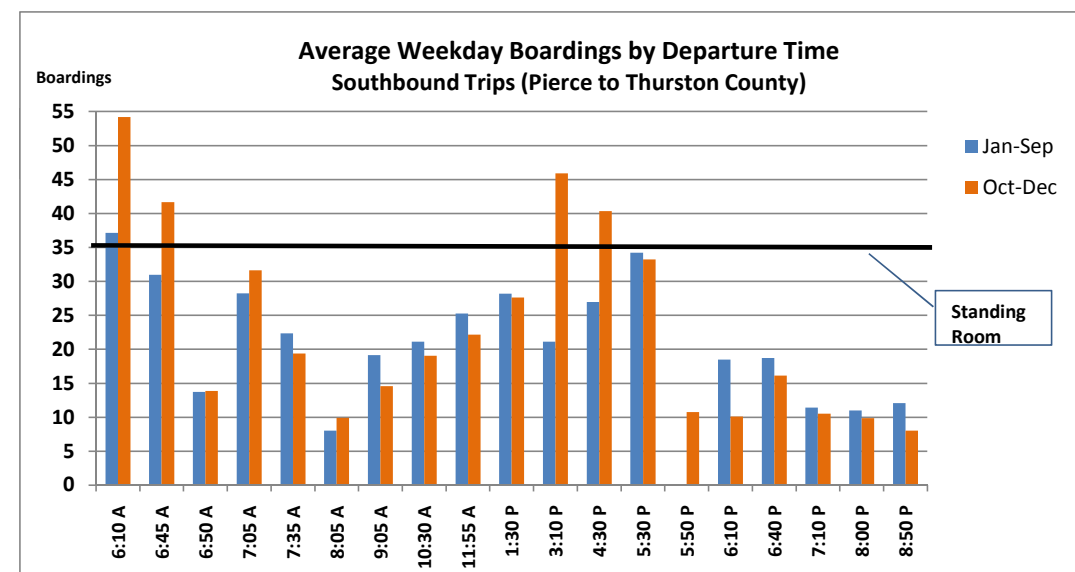
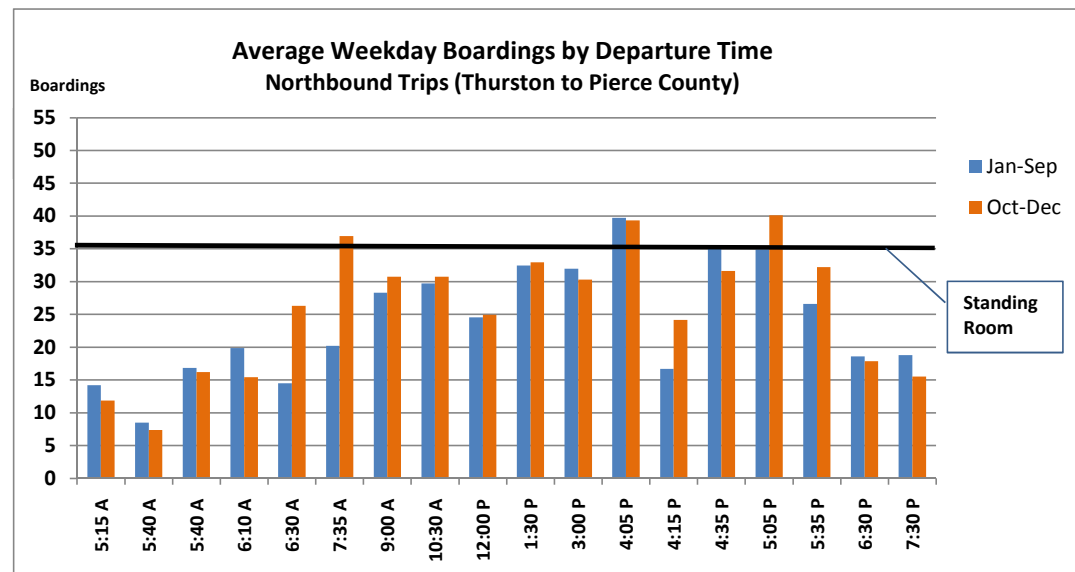
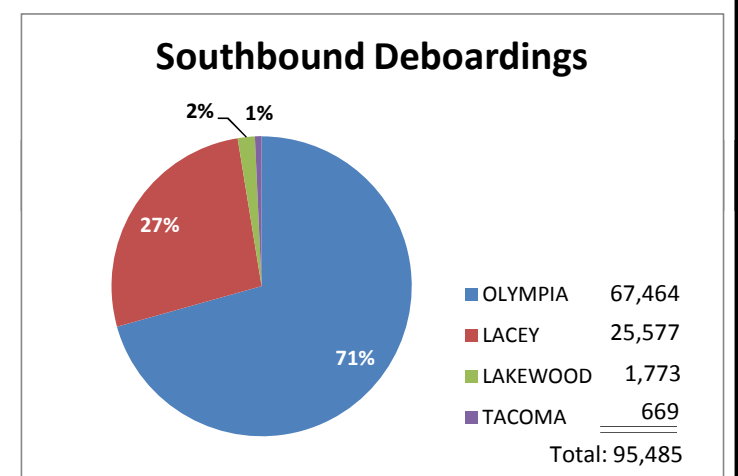
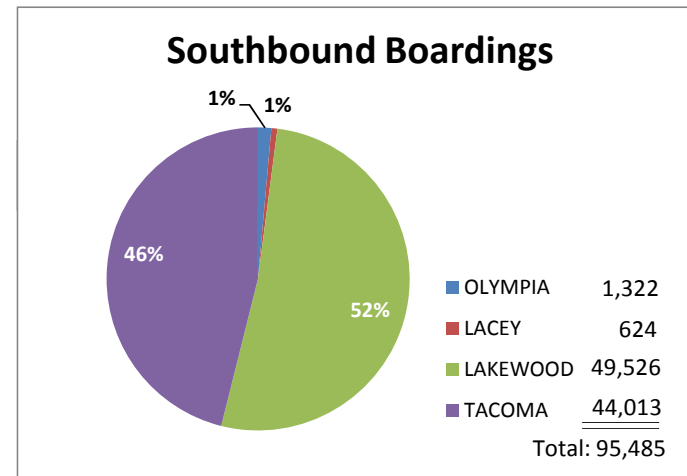
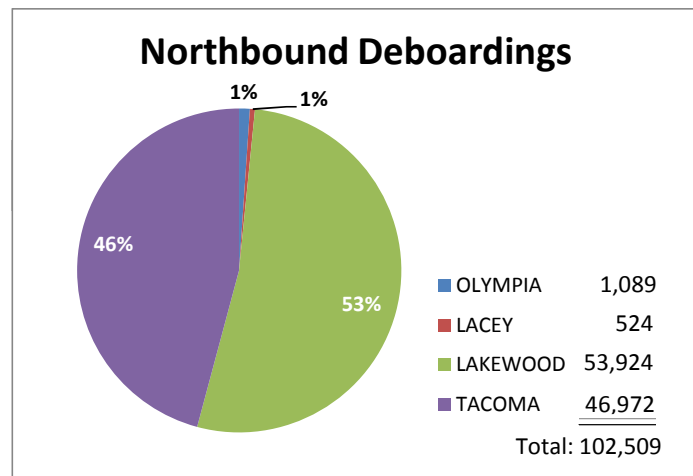
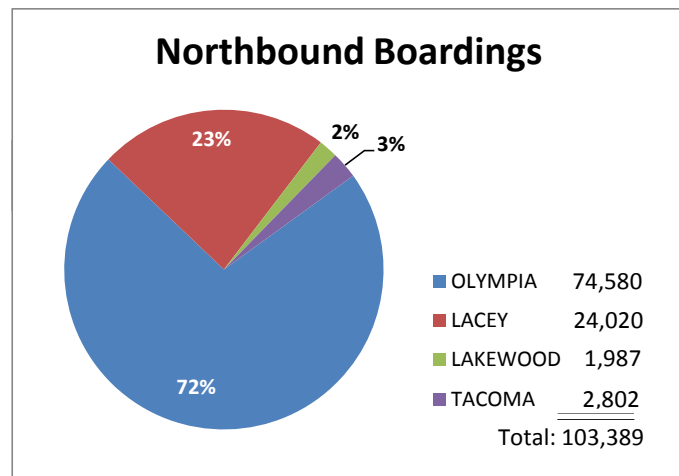
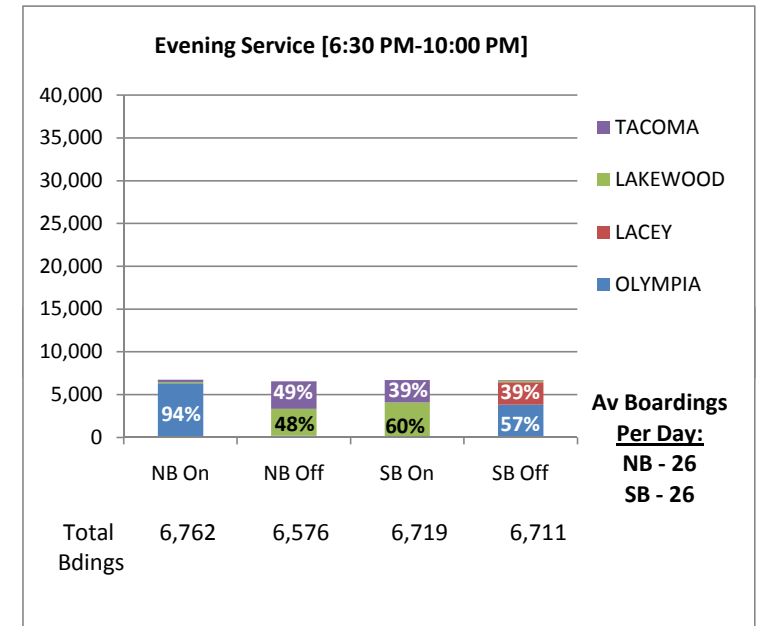
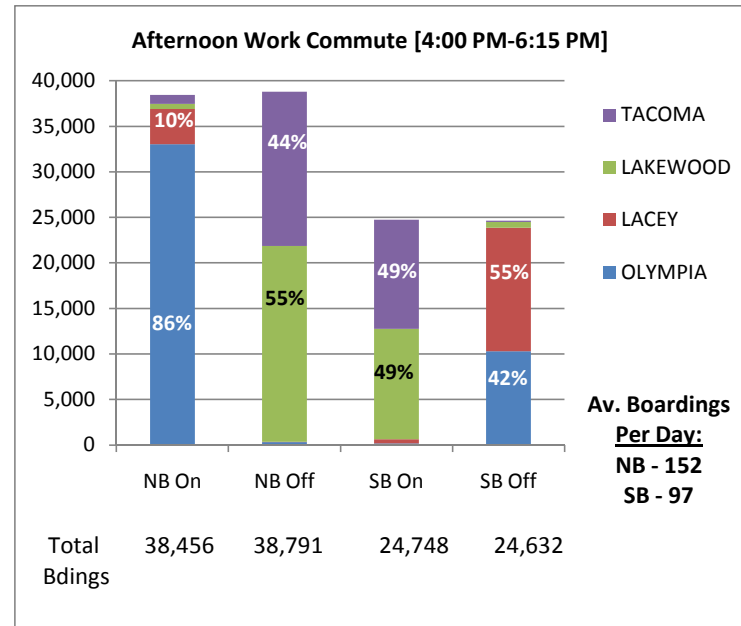
