

**AGENDA**  
**INTERCITY TRANSIT AUTHORITY**  
**February 3, 2016**  
**5:30 P.M.**

**CALL TO ORDER**

- 1) **APPROVAL OF AGENDA** **1 min.**
  
- 2) **INTRODUCTIONS** **10 min.**
  - A. **Michael Fuller, Vehicle Service Worker** *(Paul Koleber)*
  - B. **Les Kingsley, Vehicle Service Worker** *(Paul Koleber)*
  - C. **Mark Brown, Vehicle Cleaner** *(Paul Koleber)*
  - D. **Lisa Sayaogo, Vehicle Cleaner** *(Paul Koleber)*
  
- 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) **APPROVAL OF CONSENT AGENDA ITEMS** **1 min.**
  - A. **Approval of Minutes:** January 6, 2016, Regular Meeting; and January 20, 2016, Work Session.
  
  - B. **Payroll:** January 2016 Payroll in the amount of \$2,005,632.91.
  
  - C. **Accounts Payable:** Warrants dated December 11, 2015, numbers 20005-20098, in the amount of \$562,886.73; Warrants dated December 25, 2015, numbers 20101-20155, in the amount of \$495,701.90; Warrants dated December 31, 2015, numbers 20160-20240, in the amount of \$336,982.14; Warrants dated December 31, 2015, numbers 20242-20279, in the amount of \$390,280.69. Automated Clearing House Transfers for December 2015 in the amount of \$16,182.40 for a monthly total of \$1,802,033.86.

Warrants dated January 22, 2016, numbers 20241; 20280-20297 in the amount of \$1,193,402.51; Automated Clearing House Transfers for January 2016 in the amount of \$2,894.55 for a monthly total of \$1,196,297.06.

- |     |  |                |
|-----|--|----------------|
| 5)  | <b>PUBLIC HEARINGS - None</b>  | <b>0 min.</b>  |
| 6)  | <b>COMMITTEE REPORTS</b>   |                |
|     | <b>A. Thurston Regional Planning Council</b> ( <i>Karen Messmer</i> )                | <b>3 min.</b>  |
|     | <b>B. Transportation Policy Board</b> ( <i>Ryan Warner</i> )                         | <b>3 min.</b>  |
|     | <b>C. Citizen Advisory Committee</b> ( <i>Julie Hustoft</i> )                        | <b>3 min.</b>  |
| 7)  | <b>NEW BUSINESS</b>  |                |
|     | <b>A. Dial-A-Lift Customer Satisfaction Survey Results</b> ( <i>Emily Bergkamp</i> ) | <b>30 min.</b> |
|     | <b>B. General Legal Counsel Contract Extension</b> ( <i>Jeff Petterson</i> )         | <b>5 min.</b>  |
|     | <b>C. Federal Advocacy Services</b> ( <i>Katie Cunningham</i> )                      | <b>5 min.</b>  |
|     | <b>D. Annual Authority Reorganizing Activities</b> ( <i>Pat Messmer</i> )            | <b>20 min.</b> |
| 8)  | <b>GENERAL MANAGER'S REPORT</b>  | <b>10 min.</b> |
| 9)  | <b>AUTHORITY ISSUES</b>  | <b>10 min.</b> |
| 10) | <b>EXECUTIVE SESSION - None</b>  | <b>0 min.</b>  |

## **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](mailto: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).*

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**January 6, 2016**

**CALL TO ORDER**

Chair Jones called the January 6, 2016, meeting of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Olympia Councilmember Nathaniel Jones; Vice Chair and Citizen Representative Ryan Warner; Thurston County Commissioner Bud Blake; City of Lacey Councilmember Jeff Gadman; City of Tumwater Councilmember Debbie Sullivan; Citizen Representative Karen Messmer; Citizen Representative Don Melnick; and Labor Representative Ed Bricker.

**Staff Present:** Ann Freeman-Manzanares; Dennis Bloom; Brent Campbell; Katie Cunningham; Donna Feliciano; Laura Lowe; Jim Merrill; Carolyn Newsome; Jeff Peterson; Pat Messmer; Heather Stafford-Smith

**Others Present:** Legal Counsel Dale Kamerrer; Citizen Advisory Committee (CAC) member Jan Burt.

**APPROVAL OF AGENDA**

**It was M/S/A by Citizen Representative Melnick and Citizen Representative Warner to approve the agenda as presented.**

**INTRODUCTIONS**

- A. Joy Gerchak introduced **Lisa Allison, Customer Service Rep.**
- B. Mark Kallas introduced **Jayson Click, Facilities Specialist.**

**PUBLIC COMMENT - None.**

**APPROVAL OF CONSENT AGENDA ITEMS**

**It was M/S/A by Councilmember Gadman and Councilmember Sullivan to approve the consent agenda as presented.**

- A. **Approval of Minutes:** December 2, 2015, Regular Meeting.
- B. **Payroll:** December Payroll in the amount of \$2,902,426.33.
- C. **Surplus Property:** Declared the property listed on Exhibit "A" as surplus.

**PUBLIC HEARING - None.**

## **COMMITTEE REPORTS**

**A. Thurston Regional Planning Council (TRPC).** Karen Messmer said TRPC met December 4, 2015. Members received a presentation by Tom Crawford of the Thurston Climate Action Team (TCAT). She said TCAT members, and Crawford specifically, formed a new working group within the Thurston Thrives umbrella – the health effort in the community. Under that umbrella, a new group was formed with the aim of reducing climate emissions, but connecting that up with health. The survey work is being focused over into a broader working group and the public will see more activity from that group.

On this week's agenda, TRPC will discuss membership in the South Sound Military & Communities Partnership.

**B. Transportation Policy Board (TPB).** Ryan Warner said the TPB met December 9 in an extended meeting. Warner, on behalf of WSDOT's Public Transportation Division, gave a presentation about the current statewide public transportation plan. He said there was a lot of good feedback from TPB about the plan, and they drafted a letter to WSDOT about what they thought of the plan. There is concern with the plan in that it's taking a much broader definition of public transportation than just your typical buses; it's more multimodal focused, but it also addresses single occupancy vehicles as public transportation.

The members also discussed an RTIP Amendment 16-01 repair that would add a new WSDOT project to repair the I-5/93<sup>rd</sup> Avenue SW Bridge. The remainder of the meeting members continued to work on the Regional Transportation Plan update – looking at environmental considerations and public involvement.

Karen Messmer said it would be valuable for the Authority to have a presentation and discussion on the Regional Transportation Plan. Freeman-Manzanares said Jailyn Brown is scheduled to present to the Authority and the CAC in February.

**C. Citizen Advisory Committee.** Jan Burt reported the CAC last met in November. Members received two presentations – Leadership APTA by Heather Stafford Smith; and the Walk N Roll Program by Jessica Gould and David Copley. Members then went on a tour of the Maintenance facility. Burt appreciates the tour as it provides a real education about the behind-the-scenes activities.

## **NEW BUSINESS**

**A. 2016 IS Servers.**

## **Intercity Transit Authority Regular Meeting**

**January 6, 2016**

**Page 3 of 6**

Laura Lowe presented for consideration the purchase of three high-performance servers, a storage array, an upgraded VMWARE software license and additional year of VMWARE maintenance. Lowe said current servers are old and outdated. They will replace five old servers with three new servers with higher processing capacity. IS Manager, Brent Campbell said there will be twice the capability and there will be the ability to move data in an emergency.

**It was M/S/A by Councilmember Gadman and Citizen Representative Messmer to authorize the General Manager to purchase three high-performance servers, a storage array, a VMWARE software license upgrade and a year of VMWARE maintenance from the King County Director's Association (KCDA) master contract for a total purchase price of \$87,979.82, including tax.**

### **B. Towing Services.**

Jeff Peterson presented for consideration two separate two-year contracts with three one-year extension options for towing services. Currently, there is no contract in place with terms and conditions or a set pricing when towing services are needed. Maintenance staff has to quickly find a towing company to bring disabled vehicles back to the shop for service. Staff obtains quotes which become time-consuming. It's been determined that a contract with specific terms that addresses our needs and has a set pricing would be beneficial.

Intercity Transit reserved the right to award contracts based on bid pricing for various towing classes. Class A and B (vans and cut-a-way) vehicles is awarded to Gene's Towing; Class C (coaches) vehicles is awarded to Nisqually Auto and Towing.

**It was M/S/A by Citizen Representative Messmer and Councilmember Sullivan to authorize the General Manager to enter into two 2-year contracts, with three 1-year extension options, with Nisqually Auto and Towing and Gene's Towing for towing services. The estimated initial term value of the contract with Nisqually Auto and Towing is \$27,000. The estimated initial term value of the contract with Gene's Towing is \$7,000.**

### **C. Transit Signal Prioritization Equipment.**

Jeff Peterson presented for consideration a five-year contract to purchase transit signal priority equipment for coaches and traffic control signals.

This purchase is traced back to the development of the Smart Corridors initiative that TRPC undertook over four years ago to upgrade signal boxes and part of that program includes a transit component to get signal prioritization on our coaches.

