

AGENDA
INTERCITY TRANSIT AUTHORITY
WORK SESSION
January 16, 2013
5:30 P.M.

CALL TO ORDER

- | | | |
|-----------|--|----------------|
| 1. | APPROVAL OF AGENDA | 1 min. |
| 2. | INTRODUCTIONS - None | 0 min. |
| 3. | PUBLIC COMMENT
<i>Public Comment Note: This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is requested to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. When your name is called, step up to the podium and give your name and address for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. Citizens testifying are asked to limit testimony to three minutes.</i> | 10 min. |
| 4. | CITIZEN ADVISORY COMMITTEE REPORT (Don Melnick) | 3 min. |
| 5. | GENERAL MANAGER PROCESS HIRING UPDATE (Heather Stafford) | 10 min. |
| 6. | TRAVEL TRAINING PILOT (Emily Bergkamp) | 25 min. |
| 7. | DISCOUNTED BUS PASS PROGRAM (Ann Freeman-Manzanares) | 20 min. |
| 8. | AUTHORITY ISSUES | |

ADJOURNMENT

**INTERCITY TRANSIT AUTHORITY
WORK SESSION
AGENDA ITEM NO. 5
MEETING DATE: January 16, 2013**

FOR: Intercity Transit Authority
FROM: Heather Stafford, Human Resources Director, 705-5861
SUBJECT: General Manager Hiring Process Update

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- 1) **The Issue:** Staff will present an update on the General Manager hiring process.
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- 2) **Recommended Action:** Information only.
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- 3) **Policy:** Per Authority Chair direction, staff will provide an update regarding the status of the General Manager recruitment and selection process.
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- 4) **Background:** Following the October 17, 2012, meeting, the Authority Chair appointed three Authority members to an intra-agency committee. The sole purpose of this committee is to participate as team members in the procurement of an executive search firm. The three members appointed are Chair Marty Thies, Vice Chair Ed Hildreth, and Citizen Representative Ryan Warner.
- The procurement team met on Thursday, January 3, 2013, to discuss qualified proposals. Staff will present a more detailed update to the full Authority at this meeting.
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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal Reference:** Hiring a General Manager will help achieve all goals of the agency.
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- 8) **References:** N/A
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**INTERCITY TRANSIT AUTHORITY
WORK SESSION
AGENDA ITEM NO. 6
MEETING DATE: January 16, 2013**

FOR: Intercity Transit Authority
FROM: Emily Bergkamp, Dial-A-Lift Manager, 705-5893
SUBJECT: Travel Training Pilot

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- 1) **The Issue:** Define scope and outcomes of Travel Training pilot.
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- 2) **Recommended Action:** Discussion and information.
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- 3) **Policy Analysis:** The DAL Manager will provide updates to the Intercity Transit Authority at least twice per year, and more often as requested.
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- 4) **Background:** On December 5, 2012, the Authority approved a one-year pilot with a FTE dedicated intern in an additional Travel Training position. DAL Manager Emily Bergkamp will review a draft work plan and discuss proposed outcomes for the yearlong pilot. The duration of the pilot will be February 17, 2013 to February 17, 2014. Staff will provide quarterly reports of outcomes to the Authority, followed by semi-annual updates at Authority meetings as the pilot year progresses.
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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."*
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- 8) **References:** See attached Travel Training Pilot Work Plan.

2013-2014 TRAVEL TRAINING PILOT WORK PLAN

Summary

Travel Training is a vital program of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing comprehensive travel instruction on how to utilize Intercity Transit's accessible fixed route system. Increasing the number of individuals utilizing an accessible fixed route offers dual benefits of personal independence and financial cost avoidance by reducing the demand for Dial-A-Lift (DAL). The Travel Training pilot provides a FTE dedicated intern in an additional Travel Training position. The purpose of the Travel Training pilot is to gauge the effectiveness of 2 FTE Travel Training coordinators in increasing community awareness of Travel Training, proactively travel train DAL clients to reduce paratransit trips and grow the number of travel training clients served overall. Information reflected in this work plan will be updated and enhanced to leverage new ideas and strategies throughout the pilot. Creation of a permanent additional FTE Travel Training coordinator position should be considered based on effectiveness of the pilot.

1st Quarter

- Establish benchmark number of clients currently being served by Travel Training interns to determine quarterly growth.
- Update and organize client files for increased tracking of data.
- Meet with veteran Pierce Transit travel trainer Frances Rankos to review best practices of increasing client referrals. Frances to provide mentoring of interns through shadowing travel training sessions quarterly.
- Create Travel Training marketing plan with Marketing and Communications staff to increase awareness and community referrals. Meet monthly to gauge effectiveness of marketing plan, update and change as needed.
- Identify appropriate temporary and conditionally eligible DAL clients, and those applicants awaiting eligibility determinations for Travel Training referral. Identify best practices to proactively follow up with clients for travel training. Work with ADA Eligibility Coordinator to identify appropriate communication of trip by trip eligibility to DAL Dispatch Specialists.
- Weekly staff meetings of DAL Manager, Travel Training and Eligibility staff to communicate issues, what's working, what's not.

- Begin follow up calls with clients at 30, 60, 90 and 180 day intervals post training to gather data on successful use of fixed route system and trips diverted to Fixed Route from DAL.
- Monthly staff presence at Senior Providers and Senior Action Network meetings. Identify similar meetings with Transition Programs, Morningside, BHR, KOKUA, Thurston County Parks and Recreation and other advocates for people with disabilities, mental health issues and intellectual disabilities.
- Provide quarterly report of outcomes to ITA.