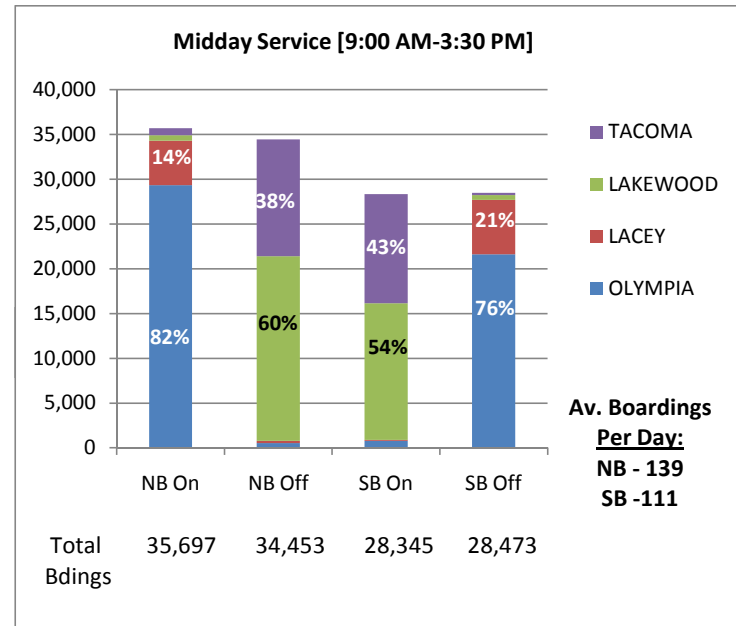
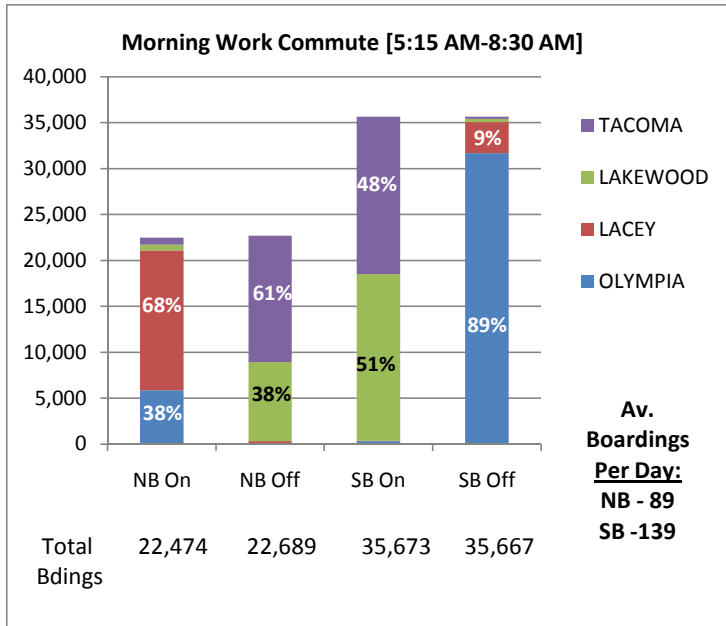
In early June, Pierce Transit announced they would eliminate their remaining eight Express trips at their October 3rd service change. Given PT's announcement and the public response to impacts on Intercity Transit's Express service, staff put together service options to consider regarding the Express service. In August, the Authority approved adding 319 service hours at a cost of \$27,094 (annualized) for the October 3rd service change. This included extending an existing afternoon northbound trip to originate from Olympia, adding a southbound evening trip, and adjusting another evening trip from Tacoma.