## **Intercity Transit Authority Regular Meeting**

**January 6, 2016**

**Page 4 of 6**

The study resulted in the recommendation of utilizing radio communication technology between a bus and a roadside traffic signal control unit. This contract with ACT Traffic Solutions, Inc. is for bus and traffic signal TSP equipment. Peterson indicated this equipment will not interfere with other emergency vehicles.

Sullivan said if staff runs into any jurisdictional issues, it would be appropriate to discuss that with the corresponding Board member representing that jurisdiction, as they will most likely have insight into this project.

**It was M/S/A by Councilmember Gadman and Citizen Representative Melnick to authorize the General Manager to enter into a five-year contract with ACT Traffic Solutions Inc. to purchase transit signal priority equipment for coaches and traffic control signals. The purchase for equipment is \$280,899, not inclusive of taxes.**

### **D. Vanpool Vehicle Purchase.**

Katie Cunningham presented for consideration the purchase of 33 vanpool vehicles. These are replacement vehicles and staff is not purchasing expansion vehicles at this time. The Puget Sound Regional Council funds will provide 80% funding for 22 vehicles in the amount of \$557,550. Intercity Transit proposes to add the required match from local funds to purchase the remaining 11 vehicles.

Gadman asked why staff selected the Chevrolet Express. Cunningham said Chevrolet meets the "Buy America" standards. Newsome said the Chevys are the only vehicles on the state contract that meet the "Buy America" requirement for federal grant money.

**It was M/S/A by Citizen Representative Melnick and Councilmember Gadman to authorize the General Manager, pursuant to Washington State Contract 03613, to issue a purchase order for the purchase of thirty-three (33) new 12-passenger Chevrolet Express vans from Bud Clary Chevrolet in the amount of \$1,045,407. (Note: Vanpool vehicles are exempt from sales tax.)**

### **E. Adopt Resolution 01-2016 – Discounted Bus Pass Program.**

Freeman-Manzanares said she comes before the Authority to approve a new resolution for the Discounted Bus Pass Program indicating the increase of the level amount from \$200,000 to \$300,000. In addition, the motion passed at the December 2 meeting also included removing the calendar deadline requirement, and Freeman-Manzanares is asking the Authority to consider a new motion to eliminate that calendar deadline. She said from an administrative standpoint, the Authority has allowed staff to have a cut-off date and use a rolling selection process.

## **Intercity Transit Authority Regular Meeting**

**January 6, 2016**

**Page 5 of 6**

Gadman, who made the initial motion at the December 2, 2015, meeting, said his intent to remove the calendar deadline was to allow staff the authority to set the deadline where they see fit. The Authority agreed that a new motion was in order.

**It was M/S/A by Councilmember Gadman and Citizen Representative Melnick to adopt Resolution 01-2016, which is meant to supersede the Discounted Pass Program voted upon at the December 2, 2015, meeting; and to give staff the authority to set any calendar deadlines they see fit.**

### **GENERAL MANAGER'S REPORT**

- All are invited to visit the new Bike Shop space where the bike repairs are now done in support of the Earn-A-Bike classes. Stop by Wednesday, January 13 from 4 to 7 p.m. or Saturday, January 16 from 1 to 4 p.m.
- Currently, Intercity Transit has a Federal advocate in Washington D. C. and Freeman-Manzanares asked for the Authority's thoughts about hiring a state advocacy service. It's not in the 2016 budget; however, she is proposing a small contract to focus primarily on additional local options. After some general discussion, the Authority gave staff direction to go forward with this for the 2017 budget.
- Freeman-Manzanares is meeting with Jo Eckert, a member of Patty Murray's staff, here at Intercity Transit on Thursday, January 7, 2016, to talk about federal transportation legislation. Other transit General Managers from the south counties are invited to attend.
- The City of Olympia approved and signed-off on the Development Agreement for the Pattison project. Staff is moving forward and we hope to be in the ground this summer.
- Nathaniel Jones, Debbie Sullivan and Freeman-Manzanares are going to the APTA Legislative conference March 12-16 in Washington D.C.
- Intercity Transit provides Travel Training and Bus Buddies for Senior Services of South Sound and staff received a request from them on how to address their Korean elder group and their transportation issues. Staff met with them on January 5, 2016, and are putting together a presentation in Korean, and are working with the Korean Women's Association to have translators. Staff hopes to have this group of elders riding the bus soon. Travel Training staff is also working with other communities with seniors who may have a language barrier and get them comfortable riding fixed route service.

**Intercity Transit Authority Regular Meeting**

**January 6, 2016**

**Page 6 of 6**

- There are 192 active vanpool groups. The Vanpool promotion continues with 65 new riders.

**AUTHORITY ISSUES**

Karen Messmer asked to attend the January 20 work session via phone.

Messmer said TRPC and TBP members attended a special meet-and-greet discussion with Chuck Marohn from Strong Towns. She considered it a very inspirational presentation about how communities work and what makes them prosperous. The mission of Strong Towns is to support a model of development that allows America's cities, towns and neighborhoods to become financially strong and resilient.

Melnick said the Drive Less – Go More campaign at Panorama continues. The Resident Council requested two additional bus stops; there have been several driver training classes, and they are about to use the Rebels by Bus training. Some residents took the train to Centralia. They are forming a steering committee that will meet quarterly to figure out next steps.

Melnick provided a summary of his transportation experience during his trip to Sydney Australia. Sydney's main modes of transportation are buses, ferries, and trains. The buses look similar to those in the USA. They use honor cards and a prepaid receipt system. Melnick said he noticed there were no school buses. The systems change the designation on some of the buses at certain times of the day, and the buses become designated school buses.

**ADJOURNMENT**

**It was M/S/A by Citizen Representative Messmer and Citizen Representative Warner to adjourn the meeting at 6:38 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Ryan Warner, Vice Chair**

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**Pat Messmer  
Clerk to the Authority**

**Date Approved: February 3, 2016.**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit



**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**WORK SESSION**  
**January 20, 2016**

**CALL TO ORDER**

Chair Nathaniel Jones called the January 20, 2016, Work Session of the Intercity Transit Authority to order at 5:31 p.m., at the administrative offices of Intercity Transit.

**Members Present:** Chair and City of Olympia Councilmember Nathaniel Jones; Vice Chair and Citizen Representative Ryan Warner; City of Tumwater Councilmember Debbie Sullivan; City of Lacey Councilmember Jeff Gadman; City of Yelm Councilmember Molly Carmody; City of Olympia Councilmember Clark Gilman; Citizen Representative Don Melnick; and Citizen Representative Karen Messmer (via phone).

**Members Excused:** Thurston County Commissioner Bud Blake; and Labor Representative Ed Bricker.

**Staff Present:** Ann Freeman-Manzanares; Dennis Bloom; David Dudek; Donna Feliciano; Tammy Ferris; Laura Lowe; and Pat Messmer.

**APPROVAL OF AGENDA**

**It was M/S/A by Citizen Representative Ryan Warner and Councilmember Gadman to approve the agenda as presented.**

**INTRODUCTIONS**

Chair Jones welcomed the City of Yelm Councilmember Molly Carmody. He also welcomed on behalf of the City of Olympia, Councilmember Clark Gilman who will represent the city on the Intercity Transit Board.

Councilmember Jones bid farewell to the Intercity Transit Authority. He said he's enjoyed serving on the Board for the last four years. He said the services the agency provides are fundamental to ongoing development of the jurisdictions and communities within Thurston County.

*Jones left the meeting. Citizen Representative and Vice Chair Warner presided over the remainder of the meeting.*

**PUBLIC COMMENT - None.**

## **CITIZEN ADVISORY COMMITTEE REPORT**

Freeman-Manzanares provided the CAC report. She said the CAC met January 11, 2016. The four new CAC members were introduced. Members received a presentation from Tom Crawford who provided the Local Climate Change/Clean Energy Survey Results. They also received the presentation from Laura Lowe on the 2016 Procurement Plan; and they discussed the Discounted Bus Pass Program.

### **2016 PROCUREMENT PLAN**

Procurement/Capital Projects Manager, Laura Lowe, provided a background of the Procurement process and reviewed the list of 2016 projects. She noted staff prepares the list of projects based on the new budget. Staff will present projects/contracts over \$25,000 for Authority approval.

Lowe reviewed a PowerPoint showing slides of the Pattison Expansion Full Buildout and Phases 1 and 2; and the Olympia Transit Center Expansion.

Melnick asked if the building is certified “green.” Freeman-Manzanares said staff and the design teams are focused on those standards. She said the question arises whether it’s worth the cost it takes to get certification. Intercity Transit’s intention is to build as green as possible, however, actual certification is open for question.

Gadman asked if we don’t get certified, are we hurting the chances of obtaining future grants. Freeman-Manzanares doesn’t believe that is the case. She said for the Pattison Street expansion, the operation of the maintenance facility doesn’t necessarily match the certification point scale. The fueling and wash facilities operate with open doors which don’t lend themselves to the requirements.