2nd Quarter

- Provide interns mentoring of veteran Pierce Transit travel trainer Frances Rankos through shadowing sessions once per quarter.
- Provide interns professional development through ADA Conference attendance.
- Meet with Marketing and Communications staff monthly to gauge effectiveness of marketing plan, update and change as needed.
- At least one community presentation per month to audiences defined by marketing plan.
- Continue to identify appropriate temporary and conditionally eligible DAL clients, and those applicants awaiting eligibility determinations for Travel Training referral. Continue to proactively follow up with clients for travel training.
- Weekly staff meetings of DAL Manager, Travel Training and Eligibility staff to communicate issues, what's working, what's not.
- Continue follow up calls with clients at 30, 60, 90 and 180 days post training to gather data on successful use of fixed route system and trips diverted to Fixed Route from DAL.
- Monthly staff presence at Senior Providers, Senior Action Network and other meetings with advocates for people with disabilities, mental health issues and intellectual disabilities.
- Provide quarterly report of outcomes to ITA.

3rd Quarter

- Provide interns mentoring of veteran Pierce Transit travel trainer Frances Rankos through shadowing sessions once per quarter.
- Provide interns professional development through ATI Conference attendance.
- Meet with Marketing and Communications staff monthly to gauge effectiveness of marketing plan, update and change as needed.
- At least one community presentation per month to audiences defined by marketing plan.

- Continue to identify appropriate temporary and conditionally eligible DAL clients, and those applicants awaiting eligibility determinations for Travel Training referral. Continue to proactively follow up with clients for travel training.
- Weekly staff meetings of DAL Manager, Travel Training and Eligibility staff to communicate issues, what's working, what's not.
- Continue follow up calls with clients at 30, 60, 90 and 180 days post training to gather data on successful use of fixed route system and trips diverted to Fixed Route from DAL.
- Monthly staff presence at Senior Providers, Senior Action Network and other meetings with advocates for people with disabilities, mental health issues and intellectual disabilities.
- Provide quarterly report of outcomes to ITA.

4th Quarter

- Provide interns mentoring of veteran Pierce Transit travel trainer Frances Rankos through shadowing sessions once per quarter.
- Meet with Marketing and Communications staff monthly to gauge effectiveness of marketing plan, update and change as needed.
- At least one community presentation per month to audiences defined by marketing plan.
- Continue to identify appropriate temporary and conditionally eligible DAL clients, and those applicants awaiting eligibility determinations for Travel Training referral. Continue to proactively follow up with clients for travel training.
- Weekly staff meetings of DAL Manager, Travel Training and Eligibility staff to communicate issues, what's working, what's not.
- Continue follow up calls with clients at 30, 60, 90 and 180 days post training to gather data on successful use of fixed route system and trips diverted to Fixed Route from DAL.
- Monthly staff presence at Senior Providers, Senior Action Network and other meetings with advocates for people with disabilities, mental health issues and intellectual disabilities.
- Provide quarterly report and prepare pilot summary of outcomes to ITA.

**INTERCITY TRANSIT AUTHORITY
WORK SESSION
AGENDA ITEM NO. 7
MEETING DATE: January 16, 2013**

FOR: Intercity Transit Authority
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: Discounted Bus Pass Program Award Process

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- 1) **The Issue:** Clarify Authority intent regarding award of discounted bus passes.

 - 2) **Recommended Action:** Provide direction on award process.

 - 3) **Policy Analysis:** Resolution 3-2012 directs the General Manager to implement a Discounted Bus Pass Program up to \$200,000 in bus passes for one year. It does not require the Authority to approve applications or grant awards.

 - 4) **Background:** The Authority adopted a resolution directing the General Manager to implement a discounted bus pass program providing up to \$200,000 to qualifying government agencies and non-profit organizations to serve the unmet public transportation needs of low income persons.

This is the third year of the program. Our practice has been to issue a letter of interest and application, receive applications by a specified due date and forward qualifying requests to the Authority for grant approval in December. In the 2012 process, several applications were received after Authority award and were approved administratively. In the 2013 process, one application was received after the submission deadline but before Authority award. The Authority approved the late application as part of the grant award with one dissenting vote. Since that time, staff received three additional qualifying requests. The requests remain below the approved budgetary amount.

Staff seeks direction from the Authority. Is it the desire of the Authority to make award once a year and close the program regardless of monetary requests, or does the Authority wish to support qualifying requests up to the \$200,000 limit? If the Authority elects to support a rolling application process, the initial deadline would be utilized if requests are larger than the budgeted amount. Staff can easily support the administration of a rolling application process.

- 5) **Alternatives:**
- A. Support a single grant award period.
 - B. Support a rolling application process not to exceed \$200,000 worth of bus passes discounted at 50% of the cost.
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6) **Budget Notes:** This decision does not alter the original budget. The Authority could forego up to \$100,000 in revenue if all passes were purchased. The expenditure of funds based on the single grant award made in December would equal \$139,425 in bus passes, or \$69,712.50 in revenue. The support of a rolling application process could result in an expenditure of \$200,000 in passes and \$100,000 in revenue.

7) **Goal Reference:** Goal No. 1: *“Assess the transportation needs of our community.*
Goal 4: *“Provide responsive transportation options.”*

8) **References:** N/A