With the loss of PT Olympia Express service in October, boarding counts on Intercity Transit's Express service jumped significantly. Southbound trips increased almost 30% and northbound trips by 18%. Customer complaints about overcrowding streamed in. To help solve overcrowding on two trips in particular, one in early morning and the other in late afternoon, 'back-up' trips were added between the SR 512 Park & Ride and Olympia. By the end of 2011, this brought the total of Olympia Express service hours to 16,797, a 15.5% increase from the 14,537 hours initially approved in February 2011. Boardings by the end of the year showed an overall 14% average increase since the October service change. Some of this count also appears to be affected by six new Intercity Transit commuter vanpool groups that started with Olympia Express riders in the last quarter of 2011.

In mid-December, an on-board survey of Olympia Express customers was also conducted. Preliminary results are being compiled and will be discussed at the February 15th Transit Authority workshop.

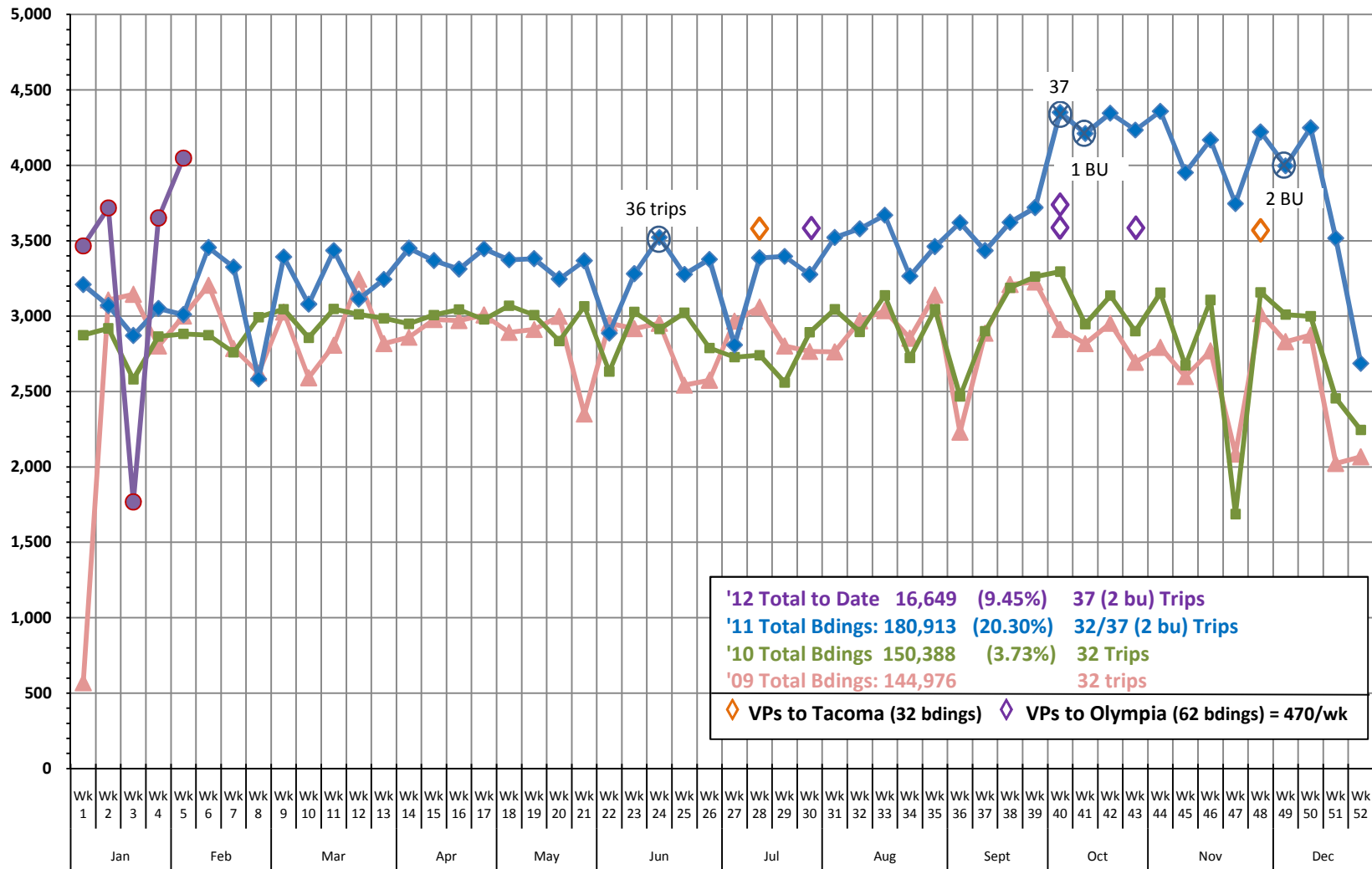
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- 5) **Alternatives:** This is a discussion item. No service changes for the Olympia Express service are anticipated; however, changes could be implemented at the regularly scheduled dates in June or October 2012.
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- 6) **Budget Notes:** N/A
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- 7) **Goal Reference:** Goal#1: *"Assess the transportation needs of our community."*
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- 8) **References:** Service Hours By Route Type; Oly Express Boardings: 2009 - 2012; and Oly Express Boardings: Time of day/Origin & Destination

2011 Olympia Express: Weekday Total Boardings by Origin /Destination and Time of Day





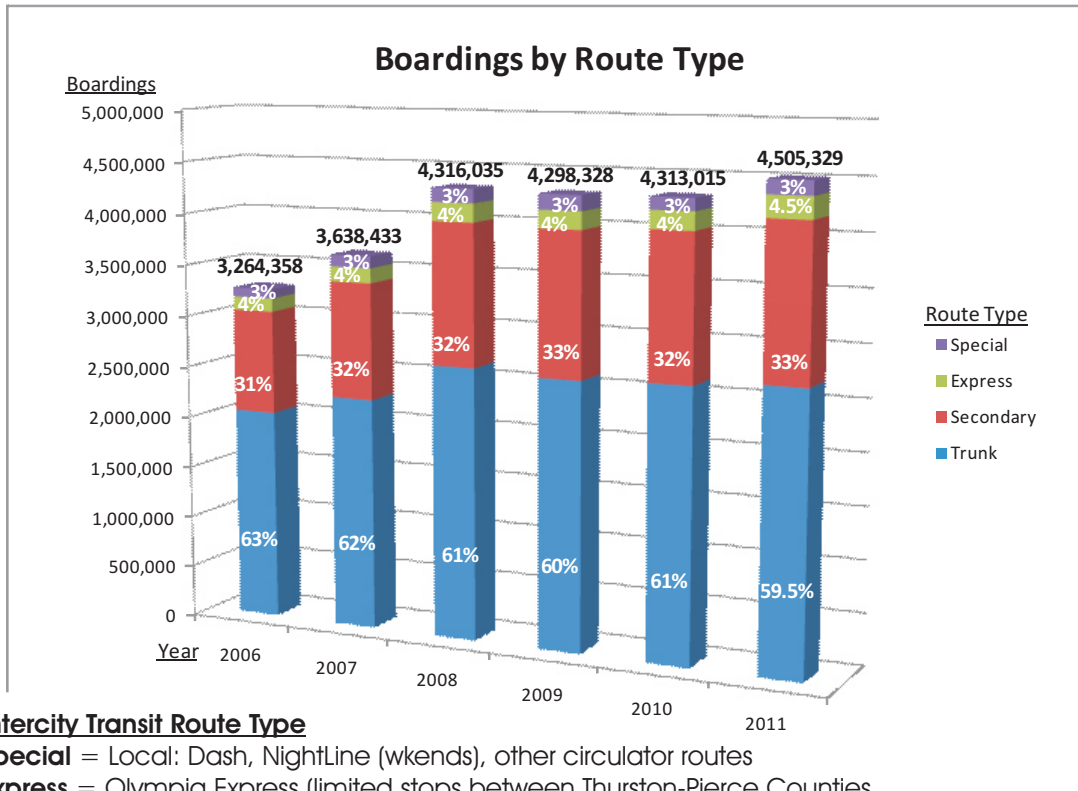
Weekday Olympia Express Boardings: 2009 - 2012