Messmer appreciates staff is working at the national level, and feels we should be able to get highly efficient vehicles in our vanpool fleet. She asked about the level of fuel efficiency regarding the purchase of 33 vanpool replacement vans. Lowe said the challenge in purchasing vanpool vans is we get federal dollars and they have to be Buy America Compliant, and the one company that provides 12-passenger compliant vans is GM; and Bud Clary Dealership is the one chosen for the state contract. Freeman-Manzanares said the budget states we’ll purchase 38 vanpools this year. Maintenance and Vanpool staff reviewed the list and decided to purchase only 33 vans. We are focused on providing great service and being good stewards of public funds.

## **BUS STOP PROJECT UPDATE**

Planning Manager, Dennis Bloom, noted a correction to the agenda item #6. Under Section 4 - Background: The last sentence should read, "...over \$1.6 million in bus stop improvements throughout Intercity Transit's service district." Bloom provided an update on Bus Stop Improvements.

### Summary of Current Transit Stop Inventory

- 944 bus stops
- 278 stops with shelters
- 105 stops have benches
- 561 bus stop pole/sign

### Bus Stop Characteristics

- ADA Compliant
  - 721 fully accessible
  - 160 functional
  - 63 not ADA compliant

### Bus Stop Characteristics by Jurisdiction

- 388 in Olympia
- 202 in Lacey
- 116 in Tumwater
- 183 County
- 25 in Yelm
- 30 WSDOT (stops along state highways within the county)

Bloom also reviewed Analysis of Existing Bus Stops; Site Selection Scoring Process; Priorities for Stop Enhancement Funding 2005 - 2016. He noted the cost of enhancements estimated through 2016 is \$1,682,027.

Bloom showed before and after photos of enhanced stops, and land use development examples. He noted the estimated annual cost to maintain a shelter equals \$1,500 per shelter; and the cost for a typical shelter install runs approximately \$16,943. Bloom pointed out other amenity considerations such as solar lighting and bike racks.

An upcoming facilities and stop improvement project to begin in 2016 is at the Tumwater Square Transfer Station. With a CMAQ grant available through the TRPC process, Intercity Transit is partnering with the City of Tumwater to make improvements at this location. The budget: \$31,050 Local, \$198,950 Grant funded. The \$230,000 total budget will make improvements that include increasing the distance for

## **Intercity Transit Authority Work Session**

**January 20, 2016**

**Page 4 of 6**

on-street bus bays, widening sidewalks, pedestrian bulb outs at cross walks, improving street lighting and additional shelter pads for bikes and riders.

Messmer encourages the jurisdictions to take a look at their design and land use requirements with respect to connectivity. In relation to development of apartments, etc., the distance the public needs to walk to get to a bus stop is prohibitive for some. And it's important to bring this forward early to the attention of the developers, so design can be made clear early on. We want developers to provide convenient, close access to the various bus stops.

### **BUS / FACILITY CAMERA SYSTEMS OVERVIEW**

Freeman-Manzanares provided an overview of Intercity Transit's mobile and facility camera systems and their capabilities.

She said Intercity Transit receives many compliments from the public and law enforcement about our cameras. Footage is used by law enforcement to help solve crimes, and it's helped the agency address frivolous claims and lawsuits. Prior to the camera install, passenger falls accounted for approximately 80% of claims. The cameras assist with bus operator training, and the cameras help the Washington State Insurance Pool in the aftermath of accidents. Having video footage decreases the cost of reconstructing an accident and can help us determine whether the agency is going to fight a lawsuit or attempt to settle.

The Olympia Transit Center (OTC) has 29 cameras, located mostly outside, and with a few located inside the facility.

There are 14 cameras located at the Lacey Transit Center (LTC).

The Pattison Street facility has 14 cameras.

Fixed Route Dispatch located at the Pattison Street facility has the ability to view live footage from the OTC and LTC. Everything is recorded and there is ability to view later on to assist law enforcement.

There is a video screen located at the Supervisors' Counter in the Maintenance facility that allows staff to see people coming onto property.

Operations Supervisor, David Dudek, assisted with providing actual live footage from the various camera locations. He showed seven samples of footage taken from our bus cameras from past incidents that assisted law enforcement in capturing suspects.

## **Intercity Transit Authority Work Session**

**January 20, 2016**

**Page 5 of 6**

The Martin Way Park-and-Ride expanded in 2011 with the installation of 16 cameras which includes license plate recognition.

Hawks Prairie Park-and-Ride opened in 2013. There are 23 cameras at this location which also includes license plate recognition.

Each coach has ten cameras installed. There are 35 Dial-A-Lift vehicles, each with six cameras installed.

### **GENERAL MANAGER'S REPORT**

December's ridership was 317,332 boardings. For 2015, we finished at 4,283,418 boardings, which is down 4.2% from last year's total.

The Walk N Roll Build-a-Bike open house was successful.

Staff tested a 3-position bike rack. It did not get great reviews from bus operators, citing the rack sticks out too far and into the lane. There is concern that when placing bikes onto or off of the bus the tendency is to step into the next lane, plus the rack covers headlights on the bus. Staff will continue to test racks that come onto the market.

At the January 6 meeting, Freeman-Manzanares talked about hiring a state advocate, and found there is a state advocate for Gordon Thomas Honeywell which is the firm we currently use for our Federal advocates.

### **AUTHORITY ISSUES**

Vice Chair Warner reminded everyone that a new Chair and Vice Chair will be elected at the February 3, 2016, meeting.

Warner reminded everyone about the upcoming Bicycle Commuter Contest taking place the first part of February.

### **ADJOURNMENT**

**It was M/S/A by Councilmember Gadman and Citizen Representative Melnick to adjourn the meeting at 7:47 p.m.**

**INTERCITY TRANSIT AUTHORITY**

**ATTEST**

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**Ryan Warner, Vice Chair**

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**Pat Messmer**  
**Clerk of the Board**

**Date Approved: February 3, 2016**

Prepared by Pat Messmer, Recording Secretary/  
Executive Assistant, Intercity Transit

