

AGENDA
INTERCITY TRANSIT AUTHORITY
SPECIAL MEETING
August 20, 2014
5:30 P.M.

CALL TO ORDER

- 1. APPROVAL OF AGENDA** **1 min.**

- 2. INTRODUCTIONS** **5 min.**
 - A. Tamara Cowles, Commuter Services Assistant** (*Carolyn Newsome*)
 - B. Tammy Ferris, Procurement Coordinator** (*Marilyn Hemmann*)

- 3. PUBLIC COMMENT** **10 min.**

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 asked to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. Please include your first and last name, a mailing address or a phone number (in the event we need to contact you). When your name is called, step up to the podium and give your name 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.

The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.

- 4. PUBLIC HEARING - DRAFT ANNUAL REPORT AND TRANSIT DEVELOPMENT PLAN** (*Steve Swan*) **10 min.**

- 5. CITIZEN ADVISORY COMMITTEE REPORT** (*Faith Hagenhofer*) **3 min.**

- 6. 2015 DRAFT BUDGET/2015-2020 STRATEGIC PLAN CALENDAR AND BUDGET PROGRESS TO DATE** (*Ben Foreman*) **15 min.**

- 7. REVISING DIAL-A-LIFT NO-SHOW POLICY DL-6251** (*Emily Bergkamp*) **20 min.**

- 8. GENERAL MANAGER'S REPORT** **10 min.**

- 9. AUTHORITY ISSUES** **10 min.**

- 10. ADJOURNMENT**

Intercity Transit is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transit services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in FTA Circular 4702.

For questions regarding Intercity Transit's Title VI Program, you may contact the agency's Title VI Officer at (360) 705-5885 or bholman@intercitytransit.com.

If you need special accommodations to participate in this meeting, please call us at (360) 705-5860 three days prior to the meeting.

For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 705-5860.

Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).

**INTERCITY TRANSIT AUTHORITY
SPECIAL MEETING
AGENDA ITEM NO. 4
SPECIAL MEETING DATE: August 20, 2014**

FOR: Intercity Transit Authority

FROM: Steve Swan, Senior Planner 705-5834

SUBJECT: Public Hearing: Draft Annual Report & Transit Development Plan

- 1) **The Issue:** Conduct a public hearing on the Draft 2013 Annual Report and 2014-2019 Transit Development Plan (TDP).

- 2) **Recommended Action:** Receive and consider public comments regarding the annual update of the Transit Development Plan.

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

- 4) **Background:** The state, under RCW Section 35.58.2795, requires each public transit system provide an annual status report by September and provide a resource update of three specific elements:
 - a) Description of the system from the previous year (2013 Annual Report);
 - b) Description of planned changes, if any, to services and facilities (2014 - 2019);
 - c) Operating and Capital financing elements for the previous year (2013), budgeted for current year (2014) and planned for next five years (2015 - 2019).

Staff presented an overview of the Draft TDP at the Transit Authority's meeting on August 6, 2014. A public review process was initiated August 7 to encourage public comment and/or to participate in tonight's hearing. A presentation to the Citizen's Advisory Committee will also be given August 25.

This year's update is an administrative process as part of the WSDOT requirement that transit systems comply with a September deadline. It is anticipated staff will request Authority approval of the TDP at their September 3 meeting. Upon final approval, staff will forward the document to WSDOT, local jurisdictions and other appropriate organizations and businesses.

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

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

7) **Goal Reference: Goal#1:** *“Assess the transportation needs of our community.”* The Intercity Transit Authority, staff, and the public will have access to clear and comprehensive information related to the transportation needs of our community.

8) **References:**

- *Refer to the Draft 2013 Annual Report and 2014 – 2019 Transit Development Plan distributed at the August 6, 2014, Authority meeting.*
- Any public comment about the TDP received by Intercity Transit prior to the public hearing deadline will be distributed to the Authority as part of the public record.

2014 Timeline for TDP Process:

- ✓ August 6 ITA: Present Draft TDP.
- ✓ August 7 Public: Draft available to the public.
- August 20 ITA: Conduct Public Hearing.
- August 25 CAC: Present Draft TDP.
- September 3 ITA: Request to Adopt TDP.

**INTERCITY TRANSIT AUTHORITY
SPECIAL MEETING
AGENDA ITEM NO. 6
MEETING DATE: August 20, 2014**

FOR: Intercity Transit Authority

FROM: Ben Foreman, 705-5813, bforeman@intercitytransit.com

SUBJECT: 2015 Draft Budget/2015-2020 Strategic Plan Calendar and Budget Progress to Date

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- 1) **The Issue:** Update the Authority on the timing for the 2015 budget process and also the timing for the 2015 - 2020 strategic plan process.
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- 2) **Recommended Action:** Informational only.
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- 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and comment on the draft budget as it is being formulated. The draft budget documents will rest heavily on the 2015-2020 Draft Strategic Plan (SP) that the Authority is proposed to finalize and adopt in November. The SP states the Authority's wishes as to service levels which are the prime driver of our proposed expenses for 2015. The 2015 budget, which flows from the Strategic Plan, is tentatively scheduled for Authority adoption on December 3, 2014.
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- 4) **Background:** The draft budget calendar outlines the various steps that will be taken to ensure the Authority can comfortably adopt Intercity Transit's 2015-2020 Strategic Plan in November, and the 2015 Budget on December 3, 2014. As always, this budget calendar is considered a "draft," or a living document, and will probably be subjected to changes to reflect the needs of the Authority and/or staff.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** The annual budget impacts all four goals.
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- 8) **References:** 2015 Draft Budget/2015-2020 Strategic Plan Calendar and other materials will be presented at the meeting.

**INTERCITY TRANSIT AUTHORITY
SPECIAL MEETING
AGENDA ITEM NO. 7
MEETING DATE: August 20, 2014**

FOR: Intercity Transit Authority
FROM: Emily Bergkamp, Dial-A-Lift Manager, 705-5893
SUBJECT: Revising Dial-A-Lift No-Show Policy DL-6251

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- 1) **The Issue:** Modifying Dial-A-Lift's No-Show Policy DL-6251 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 Authority 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) 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 roundtrip 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 roundtrips 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 five 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 on these parameters from the Authority.

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

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."

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."

8) **References:** Revised Draft Policy DL-6251. "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 within five minutes of the driver’s arrival in the pickup window.

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 five 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, or if the driver’s arrival is outside the pickup window.

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 ten percent of their scheduled trips may have sanctions or suspensions imposed.

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

POLICY-DL-6251

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 ten percent 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 ten percent, staff will administer progressive suspension for violations as follows:

- 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.