Service Hours by Route Type: 2010 - 2011

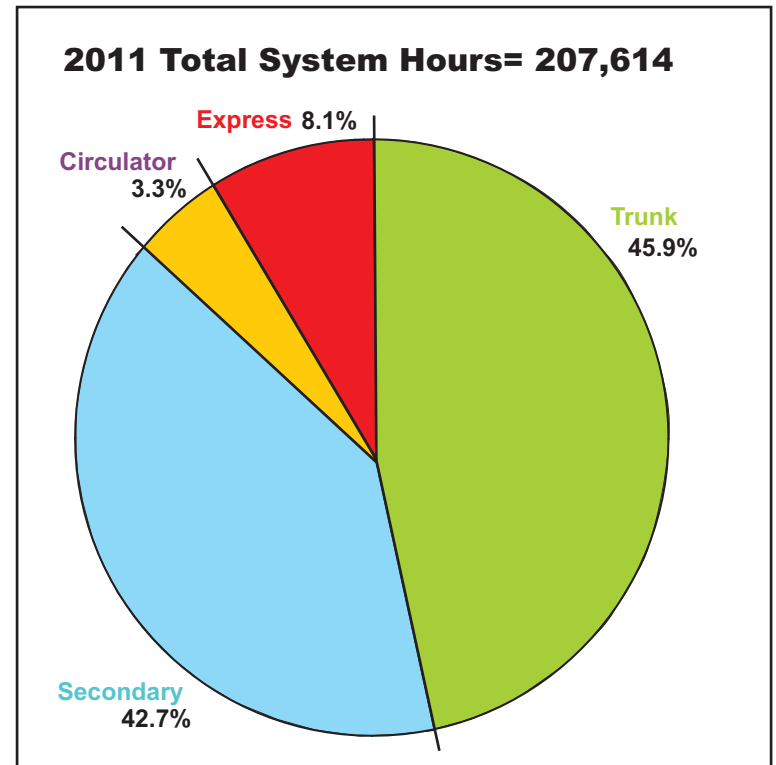
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Route Type	2010 Total	Increases in 2011				2011 Total	2012 Estimated (Annualized)
		Feb 6	Jun 12	Oct 2	Temp Back Up		
■ Trunk	92,145 45.8%	3,088	0	0	0	95,234 45.9%	95,712 45.8%
■ Secondary	86,787 43.2%	1,965	0	0	0	88,752 42.7%	89,040 42.6%
■ Circulator	8,149 4.0%	0	0	-1,318	0	6,831 3.3%	6,511 3.1%
■ Express	14,039 7.0%	498	1,849	319	92	16,797 8.1%	17,517 8.4%
Sub-total		5,551 2.7%	1,849 0.9%	- 999 (0.5%)	92 0.04%		
Total	201,121 100%	206,672	208,521	207,522	207,614	207,614 100%	208,780 100%



Intercity Transit Route Type

- Special** = Local: Dash, NightLine (wkends), other circulator routes
- Express** = Olympia Express (limited stops between Thurston-Pierce Counties)
- Secondary** = Local: neighborhood collector
- Trunk** = Local: higher frequency/arterial collector



**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: February 13, 2012**

FOR: Citizen Advisory Committee

FROM: Mike Harbour, ext. 5855

SUBJECT: Providing Reduced Price Individual Bus Tickets

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- 1) **The Issue:** The Intercity Transit Authority directed staff to investigate the possibility of offering reduced cost bus tickets to individuals or organizations in our community.
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- 2) **Recommended Action:** This is an information item.
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- 3) **Policy Analysis:** The provision of bus tickets at a reduced price will require approval by the Authority.
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- 4) **Background:** Intercity Transit began offering discounted Monthly Passes to organizations in our community in January 2011. This program was continued in 2012. In 2011, 12 organizations purchased approximately \$100,000 in monthly passes at a 50% discount. Thirteen organizations requested approximately \$110,000 worth of tickets in 2012.

The monthly pass program was an attempt to assist organizations which provided transportation assistance to clients but were facing the potential of reducing or eliminating the assistance due to state, federal and other funding reductions. By reducing the cost of passes for agency clients, agencies were encouraged to maintain transportation assistance as part of their programs. An evaluation of the program in 2011 showed a high level of satisfaction, and the program was meeting the goals of the participating agencies. The participation of all 2011 agencies in the 2012 program further illustrates the success of the program.