PERIOD DATES: 12/27/15-1/9/16						PERIOD DATES: 1/10/16-1/23/16					
PAYDATE 1/15/16						PAYDATE 1/29/16					
	CODES		PAY PERIOD CHECK NO.	1ST CHECK AMOUNT	1ST TRANSFER AMOUNT		CODES		PAY PERIOD CHECK NO.	2ND CHECK AMOUNT	2ND TRANSFER AMOUNT
3	FIT		EFT	71,230.47		3	FIT		EFT	71,327.58	
4	MT		EFT	19,960.48	91,190.95	4	MT		EFT	20,051.16	91,378.74
5	A2/35	Life Ins.	Check Dave 2n	1,598.72	0.00	5	A2/35	Life Ins.	Check Dave 2nd	3,001.74	0.00
6	D3/31	Disability In	Check Dave 2n	1,753.29	0.00	6	D3/31	Disability In	Check Dave 2nd	2,247.69	0.00
7	HE/37	Health In1st	Check Dave 2n	16,105.50	0.00	7	HE/37	Health In1st	Check Dave 2nd	293,360.50	0.00
8	TH/39	Taxed Hlth	Check Dave 2n	0.00	0.00	8	TH/39	Taxed Hlth	Check Dave 2nd	0.00	0.00
9	CC/61	Child Care	Hfstttr/Brgkmp	384.3		9	CC/61	Child Care	Hfstttr/Brgkmp	384.3	
10	GN/08	Garnish	CHECK last	115.38		10	GN/08	Garnish	CHECK last	140.14	
11						11					
12	CS/09	DSHS	EFT	1,873.18	1,873.18	12	CS/09	DSHS	EFT	1,873.18	1,873.18
13	CS/09	ExpertPay	EFT	0.00	0.00	13	CS/09	ExpertPay	EFT	0.00	0.00
14	D1/98	D.Dep. #1	ACH WIRE every	9,039.40	9,039.40	14	D1/98	D.Dep. #1	ACH WIRE every	8,431.55	8,431.55
15	D2/97	D.Dep. #2	ACH WIRE every	15,160.66	15,160.66	15	D2/97	D.Dep. #2	ACH WIRE every	15,171.31	15,171.31
16						16					
16	GT/63	G.Ed.Tult	Check every	227.00		16	GT/63	G.Ed.Tult	Check every	227.00	
17	HS/59	Health Svgs	ACH Wire every	95.00	95.00	17	HS/59	Health Svgs	ACH Wire every	125.00	125.00
18	DC/97	Vgrd EE	Wire	41,641.07		18	DC/97	Vgrd EE	Wire	42,465.42	
19	DC/22	Vgrd ER	Wire	28,655.86	70,296.93	19	DC/22	Vgrd ER	Wire	29,476.92	71,942.34
20	L2/29	401k Ln#2	Wire	5,130.18		20	L2/29	401k Ln#2	Wire	5,167.41	
20	LN/29	401k Ln #1	Wire	8,881.19	14,011.37	20	LN/29	401k Ln #1	Wire	8,744.08	13,911.49
22	TTL VNGRD			84,308.30		22	TTL VNGRD			85,853.83	
23	LI/02	L&I	EFT Quarterly	27,068.86		23	LI/02	L&I	EFT Quarterly	27,218.07	
24	MD/51	Mch.UnDue	Check last	1,337.31		24	MD/51	Mch.UnDue	Check last	1,337.44	
25	MI/52	Mac.Initlon	Check last	0.00		25	MI/52	Mac.Initlon	Check last	0.00	
26	MS/60	Payroll Corr	check	0.00		26	MS/60	Payroll Corr	check	0.00	
	GL/11	GTLife		0.00			GL/11	GTLife		0.00	
27	TF/				0.00	27	TF/				0.00
28	TF/	Tx.Fr.Benefit	Employer	50.00	0.00	28	TF/	Tx.Fr.Benefit	Employer	50.00	0.00
29	PA/66	Proj.Asslst	Check last	487.00		29	PA/66	Proj.Asslst	Check last	487.00	
	PN/04	PERS EE	EFT	43,604.46	0.00	30	PN/04	PERS EE	EFT	43,953.61	0.00
31	PN/04	PERS ER	EFT	79,309.27	122,913.73	31	PN/04	PERS ER	EFT	79,953.47	123,907.08
32	TTL PERS			122,913.73		32	TTL PERS			123,907.08	
33	R3/20	ICMA Ln#2	WIRE	605.39	0.00	33	R3/20	ICMA Ln#2	WIRE	563.18	0.00
	RC/24	ICMA EE	WIRE	5,170.30			RC/24	ICMA EE	WIRE	5,341.10	
35	RI/23	ICMA Roth	WIRE	464.61	464.61	35	RI/23	ICMA Roth	WIRE	514.61	514.61
36	RL/21	ICMA Ln#1	WIRE	1,400.15	2,005.54	36	RL/21	ICMA Ln#1	WIRE	1,400.15	1,963.33
37	RR/25	ICMA ER	WIRE	3,122.89	8,293.19	37	RR/25	ICMA ER	WIRE	3,174.58	8,515.68
38	TTL ICMA	10,298.73		10,763.34		38	TTL ICMA	10,479.01		10,993.62	
39	SD/26	457 ST EE	EFT	11,936.64		39	SD/26	457 ST EE	EFT	12,011.96	
40	SR/27	457 ST ER	EFT	7,165.42	19,102.06	40	SR/27	457 ST ER	EFT	7,168.19	19,180.15
41	ST/67	ShTrmDisal	EFT	3,186.43	3,186.43	41	ST/67	ShTrmDisal	EFT	0.00	0.00
42	UC/45	Un COPE	Check 1st	123.00		42	UC/45	Un COPE	Check 1st	-	
	UA/44	Un Assess	Check last	0.00			UA/44	Un Assess	Check last	609.00	
	UD/42	Un Dues	Check last	5,589.89			UD/42	Un Dues	Check last	5,647.72	
44	UI/41	Un Initlatn	Check last	120.00		44	UI/41	Un Initlatn	Check last	120.00	
45	UT/43	Un Tax	Check last	3,070.20		45	UT/43	Un Tax	Check last	0.00	
46	UW/62	United Way	Check last	484.50		46	UW/62	United Way	Check last	460.50	
47	WF/64	Wellness	Check last	354.00		47	WF/64	Wellness	Check last	351.00	
48	NET PAY (dir. Deposit)	ACH Wire eve		446,011.02	446,011.02	48	NET PAY (dir. Deposit)	ACH Wire every		446,852.37	446,852.37
	Paychecks			0.00			Paychecks			3,710.96	
49	TOTAL TRANSFER (tie to Treasurer Notifications)				\$803,644.07	49	TOTAL TRANSFER (tie to Treasurer Notifications)			\$803,766.83	
50	TOTAL PAYROLL*:			\$862,513.02		50	TOTAL PAYROLL*:			\$1,143,119.89	
51	GROSS EARNINGS:			712,562.85		51	GROSS EARNINGS:			726,151.33	
52	EMPR MISC DED:			139,969.93		52	EMPR MISC DED:			406,942.98	
53	EMPR MEDICARE TAX:			9,980.24		53	EMPR MEDICARE TAX:			10,025.58	
54	TOTAL PAYROLL*:			\$862,513.02		54	TOTAL PAYROLL*:			\$1,143,119.89	
55	TOTAL PAYROLL FOR JANUARY 2016					55	TOTAL PAYROLL FOR JANUARY 2016			\$2,005,632.91	
56	ACH WIRE TOTAL			470,306.08		56	ACH WIRE TOTAL			470,580.23	

**Intercity Transit**

**Accounts Payable Check Disbursement List**

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/11/2015

Thru Date: 12/11/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00020005	12/11/2015	01405	ADVANCE GLASS INC	\$163.20	
00020006	12/11/2015	01780	AMALGAMATED TRANSIT UNION 1765	\$123.00	
00020007	12/11/2015	01815	AMERICAN CUSTODIAL INC	\$10,055.00	
00020008	12/11/2015	01960	AMERICAN SEATING COMPANY	\$783.47	
00020009	12/11/2015	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$161.81	
00020010	12/11/2015	02380	ARAMARK UNIFORM SERVICES	\$768.40	
00020011	12/11/2015	02480	ASE SUPPLY INC	\$50.08	
00020012	12/11/2015	02520	ASI-MODULEX	\$1,696.84	
00020013	12/11/2015	02580	ASSOCIATED PETROLEUM	\$433.75	
00020014	12/11/2015	02990	B&B SIGN COMPANY LLC	\$210.68	
00020015	12/11/2015	03610	BLANCHARD ELECTRIC	\$2,725.44	
00020016	12/11/2015	03680	GALLS, LLC	\$887.04	
00020017	12/11/2015	04040	BUD CLARY CHEVROLET	\$56,946.00	
00020018	12/11/2015	04120	BUILDERS HARDWARE CO	\$516.60	
00020019	12/11/2015	05320	CAPITOL CITY PRESS INC	\$819.60	
00020020	12/11/2015	06040	CITY OF LACEY	\$780.40	
00020021	12/11/2015	06120	CITY OF OLYMPIA UTILITIES	\$5,686.58	
00020022	12/11/2015	06205	CJI RESEARCH CORP	\$25,319.00	
00020023	12/11/2015	06220	CLALLAM TRANSIT SYSTEM	\$1,533.60	
00020024	12/11/2015	06610	COMMERCIAL BRAKE & CLUTCH	\$70.28	
00020025	12/11/2015	07150	CROSSROADS COLLISION CENTER	\$3,614.36	
00020026	12/11/2015	07220	CUMMINS INC	\$30,958.61	
00020027	12/11/2015	09660	FERGUSON ENTERPRISES, INC	\$488.45	
00020028	12/11/2015	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
00020029	12/11/2015	10660	GILLIG LLC	\$9,900.63	
00020030	12/11/2015	10758	GORDON THOMAS HONEYWELL GOV AFFAIR	\$6,000.00	
00020031	12/11/2015	10820	GRAPHIC COMMUNICATIONS	\$2,242.56	
00020032	12/11/2015	10990	HANDI-HUT, INC.	\$55,520.00	
00020033	12/11/2015	11615	INDUSTRIAL HYDRAULICS INC	\$8.93	
00020034	12/11/2015	11701	INSLEE, BEST, DOEZIE & RYDER, PS	\$9,898.84	
00020035	12/11/2015	11702	INSPECTORATE AMERICA CORPORATION	\$2,851.54	
00020036	12/11/2015	11765	INTERCITY TRANSIT PETTY CASH	\$597.26	
00020037	12/11/2015	11810	INTERSTATE BATTERY	\$280.54	
00020038	12/11/2015	11905	JANEK CORPORATION	\$701.76	
00020039	12/11/2015	11930	JERRYS AUTOMOTIVE TOWING	\$335.10	
00020040	12/11/2015	13440	LAW LYMAN DANIEL KAMERRER BOGDANOVI	\$580.00	
00020041	12/11/2015	13485	LEMAY MOBILE SHREDDING	\$188.30	
00020042	12/11/2015	13510	LES SCHWAB TIRE CENTER	\$122.52	
00020043	12/11/2015	13555	LIBBY ENVIRONMENTAL, LLC	\$80.00	
00020044	12/11/2015	13740	MAGELLAN BEHAVIORAL HEALTH	\$1,852.20	
00020045	12/11/2015	13750	MAILBOX OF OLYMPIA	\$500.00	
00020046	12/11/2015	14440	MICROFLEX	\$1,305.60	
00020047	12/11/2015	14590	MOHAWK MFG & SUPPLY	\$82.29	
00020048	12/11/2015	14750	MULLINAX FORD	\$516.60	
00020049	12/11/2015	14900	NAPA AUTO PARTS	\$457.53	
00020050	12/11/2015	15090	NELSON TRUCK	\$217.83	
00020051	12/11/2015	15140	NISQUALLY TOWING SERVICE	\$1,598.54	
00020052	12/11/2015	16490	PACIFIC DISPOSAL INC	\$618.74	
00020053	12/11/2015	16595	PACIFIC POWER GROUP LLC	\$10,935.12	
00020054	12/11/2015	16695	PATTISON WATER COMPANY	\$87.80	
00020055	12/11/2015	16765	PETRO CARD	\$30,719.68	
00020056	12/11/2015	16820	PIERCE COUNTY SECURITY	\$14,704.89	
00020057	12/11/2015	16874	PITNEY BOWES RESERVE ACCOUNT	\$500.00	
00020058	12/11/2015	17290	PUGET SOUND ENERGY	\$20,645.99	



## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/11/2015

Thru Date: 12/11/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00020059	12/11/2015	17391	QUALITY MUFFLER & BRAKE	\$522.24	
00020060	12/11/2015	17392	QUALITY PARKING LOT SERVICES LLC	\$1,256.64	
00020061	12/11/2015	17420	R&R TIRE COMPANY, INC.	\$3,835.20	
00020062	12/11/2015	17505	RAINIER DODGE INC	\$615.26	
00020063	12/11/2015	17560	RE AUTO ELECTRIC INC	\$455.81	
00020064	12/11/2015	17795	ROUTEMATCH SOFTWARE INC	\$40,423.77	
00020065	12/11/2015	17840	SAFELITE AUTOGLASS	\$304.47	
00020066	12/11/2015	17900	SCHETKY NW SALES INC	\$311.96	
00020067	12/11/2015	17965	SEATTLE AUTOMOTIVE DIST.	\$1,453.54	
00020068	12/11/2015	18068	SHINING EXAMPLE INC	\$303.33	
00020069	12/11/2015	18145	SIX ROBBLEES INC	\$167.59	
00020070	12/11/2015	18470	SPORTWORKS NORTHWEST INC	\$710.15	
00020071	12/11/2015	18610	STEPHAN J PARROTT	\$675.00	
00020072	12/11/2015	18648	STORAGELAND LLC	\$6,325.00	
00020073	12/11/2015	18651	STORMANS (LICENSING)	\$95.50	
00020074	12/11/2015	18705	SUNBELT RENTALS	\$452.39	
00020075	12/11/2015	21736	THURSTON COUNTY FOOD BANK	\$250.00	
00020076	12/11/2015	21790	THURSTON COUNTY PUBLIC WORKS	\$165.84	
00020077	12/11/2015	21930	TIRES INC	\$3,257.97	
00020078	12/11/2015	21950	TITUS-WILL CHEVROLET	\$4,088.26	
00020079	12/11/2015	21975	TOSSEY, KATHERINE	\$42.98	
00020080	12/11/2015	21980	TOTAL BATTERY & AUTOMOTIVE SUPPLY	\$127.95	
00020081	12/11/2015	21985	TOTAL FILTRATION SERVICES	\$297.17	
00020082	12/11/2015	22010	TOYOTA OF OLYMPIA	\$98.26	
00020083	12/11/2015	22100	TRANSIT SOLUTIONS, LLC	\$563.63	
00020084	12/11/2015	22325	TTL PARTNERS LLC	\$3,397.00	
00020085	12/11/2015	22420	TUMWATER PRINTING	\$952.88	
00020086	12/11/2015	23400	U S BANK CORPORATE PAYMENT SYSTEMS	\$119,153.12	
00020087	12/11/2015	23405	U S BANK or CORPORATE PAYMENT SYSTEM	\$5,776.17	
00020088	12/11/2015	23410	U S BANK VOYAGER FLEET SYSTEMS	\$25,945.58	
00020089	12/11/2015	23740	USSC LLC	\$1,353.32	
00020090	12/11/2015	23790	VENTILATION POWER INC	\$2,401.06	
00020091	12/11/2015	24000	W W GRAINGER INC	\$1,582.68	
00020092	12/11/2015	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$448.84	
00020093	12/11/2015	24742	WA ST EMPLOYMENT SECURITY	\$23.44	
00020094	12/11/2015	24750	WA ST GET PROGRAM	\$227.00	
00020095	12/11/2015	25130	WALTER E NELSON CO OF WESTERN WA	\$1,506.23	
00020096	12/11/2015	25380	WASHINGTON GARDENS	\$315.52	
00020097	12/11/2015	25858	WESTCARE CLINIC LLC PS	\$414.00	
00020098	12/11/2015	25920	WEYERHAEUSER NR COMPANY	\$13,747.00	
				<b>Total:</b>	<b>\$562,886.73</b>

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/25/2015

Thru Date: 12/25/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00020101	12/25/2015	01305	ACCESS INFORMATION PROTECTED	\$609.52	
00020102	12/25/2015	01405	ADVANCE GLASS INC	\$163.20	
00020103	12/25/2015	01820	AMERICAN DRIVING RECORDS INC	\$452.06	
00020104	12/25/2015	01885	AMERICAN LANDSCAPE SERVICES, LLC	\$3,916.80	
00020105	12/25/2015	01895	AMERICAN PETROLEUM ENVIRONMENTAL S	\$408.08	
00020106	12/25/2015	01960	AMERICAN SEATING COMPANY	\$296.05	
00020107	12/25/2015	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$351.43	
00020108	12/25/2015	02380	ARAMARK UNIFORM SERVICES	\$772.46	
00020109	12/25/2015	02580	ASSOCIATED PETROLEUM	\$2,100.22	
00020110	12/25/2015	02990	B&B SIGN COMPANY LLC	\$909.00	
00020111	12/25/2015	06060	CITY OF OLYMPIA	\$749.51	
00020112	12/25/2015	06610	COMMERCIAL BRAKE & CLUTCH	\$254.42	
00020113	12/25/2015	07150	CROSSROADS COLLISION CENTER	\$1,478.75	
00020114	12/25/2015	07220	CUMMINS INC	\$0.00	<input checked="" type="checkbox"/>
00020115	12/25/2015	07220	CUMMINS INC	\$20,476.38	
00020116	12/25/2015	08780	EMERALD SERVICES INC	\$524.46	
00020117	12/25/2015	09205	EXTENDED RANGE WEATHER CO INC	\$275.00	
00020118	12/25/2015	09575	FASTENAL COMPANY	\$21.98	
00020119	12/25/2015	10180	FREEDMAN SEATING CORPORATION	\$73.20	
00020120	12/25/2015	10477	GALLS, LLC	\$507.99	
00020121	12/25/2015	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
00020122	12/25/2015	10660	GILLIG LLC	\$19,134.72	
00020123	12/25/2015	10820	GRAPHIC COMMUNICATIONS	\$706.27	
00020124	12/25/2015	11175	HEALTH CARE AUTHORITY	\$332,591.48	
00020125	12/25/2015	11810	INTERSTATE BATTERY	\$97.87	
00020126	12/25/2015	11825	INTRACOMMUNICATION NETWORK SYSTEM	\$2,332.67	
00020127	12/25/2015	11865	ISLAND SUPERIOR AIR FILTER	\$440.80	
00020128	12/25/2015	11905	JANEK CORPORATION	\$544.00	
00020129	12/25/2015	12915	KRXY OLYMPIA BROADCASTERS INC	\$1,500.00	
00020130	12/25/2015	13510	LES SCHWAB TIRE CENTER	\$228.70	
00020131	12/25/2015	13661	LOOMIS	\$416.40	
00020132	12/25/2015	14750	MULLINAX FORD	\$492.43	
00020133	12/25/2015	14760	MUNCIE TRANSIT SUPPLY	\$49.96	
00020134	12/25/2015	14900	NAPA AUTO PARTS	\$916.12	
00020135	12/25/2015	15140	NISQUALLY TOWING SERVICE	\$291.33	
00020136	12/25/2015	15217	NORTHWEST EVENT DEOCRATORS	\$285.60	
00020137	12/25/2015	15255	NORTHWEST PUMP & EQUIPMENT	\$605.54	
00020138	12/25/2015	16593	PACIFIC OFFICE AUTOMATION	\$1,404.21	
00020139	12/25/2015	16595	PACIFIC POWER GROUP LLC	\$340.06	
00020140	12/25/2015	16680	PARTSMASTER	\$1,737.74	
00020141	12/25/2015	16765	PETRO CARD	\$58,815.26	
00020142	12/25/2015	16830	PIERCE TRANSIT	\$26,756.91	
00020143	12/25/2015	17505	RAINIER DODGE INC	\$525.89	
00020144	12/25/2015	17560	RE AUTO ELECTRIC INC	\$991.03	
00020145	12/25/2015	17840	SAFELITE AUTOGLASS	\$866.27	
00020146	12/25/2015	17900	SCHETKY NW SALES INC	\$328.54	
00020147	12/25/2015	17965	SEATTLE AUTOMOTIVE DIST.	\$535.33	
00020148	12/25/2015	18075	SIEGEL OIL COMPANY	\$114.30	
00020149	12/25/2015	18145	SIX ROBBLEES INC	\$380.59	
00020150	12/25/2015	18470	SPORTWORKS NORTHWEST INC	\$208.67	
00020151	12/25/2015	18705	SUNBELT RENTALS	\$1,067.52	
00020152	12/25/2015	18720	SUPER BEE WHEEL ALIGNMENT	\$104.49	
00020153	12/25/2015	18755	S-SQUARE TUBE PRODUCTS	\$408.85	
00020154	12/25/2015	21950	TITUS-WILL CHEVROLET	\$4,349.74	