Intercity Transit staff approached the design of this program guided by a number of criteria.

- The program must be simple to administer and not require a significant amount of staff time. This was accomplished by having organizations purchase tickets monthly with minimal administrative requirements.

- The program should not require Intercity Transit to engage in “Needs Assessment.” The task of determining whether individuals qualify for reduced passes based on need is a difficult one, and Intercity Transit lacks the data, training and expertise to do this. The monthly pass program requires the participating agencies to determine client need, and the requirement that they cover 50% of the cost helps ensure this will be well managed.
- The program should minimize Intercity Transit’s costs while encouraging increased ridership. The program requires no direct expenditure by Intercity Transit.

Expanding this program to providing discounted individual tickets raises a number of questions or issues:

- What are the primary goals/objectives of the program?
- Who would be eligible for the passes? Should criteria for eligibility be set by Intercity Transit or should passes be made available to agencies that set their own criteria?
- Should tickets be made available only to organizations or to individuals as well?
- There would be significant demand for discounted individual tickets. How will the number of tickets to be made available be determined?
- How will the tickets be allocated among applicants?
- The reselling of individual tickets would be simple and can be expected to occur. Would and should this be acceptable?

These and other issues will be discussed at the Citizen Advisory Committee and the Authority work session.

5) **Alternatives:** This is an information item. After receiving feedback from the CAC and conducting their own discussion, the Authority may direct staff to bring this item back for further discussion and/or action.

6) **Budget Notes:** There would be a significant level of demand for individual reduced tickets and/or day passes. The program could have a significant financial impact.

7) **Goal Reference:** This item addresses Goal 1: *“Assess the transportation needs of the community;”* and Goal 2: *“Provide Outstanding Customer Service.”*

8) **References:** N/A

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-E
MEETING DATE: February 13, 2012**

FOR: Citizen Advisory Committee

FROM: Rhodetta Seward, 705-5856

SUBJECT: Amendment to CAC Bylaws

1) **The Issue:** Whether to approve amendments to the CAC bylaws.

2) **Recommended Action:** Approve the amendments to the CAC bylaws, as presented.

3) **Policy Analysis:** Per the CAC Charter, amendments can be made to the bylaws. They are to be presented 30-days in advance of approval. The membership can waive the 30-days, if the proposed amendments are minor grammatical changes or areas they discussed previously.

4) **Background:** The CAC discussed the meeting schedule in November and decided they wanted to stay with meeting the third Monday of the month except in January and February. On those two months, they wanted to stay to meet on the second Monday of the month. Their current operating principles (bylaws) reflected the schedule correctly under "Meeting Schedule" and misstated the meeting schedule under "attendance." The changes proposed clarify the members desire to meet as originally intended.

Other changes are minor grammatical changes correcting the "operating principles" to bylaws which is what they are referred to as in all documents. And staff is unable to meet the one week commitment on agendas and packets due to information required, so the bylaws reflect what has been realistically happening.

5) **Alternatives:**
A. Approve the amendments to the CAC bylaws as distributed.
B. Defer approval of the amendments until a later date.

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

7) **Goal Reference:** The bylaws of the CAC provide overarching guidelines for the CAC to operate, thus contribute indirectly to attaining all goals.

8) **References:** CAC Bylaws with proposed amendments.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE**
Operating Procedures Bylaws

PURPOSE AND AUTHORITY

To advise the Intercity Transit Authority concerning transportation issues, to advocate for transportation choices and to represent the public in accomplishing Intercity Transit's mission and goals. (Amended 07/16/01; 03/05/08)

The term "policy issues" includes issues related to Public Transportation Benefit Areas (PTBAs), the Transit Development Plan (TDP), other plans or service planning efforts of Intercity Transit, the agency's budget and programs of capital projects and operating services, and general operating practices of Intercity Transit.

The CAC is advisory to the Authority, not the agency.

COMPOSITION

The CAC shall be comprised of no more than twenty members appointed by the Intercity Transit Authority. One position is specifically reserved for a 15-19 year old from Thurston County. Membership shall reflect Intercity Transit's service area. Representation from each of the following groups shall be sought:

- Senior Citizen(s)
- Persons with Disabilities
- Local College Student(s)
- Chambers of Commerce
- Business Representation (large and small)
- Service User(s) (fixed route, vanpool, DAL; Star Pass Holder)
- Youth (15-19 year old)
- City/State Transit Demand Management Coordinator(s)
- Social Service Agencies
- Medical Community
- Neighborhood Associations
- Rural Community
- Citizens-at-Large
- Native American
- Environmentalist
- Bicyclist

It is recognized a member may represent more than one of these groups. (Amended 07/16/01; 12/20/04; 2/14/11)

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TERMS

CAC members shall serve a term of three years, and may serve two complete terms. The Youth position will serve a one-year term and is eligible to reapply for a second one-year term. If a member is appointed to complete a vacant term, it is not considered a complete term. *(Amended 07/16/01; 12/20/04; 2/14/11)*

ATTENDANCE

A CAC member who is absent more than twenty-five percent of the regular monthly committee meetings during a twelve month period will be removed from the committee. If staff needs to change the meeting date, ~~from the regular meeting date (the third Monday of the month)~~, and a member is unable to make the new date due to a conflict in their schedule, it will not be considered an absence. The staff liaison will track attendance and a monthly report will be included in the CAC packet.

A notification of membership forfeiture will automatically be sent to the respective member and Chair of the Citizen Advisory Committee when the fourth absence in a 12-month period occurs.

Members are encouraged to contact the staff liaison prior to a meeting when they are unable to attend, to ensure the CAC will have a quorum. *(Amended 07/16/01; 12/16/02; 12/20/04; 11/02/11; 02/13/12)*

MEETING SCHEDULE

Meetings will be held on the third Monday of each month, except for the months of January and February. January and February meetings will be held the second Monday of the month. All meetings shall be held at Intercity Transit's administrative offices, in the boardroom. Meeting length will be determined by the agenda. If issues relevant to the CAC are insufficient in number or substance, the meeting may be canceled with the agreement of the CAC Chair and Vice Chair. Members will be notified of the cancellation at least 24-hours in advance of a meeting. *(Amended 12/20/04)*

AGENDA

The CAC Chair will determine the agenda in conjunction with the Staff Liaison. Any member wishing to add an item for substantive discussion at the meeting may do so by contacting the CAC Chair or Staff Liaison at least ten days prior to the meeting date. CAC members may add items to the agenda at the beginning of a meeting with the understanding, that depending on the requirement for additional information, such items may be discussed in a general way with substantive discussion and decision scheduled for a future meeting.

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Staff Liaison shall mail the agenda to CAC members at least ~~five days~~ ~~one week~~ prior to the meeting and will send a copy of the packet to each member electronically.
(Amended 02/13/12)

MINUTES

The Staff Liaison shall distribute a summary of the meeting. Verbatim transcripts and detailed documentation of discussion will not be available. Members will be asked to consider and approve the minutes for the record by majority vote. The minutes will include a list of all members present and absent.

QUORUM

It is intended a quorum should be present at each meeting. One more than half of the current CAC members constitutes a quorum. If a quorum is not present, the meeting may still be held and any decisions made by members present will be forwarded to the Authority with a note indicating a quorum was not present at the vote. If a meeting starts with a quorum, the quorum requirement is considered met, even if members leave following the opening of the meeting. (Amended 07/16/01)

The CAC shall use Robert's Rules of Order as a guideline for conducting its business except as provided otherwise by State law or the operating procedures.

OFFICERS/TERM OF OFFICE

Officers will consist of Chair and Vice Chair. The process for choosing officers shall consist of nomination in May (either self-nomination or nomination by others) and affirmation by majority vote in June. (Amended 07/16/01; 2/06/08)

Officers will serve a term of one year and may serve up to two terms in the same office. If a CAC member completes an officer vacancy during the year, it shall not be considered against the two term limitation. A member may serve two years as Chair and two years as Vice Chair consecutively.

Officers may be removed prior to the end of term by majority vote of the CAC members. If an officer resigns or is removed prior to the end of the term, a replacement will be nominated and affirmed by majority vote. Such replacement will serve until the end of the regular term. (Amended 07/16/01; 12/20/04)

Section 1. *Chair*

The Chair shall:

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- preside at all meetings;
- develop the agenda in coordination with the Staff Liaison;
- act as spokesperson for the CAC;
- provide leadership and direction for the CAC;
- appoint members to attend the Authority work sessions, who then report back to the CAC at their monthly meeting; and
- perform other duties as may be requested from time to time by the CAC or the Authority (*Amended 07/16/01*)

Section 2. Vice Chair

The Vice Chair, in the absence or inability of the Chair to serve, shall have the powers and shall perform the duties of the Chair. The Vice Chair shall perform such other duties from time to time as may be requested by the CAC or the Chair.

Section 3. Authority Work Session Representation

All members are expected to share the responsibility of representing the CAC at Authority work sessions. The Chair, working with the Staff Liaison shall seek CAC members to attend the monthly Authority work sessions. The CAC representative shall sit with Intercity Transit Authority members, participate fully in the meeting, and share the CAC's comments on respective issues. CAC representative(s) will serve at the work sessions in an advisory capacity to the Authority. (*Amended 07/16/01; 12/20/04*)

MEETING PROTOCOL

- ***Presentations*** made by staff or others should be succinct and relevant.
- ***Discussion*** of relevant issues and development of recommendations should constitute the majority following adequate briefing and presentation. All members' opinions will be respected and considered. The CAC may seek, at its discretion, input from the Authority and staff.
- ***Agreement*** on the CAC's position and recommendation to the Authority, prior to transmittal to the Authority, is the preferred method. Consensus is one method of agreement. (*Amended 2/19/01*)
- ***Opposing positions will be shared with the Authority.***
- ***Majority Vote*** is considered a majority of members present. (*Amended: 12/20/04*)

PRODUCTS

It is anticipated the CAC will have a product in the form of a recommendation and/or a summary of the various points of view to the Authority following study and discussion of an issue. The recommendation and/or points of view will be forwarded to the Authority through the Staff Liaison, using the appropriate agenda forms and process.

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The CAC will seek Authority feedback regarding disposition of the recommendation and/or points of view. (Amended 07/16/01)

SELF ASSESSMENT

The CAC will assess its accomplishments at least annually. Primary criteria may include:

- **Purpose:** Did the CAC stick to the purpose set forth above or did it stray into areas not relevant to the purpose or mission of Intercity Transit.
- **Usefulness:** Did the CAC transmit to the Authority relevant and meaningful recommendations.
- **Scope of Work:** Did the CAC achieve the various tasks and/or consider Authority recommendations addressed during the previous evaluation and/or those requested throughout the year? If not, why? How did Intercity Transit and the community benefit from the results of the CAC's achievements?
- **Other:** Other criteria suggested by the CAC members may be used. (Amended 07/16/01; February 14, 2005)

USE OF THE OPERATING GUIDELINES

The meeting protocol supersedes all other meeting procedures and will be used by the CAC until and unless it is amended by majority vote. Any such amendment will be recorded in the minutes and provided to the CAC members.