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/25/2015

Thru Date: 12/25/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00020155	12/25/2015	22320	TSS DIGITAL SERVICES INC	\$1,500.00	
00020156	12/25/2015	24742	WA ST EMPLOYMENT SECURITY	\$65.10	
00020157	12/25/2015	24750	WA ST GET PROGRAM	\$227.00	
				<b>Total:</b>	\$495,701.90

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/31/2015

Thru Date: 12/31/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00020160	12/31/2015	01230	A WORKSAFE SERVICE INC	\$400.00	
00020161	12/31/2015	01405	ADVANCE GLASS INC	\$217.60	
00020162	12/31/2015	01780	AMALGAMATED TRANSIT UNION 1765	\$20,971.47	
00020163	12/31/2015	01805	AMB TOOLS AND EQUIPMENT CO INC	\$783.96	
00020164	12/31/2015	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$78.71	
00020165	12/31/2015	02380	ARAMARK UNIFORM SERVICES	\$761.58	
00020166	12/31/2015	02580	ASSOCIATED PETROLEUM	\$520.63	
00020167	12/31/2015	02825	AUTO PLUS - OLYMPIA	\$213.24	
00020168	12/31/2015	02990	B&B SIGN COMPANY LLC	\$75.09	
00020169	12/31/2015	03610	BLANCHARD ELECTRIC	\$3,633.92	
00020170	12/31/2015	03705	BNSF RAILWAY COMPANY	\$4,335.00	
00020171	12/31/2015	04120	BUILDERS HARDWARE CO	\$545.97	
00020172	12/31/2015	05260	CAPITAL INDUSTRIAL INC	\$20.24	
00020173	12/31/2015	05305	CAPITOL ALARM INC	\$315.66	
00020174	12/31/2015	05340	CAPITOL COURIER SERVICE	\$315.87	
00020175	12/31/2015	05435	CARLSON, SYLVIA	\$10.01	
00020176	12/31/2015	05460	CARQUEST AUTO PARTS-OLYMPIA	\$18.91	
00020177	12/31/2015	06040	CITY OF LACEY	\$659.98	
00020178	12/31/2015	06120	CITY OF OLYMPIA UTILITIES	\$4,091.55	
00020179	12/31/2015	06610	COMMERCIAL BRAKE & CLUTCH	\$730.48	
00020180	12/31/2015	07150	CROSSROADS COLLISION CENTER	\$2,294.73	
00020181	12/31/2015	07220	CUMMINS INC	\$5,880.33	
00020182	12/31/2015	08720	ELECTRONIC RESOURCING INC	\$67.52	
00020183	12/31/2015	08780	EMERALD SERVICES INC	\$87.00	
00020184	12/31/2015	08840	EMPLOYER RESOURCES NORTHWEST	\$6,484.87	
00020185	12/31/2015	09805	FLEET PRIDE	\$195.15	
00020186	12/31/2015	10477	GALLS, LLC	\$0.00	<input checked="" type="checkbox"/>
00020187	12/31/2015	10477	GALLS, LLC	\$2,133.44	
00020188	12/31/2015	10607	GENUINE AUTO GLASS	\$619.95	
00020189	12/31/2015	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
00020190	12/31/2015	10660	GILLIG LLC	\$14,253.33	
00020191	12/31/2015	10863	GRAYS HARBOR TRANSIT	\$220.00	
00020192	12/31/2015	11615	INDUSTRIAL HYDRAULICS INC	\$340.87	
00020193	12/31/2015	11765	INTERCITY TRANSIT PETTY CASH	\$502.83	
00020194	12/31/2015	11810	INTERSTATE BATTERY	\$268.63	
00020195	12/31/2015	12870	KONE INC.	\$512.44	
00020196	12/31/2015	13510	LES SCHWAB TIRE CENTER	\$107.31	
00020197	12/31/2015	13850	MASON TRANSIT AUTHORITY	\$750.00	
00020198	12/31/2015	14160	MCMASTER-CARR SUPPLY CO.	\$134.24	
00020199	12/31/2015	14405	MICHAEL G MALAIER, TRUSTEE	\$346.14	
00020200	12/31/2015	14590	MOHAWK MFG & SUPPLY	\$66.20	
00020201	12/31/2015	14613	MOORE & ASSOCIATES INC	\$9,295.74	
00020202	12/31/2015	14750	MULLINAX FORD	\$4,826.90	
00020203	12/31/2015	14900	NAPA AUTO PARTS	\$988.08	
00020204	12/31/2015	15140	NISQUALLY TOWING SERVICE	\$71.21	
00020205	12/31/2015	15269	NORTHWEST TRUCK & INDUSTRIAL INC	\$328.14	
00020206	12/31/2015	16557	PACIFIC MODULAR, INC	\$489.60	
00020207	12/31/2015	16593	PACIFIC OFFICE AUTOMATION	\$1,799.99	
00020208	12/31/2015	16595	PACIFIC POWER GROUP LLC	\$513.27	
00020209	12/31/2015	16695	PATTISON WATER COMPANY	\$90.41	
00020210	12/31/2015	16765	PETRO CARD	\$12,719.26	
00020211	12/31/2015	16820	PIERCE COUNTY SECURITY	\$15,323.02	
00020212	12/31/2015	16841	PIONEER FIRE & SECURITY INC	\$253.00	
00020213	12/31/2015	17392	QUALITY PARKING LOT SERVICES LLC	\$1,256.64	

**Intercity Transit**

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ACCOUNTS PAYABLE WARRANTS

From Date: 12/31/2015

Thru Date: 12/31/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00020214	12/31/2015	17505	RAINIER DODGE INC	\$464.08	
00020215	12/31/2015	17683	REMIX SOFTWARE INC	\$13,520.00	
00020216	12/31/2015	17840	SAFELITE AUTOGLASS	\$378.72	
00020217	12/31/2015	17900	SCHETKY NW SALES INC	\$825.11	
00020218	12/31/2015	17965	SEATTLE AUTOMOTIVE DIST.	\$1,124.15	
00020219	12/31/2015	18068	SHINING EXAMPLE INC	\$303.33	
00020220	12/31/2015	18160	SKILLINGS CONNOLLY INC	\$3,232.35	
00020221	12/31/2015	18355	SOUND TRANSIT	\$80,520.17	
00020222	12/31/2015	18420	SOUTHGATE FENCE INC	\$367.74	
00020223	12/31/2015	18695	SUMMIT LAW GROUP PLLC	\$756.00	
00020224	12/31/2015	18720	SUPER BEE WHEEL ALIGNMENT	\$208.98	
00020225	12/31/2015	18940	TENNANT COMPANY	\$1,064.83	
00020226	12/31/2015	21610	TETRA TECH INC	\$14,273.61	
00020227	12/31/2015	21660	THERMO KING NORTHWEST	\$2,129.64	
00020228	12/31/2015	21930	TIRES INC	\$12,778.81	
00020229	12/31/2015	21950	TITUS-WILL CHEVROLET	\$311.65	
00020230	12/31/2015	21980	TOTAL BATTERY & AUTOMOTIVE SUPPLY	\$127.95	
00020231	12/31/2015	22010	TOYOTA OF OLYMPIA	\$476.09	
00020232	12/31/2015	22100	TRANSIT SOLUTIONS, LLC	\$455.76	
00020233	12/31/2015	23400	U S BANK CORPORATE PAYMENT SYSTEMS	\$76,856.28	
00020234	12/31/2015	23660	UNITED WAY OF THURSTON COUNTY	\$1,421.50	
00020235	12/31/2015	23755	VALLEY FREIGHTLINER	\$516.82	
00020236	12/31/2015	24000	W W GRAINGER INC	\$157.46	
00020237	12/31/2015	24305	WA ST DEPT OF L & I SAFETY & HEALTH	\$1,200.00	
00020238	12/31/2015	24750	WA ST GET PROGRAM	\$227.00	
00020239	12/31/2015	25275	WASHINGTON ASSOC OF PUBLIC RECORDS	\$100.00	
00020240	12/31/2015	25858	WESTCARE CLINIC LLC PS	\$1,264.00	
			<b>Total:</b>	<b>\$336,982.14</b>	

# Intercity Transit

## Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 12/31/2015

Thru Date: 12/31/2015

Check #	Check Date	Ref #	Name	Amount	Voided
00020242	12/31/2015	01305	ACCESS INFORMATION PROTECTED	\$360.05	
00020243	12/31/2015	01733	ALPHA GRAPHICS	\$172.67	
00020244	12/31/2015	01815	AMERICAN CUSTODIAL INC	\$10,055.00	
00020245	12/31/2015	01820	AMERICAN DRIVING RECORDS INC	\$209.74	
00020246	12/31/2015	02060	AMERISAFE	\$53.86	
00020247	12/31/2015	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$188.12	
00020248	12/31/2015	04040	BUD CLARY CHEVROLET	\$227,879.00	
00020249	12/31/2015	05220	CAPITAL ÉLECTRIC INC	\$369.91	
00020250	12/31/2015	06120	CITY OF OLYMPIA UTILITIES	\$2,576.00	
00020251	12/31/2015	07150	CROSSROADS COLLISION CENTER	\$2,539.83	
00020252	12/31/2015	07220	CUMMINS INC	\$14,147.61	
00020253	12/31/2015	10477	GALLS, LLC	\$2,164.04	
00020254	12/31/2015	10660	GILLIG LLC	\$0.00	✓
00020255	12/31/2015	10660	GILLIG LLC	\$10,899.33	
00020256	12/31/2015	10758	GORDON THOMAS HONEYWELL GOV AFFAIR	\$6,000.00	
00020257	12/31/2015	10820	GRAPHIC COMMUNICATIONS	\$100.10	
00020258	12/31/2015	11498	IBI GROUP, US	\$13,653.53	
00020259	12/31/2015	11810	INTERSTATE BATTERY	\$110.92	
00020260	12/31/2015	12870	KONE INC.	\$512.44	
00020261	12/31/2015	13440	LAW LYMAN DANIEL KAMERRER BOGDANOVI	\$420.80	
00020262	12/31/2015	13485	LEMAY MOBILE SHREDDING	\$61.80	
00020263	12/31/2015	13661	LOOMIS	\$402.57	
00020264	12/31/2015	15140	NISQUALLY TOWING SERVICE	\$582.66	
00020265	12/31/2015	16490	PACIFIC DISPOSAL INC	\$629.86	
00020266	12/31/2015	16765	PETRO CARD	\$28,224.48	
00020267	12/31/2015	17290	PUGET SOUND ENERGY	\$20,548.00	
00020268	12/31/2015	17505	RAINIER DODGE INC	\$553.69	
00020269	12/31/2015	17560	RE AUTO ELECTRIC INC	\$297.25	
00020270	12/31/2015	17900	SCHETKY NW SALES INC	\$192.33	
00020271	12/31/2015	17965	SEATTLE AUTOMOTIVE DIST.	\$345.42	
00020272	12/31/2015	18160	SKILLINGS CONNOLLY INC	\$15,274.81	
00020273	12/31/2015	18470	SPORTWORKS NORTHWEST INC	\$47.76	
00020274	12/31/2015	21950	TITUS-WILL CHEVROLET	\$929.98	
00020275	12/31/2015	23410	U S BANK VOYAGER FLEET SYSTEMS	\$27,917.36	
00020276	12/31/2015	24040	WA ST CONSOLIDATED TECHNOLOGY SERVI	\$124.25	
00020277	12/31/2015	24740	WA ST EMPLOYMENT SECURITY DEPARTME	\$1,199.00	
00020278	12/31/2015	25380	WASHINGTON GARDENS	\$451.52	
00020279	12/31/2015	25858	WESTCARE CLINIC LLC PS	\$85.00	

Total: \$390,280.69

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>11775 INTERCITY TRANSIT WELLNESS</b>										
00	S272167	DI	12/31/2015			1,559.97	1,559.97	1,559.97		1,559.97
00	S287538	DI	12/31/2015			1,018.50	1,018.50	2,578.47		2,578.47

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>06270 CLAUS, DIANA</b>										
00	2015/NOV-DEC	DI	12/31/2015			46.63	46.63	46.63		46.63
<b>08005 DIRITO CHRISTINE</b>										
00	09/18/2015	DI	12/31/2015			80.27	80.27	80.27		126.90
<b>11308 HOFSTETTER SHANNON</b>										
00	12/31/15	DI	12/31/2015			192.30	192.30	192.30		319.20
<b>11355 HOOSIER, CAROL</b>										
00	2015 MILEAGE	DI	12/31/2015			336.49	336.49	336.49		655.69
<b>11740 INTERCITY TRANSIT ADVANCED TRAVEL</b>										
00	09/2015	DI	12/31/2015			272.00	272.00	272.00		927.69
<b>11750 INTERCITY TRANSIT EXEC IMPREST ACCOU</b>										
00	2015DEC	CM	12/31/2015			-1,584.60	-1,584.60	-1,584.60		-656.91
00	2015DEC	DI	12/31/2015			2,492.50	2,492.50	907.90		1,835.59
<b>11760 INTERCITY TRANSIT IMPREST ACCOUNT</b>										
00	2015DEC	DI	12/31/2015			709.50	709.50	709.50		2,545.09
<b>11770 INTERCITY TRANSIT PROJECT ASSISTANCE</b>										
00	2015DEC	DI	12/31/2015			1,461.00	1,461.00	1,461.00		4,006.09
<b>11775 INTERCITY TRANSIT WELLNESS</b>										
00	2015DEC	DI	12/31/2015			1,047.00	1,047.00	1,047.00		5,053.09



**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>05105 CALQUHOUN, GREG</b>										
00	11/29-12/4/15	DI	12/25/2015			1,234.20	1,234.20	1,234.20		1,234.20
<b>08005 DIRITO CHRISTINE</b>										
00	12/2/2015	DI	12/25/2015			57.10	57.10	57.10		1,291.30
<b>11308 HOFSTETTER SHANNON</b>										
00	12/18/15	DI	12/25/2015			192.30	192.30	192.30		1,483.60
<b>11740 INTERCITY TRANSIT ADVANCED TRAVEL</b>										
00	12/2015	DI	12/25/2015			2,987.34	2,987.34	2,987.34		4,470.94

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>11308 HOFSTETTER SHANNON</b>										
00	12/4/15	DI	12/11/2015			192.30	192.30	192.30		192.30
<b>11355 HOOSIER, CAROL</b>										
00	03369D	DI	12/11/2015			173.91	173.91	173.91		366.21
<b>11760 INTERCITY TRANSIT IMPREST ACCOUNT</b>										
00	12/07/15	DI	12/11/2015			961.08	961.08	961.08		1,327.29
<b>11785 INTERNATIONAL ASSOCIATION OF MACHINIS</b>										
00	2015DEC	DI	12/11/2015			2,662.12	2,662.12	2,662.12		3,989.41
<b>11925 JENKINS SHANNIE</b>										
00	2015 DEC MILEAGE	DI	12/11/2015			90.49	90.49	90.49		4,079.90

**Intercity Transit**

**Accounts Payable Check Disbursement List**

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 01/22/2016

Thru Date: 01/22/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020241	1/22/2016	23405	U S BANK or CORPORATE PAYMENT SYSTEM	\$434.27	
00020280	1/22/2016	01780	AMALGAMATED TRANSIT UNION 1765	\$123.00	
00020281	1/22/2016	04040	BUD CLARY CHEVROLET	\$57,136.00	
00020282	1/22/2016	05340	CAPITOL COURIER SERVICE	\$365.75	
00020283	1/22/2016	06060	CITY OF OLYMPIA	\$1,736.75	
00020284	1/22/2016	06760	COMMUNITY TRANSPORTATION ASSOC NW	\$400.00	
00020285	1/22/2016	09205	EXTENDED RANGE WEATHER CO INC	\$275.00	
00020286	1/22/2016	09820	FLEET-NET CORP	\$5,238.72	
00020287	1/22/2016	10660	GILLIG LLC	\$553.23	
00020288	1/22/2016	16873	PITNEY BOWES GLOBAL FINANCIAL SERV LL	\$228.48	
00020289	1/22/2016	16874	PITNEY BOWES RESERVE ACCOUNT	\$600.00	
00020290	1/22/2016	18610	STEPHAN J PARROTT	\$675.00	
00020291	1/22/2016	21640	THE BUS COALITION	\$500.00	
00020292	1/22/2016	21760	THURSTON COUNTY COMMUNICATIONS	\$43,002.82	
00020293	1/22/2016	21880	THURSTON REGIONAL PLANNING COUNCIL	\$9,372.25	
00020294	1/22/2016	22325	TTL PARTNERS LLC	\$3,397.00	
00020295	1/22/2016	24750	WA ST GET PROGRAM	\$227.00	
00020296	1/22/2016	25580	WASHINGTON STATE TRANSIT INSURANCE	\$1,065,351.00	
00020297	1/22/2016	26405	XIOLOIX LLC	\$3,786.24	
			<b>Total:</b>	\$1,193,402.51	

**Intercity Transit**  
**Accounts Payable Cash Requirements**

Div #	Reference #	Tr Cd	Due Date	Discount Date	Discount Amount	Invoice Amount	Payment Amount	Vendor Total	Sp Ck	Cash Required
<b>11308 HOFSTETTER SHANNON</b>										
00	01/15/16	DI	1/22/2016			192.30	192.30	192.30		192.30
<b>11785 INTERNATIONAL ASSOCIATION OF MACHINIS</b>										
00	2016JAN	DI	1/22/2016			2,702.25	2,702.25	2,702.25		2,894.55