AMENDMENTS

These ~~operating principles~~ bylaws may be amended by a majority vote of the Citizen Advisory Committee members at any meeting of the CAC. Copies of the proposed revisions or amendments must be provided to CAC and Authority members thirty days in advance of the meeting at which the changes are to be acted upon. (New Section Added 12/20/04)

ADOPTED this 17th day of July, 2000.

**Amended: February 19, 2001
July 16, 2001
December 16, 2002
December 20, 2004
February 14, 2005**

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February 6, 2008
March 5, 2008
February 14, 2011
November 2, 2011
February 13, 2012

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Authority Meeting Highlights
a brief recap of the Authority Meeting of February 1, 2012

Action Items

Wednesday night, the Authority:

- Authorized the General Manager, pursuant to Washington State Contract 03706, to enter into a five-year agreement with Pacific Office Automation to provide nine copiers. *(Marilyn Hemmann)*
- Authorized the General Manager to award the purchase and installation of three maintenance bay fall protection systems to Gravitec Systems, Inc., in the not-to-exceed amount of \$48,887.98, including taxes. *(Erin Hamilton)*
- Authorized the General Manager to enter into a one-year contract extension with Gordon Thomas Honeywell Governmental Affairs to provide advocacy services on a retainer basis of \$6,000 per month. *(Marilyn Hemmann)*
- Authorized the General Manager to enter into a three-year agreement with TSS Digital Services, Inc. for provision of internet services in the amount of \$40,063.00. Internet service is not taxed. *(Marilyn Hemmann)*
- Authorized the General Manager to execute a one-year contract extension with Tom Bjorgen, PLLC, to provide general legal services. *(Marilyn Hemmann)*
- Authorized the General Manager to execute a one-year contract extension with Ilium Associates to provide marketing services in an amount not to exceed \$65,000. *(Marilyn Hemmann)*
- Authorized the General Manager to enter into a ten-year agreement, with the option of two five-year renewals, with WSDOT to make connections and provide the use of two strands of its fiber optic cable, running from the Pattison Street Facility to Capcom, in the amount of \$43,122.24, including taxes. *(Marilyn Hemmann)*
- Authorized the General Manager to enter into a contract with Perteet, Inc. in an amount of \$133,087.00, including taxes for bus stop pad engineering. *(Marilyn Hemmann)*
- Elected the officers of the Intercity Transit Authority as follows: *(Rhodetta Seward)*

Martin J. Thies, Citizen Representative - Authority Chair

Ed Hildreth, Tumwater City Councilmember - Authority Vice Chair

- Completed committee assignments as follows: *(Rhodetta Seward)*

Thurston Regional Planning Council: *Commissioner Sandra Romero*
Alternate: *Citizen Representative Karen Messmer*

Transportation Policy Board: *Councilmember Ed Hildreth*
Alternate: *Citizen Representative Marty Thies*

Pension Committee: *Councilmember Joe Baker*

Thurston Regional Policy Committee
Sustainable Development Task Force: *Citizen Representative Karen Messmer*
Alternate: *Commissioner Sandra Romero*

- Appointed Elizabeth Barlow to the Intercity Transit Pension Committee for a four year term to end January 31, 2016. *(Mike Harbour)*
- Agreed to conduct a planning session and asked staff to retain a facilitator and identify a date. Several topics for the agenda were provided. *(Rhodetta Seward)*
- Directed staff to consider service on some or all of the holidays currently not being served and bring a recommendation back to the Authority by June 2012 to include in the next service change, if approved. *(Mike Harbour)*
- Received a presentation on the “Transit Planning Within the Local Land Use Review Process” and discussed the role the Authority members should play in this process and how Intercity Transit can play a larger role in long-term land-use decisions. *(Dennis Bloom)*

Other items of interest:

- Harbour provided a detailed report of the “**2012 January Winter Storm**” recognizing staff for their outstanding performance and commitment. Employees made extraordinary efforts to get to work; some spent the night at the facility to ensure they would be here the next day rather than trying to make it home. The Pattison facility was without power until the following Tuesday (5 days), running off generators at a cost of over \$1,100/day. We had one significant accident involving a Supervisor van which was broadsided at an intersection; fortunately he suffered no serious injury. We had very minor damage to vehicles due to chains breaking. We can attribute this to the Operators keeping speeds below 25 mph.

The Communications were excellent thanks to the Marketing and Communications staff. And staff in all departments worked hard and long hours to keep service

going, dealing with phones, uncertainty, frustrated customers, shoveling snow, and pitching in when and where needed.

- **Operator Kevin Karkoski** received the Chief's Medal of Appreciation from the Washington State Patrol for his excellent work during the disturbance on the Capitol Campus.
- **Impasse** has been declared **jointly with the ATU** requesting PERC Mediation services.
- **WSTIP** is attempting to settle a claim for a pedestrian hit by a bus in a crosswalk approximately three years ago. Ben Foreman will provide a WSTIP update at the March work session.
- **Meg Kester** will present at the **Marketing and Communications conference** this month. Mike, Rhodetta and Ann are attending the Legislative Conference in DC in March. Neither Mike nor Rhodetta are registering, but they will attend committee meetings and complete legislative visits.
- **Revenue** is up .5% for January which looks good after finishing 2011 with four negative months.
- **Ridership** in 2011 of 4.5 million was 86% over 2002.

Rhodetta Seward
prepared: February 7, 2012