## TRPC Members & Representatives

**City of Lacey**  
Virgil Clarkson

**City of Olympia**  
Nathaniel Jones

**City of Rainier**  
Everett Gage

**City of Tenino**  
pending

**City of Tumwater**  
Tom Oliva

**City of Yelm**  
Robert Isom

**Confederated Tribes of the Chehalis Reservation**  
Amy Loudermilk

**Nisqually Indian Tribe**  
Heidi Thomas

**Town of Bucoda**  
Alan Vanell

**Thurston County**  
Sandra Romero

**North Thurston Public Schools**  
Chuck Namit

**Olympia School District**  
pending

**Intercity Transit**  
Karen Messmer

**LOTT Clean Water Alliance**  
Cynthia Pratt

**Port of Olympia**  
pending

**PUD No. 1 of Thurston County**  
Russell Olsen

### Associate Members

**Economic Development Council of Thurston County**  
Michael Cade

**Lacey Fire District #3**  
Gene Dobry

**Puget Sound Regional Council**  
Vacant

**The Evergreen State College**  
Jeanne Rynne

**Timberland Regional Library**  
Bill Wilson



REGIONAL VISION • COOPERATION • INFORMATION

## PRE-AGENDA Friday, February 5, 2016 8:30 a.m. – 11:00 a.m.

The TRPC pre-agenda provides our members the opportunity to review the topics of the upcoming TRPC meeting. This information is forwarded in advance to afford your councils and boards the opportunity for discussion at your regular meetings. This will provide your designated representative with information that can be used for their participation in the Regional Council meeting. For more information, please visit our website at [www.trpc.org](http://www.trpc.org).

### Consent Calendar

**ACTION**

These items were presented at the previous meeting. They are action items and will remain on consent unless pulled for further discussion.

- a. Approval of Minutes – January 8, 2016
- b. Approval of Vouchers
- c. 2015 Financial Report

### Mobile Integrated Healthcare Programs

**PRESENTATION**

Many fire service agencies are experiencing dramatic increases in the volume of medical incident responses. Changes in healthcare legislation and insurance, increases in homelessness, a lack of adequate mental and behavioral health resources within the community, along with a general growth in population are all believed to be contributing factors. This presentation will summarize the evaluation and planning work that has already been conducted by Lacey Fire District 3 and the Olympia Fire Department, in partnership with Medic One, and identify strategies for future pilot programs that could be conducted locally to help address these healthcare system issues.

### TRPC 2016 Meeting Calendar

**ACTION**

Council Members will review and approve the 2016 Meeting Calendar.

### Appointment of Executive Director's Evaluation Committee

**ACTION**

The chair will appoint Council Members to the Executive Director Evaluation Committee.

### Zero Net Loss of Farmland

**INFORMATION / DISCUSSION**

The Council and the Sustainable Thurston Plan called for protection of agricultural lands. Staff will report on a regional forum that suggested various strategies.

### 2016 Legislative Session

**DISCUSSION**

Staff will provide additional information on issues of potential interest to the Council that require state legislative assistance and support.

### 2016 Officer Elections

**ACTION**

If February each year, Regional Council Members hold elections for Chair, Vice-chair and Secretary for a one-year term.

### Report from Outside Committee Assignments

**INFORMATION**

### Member Check In

**DISCUSSION**

### Executive Director's Report

**INFORMATION**

**Minutes**  
**INTERCITY TRANSIT**  
**CITIZEN ADVISORY COMMITTEE**  
**January 11, 2016**

**CALL TO ORDER**

Chair VanderDoes called the January 11, 2016, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

**Members Present:** Chair Victor VanderDoes; Vice-Chair Jan Burt; Kahlil Sibree; Billie Clark; Sue Pierce; Denise Clark; Leah Bradley; Quinn Johnson; Ursula Euler; Jonah Cummings; Ron Hughes; Joan O'Connell; Ariaah Perez; Carl See; Michael Van Gelder; and Walter Smit.

**Absent:** Mitchell Chong; Julie Hustoft; Charles Richardson; and Lin Zenki.

**Staff Present:** Laura Lowe; Ann Freeman-Manzanares; and Nancy Trail.

**APPROVAL OF AGENDA**

It was M/S/A by VAN GELDER and EULER to approve the agenda.

**INTRODUCTIONS**

VanderDoes introduced Authority member, BUD BLAKE.

VanderDoes introduced new Citizen Advisory Committee members RON HUGHES; JOAN O'CONNELL; WALTER SMIT; AND JONAH CUMMINGS. Each provided a brief self-introduction and identified what they bring to the committee.

**MEETING ATTENDANCE**

- A. January 20, 2016, Work Session - Denise Clark
- B. February 3, 2016, Regular Meeting - Julie Hustoft
- C. February 17, 2016, Work Session - Leah Bradley

**APPROVAL OF MINUTES**

It was M/S/A by VAN GELDER and CLARK, D. to approve the minutes of the November 16, 2015 meeting.

**CONSUMER ISSUES**

- *Cummings* - using the bus to get to work on the weekends and buses running earlier/later on the weekends.

**NEW BUSINESS**

## **Intercity Transit Citizen Advisory Committee**

**January 11, 2016**

**Page 2 of 10**

### **A. LOCAL CLIMATE CHANGE/CLEAN ENERGY SURVEY RESULTS – (Tom Crawford)**

Crawford identified himself as a member of the Thurston Climate Action team. In 2008 he and other community activists determined they could make a difference in our communities in issues surrounding climate change. The group incorporated in 2009, and wrote a grant proposal for funds through WSU. The team has collaborated with the EDC to obtain funding for energy efficiency work in 500-600 homes. The result is bringing down greenhouse gas emissions associated with less energy use. Their efforts include helping local jurisdictions with zoning electric vehicle charging stations; collaborating in hosting educational events; and greenhouse gas inventory where climate changing greenhouse gases are coming from. The team thinks collaboratively about the kinds of things that would make most sense to bring down greenhouse gas emissions.

*See arrived.*

Crawford explained the team conducted a community survey in June that was scientifically based, and found broad support for local renewable energy along with the willingness to pay for those efforts. They are currently working with Thurston thrives.

Crawford shared some background on understanding where climate change, global warming and greenhouse gases are coming from in our communities. The leading causes are on-road vehicles and the built environment. He indicated the 'built environment' consists of the light and heat we use in our homes and office buildings. Working with TRPC they set targets and recommendations for specific actions addressing those issues. There is an Intergovernmental panel on climate change that provides global figures on where we are and what we need do about it. The trend doesn't seem to be going up, but is leveling out.

Crawford indicated there are significant benefits for the doing the work. People can save money on transportation and energy and new jobs can be created in our communities. For example, if people get in the habit of riding bikes and riding the bus there are real health benefits associated with that the healthier the community will be. The team wanted to find out what can be done to bring down greenhouse gas emissions in the community. Since Thurston Energy had lost a significant amount of funding the EDC took them under their wing, but they still don't have staff to get around in the community. The team believed if they could expand the energy efficiency to rental units that would make an impact. He indicated promoting solar installations; building out electric vehicle infrastructure; expanding commute trip reduction; farmers transportation cooperation; incentives for efficient vehicles; getting people using less gas; and transportation management are all promising areas for work. As an example he used the Hawks Prairie areas need for transit and that trying to find some creative solutions to provide service. Community education and engagement will be very important with how climate change relates to daily lives and how to make improvements in doing so.

*Bradley arrived.*

Crawford stated the survey work was funded by Thurston County and LOTT; and included partnerships among faculty at St. Martin's; SPSCC; and TESC. The team pulled community agencies together to test some draft questions and get their thoughts on what would work. They hired students from some of the colleges to make the calls.

## **Intercity Transit Citizen Advisory Committee**

**January 11, 2016**

**Page 3 of 10**

Crawford provided the categories including community and environment; climate change; and renewable energy. Participants were asked a series of questions regarding actions they might support. They were asked if they considered energy efficiency in the purchase of their current home, and if it might be a consideration in their next home. Participants were asked to provide demographics on age; gender; income; education etc. to understand the differences in responses.

Crawford reported for quality of community life 23% responded excellent; and 58% responded good. Respondents indicated the top community concerns were traffic; population growth; homelessness; and growth management. The top environmental issue was water quality. The responses to Climate Change include 85% believe people affect the climate; 79% believe climate action is important; and 77% believe inaction will lead to serious local problems.

Crawford indicated most responses to Clean Energy motivations to take action on renewable energy and energy conservation were overwhelmingly positive. The top responses were improved health; protecting future generations; creating jobs; and saving money. People are beginning to think of this in broad terms. The top actions on Clean Energy to promote renewable energy and conservation were home energy; walking; biking; clean energy business; and making sure they are offered county wide. Transit was also an important category.

Crawford reviewed a map breaking down the responses around what programs participants wanted to see by zip code. Improving local transit options was strongest in 98506 and 98513. Promoting walking and biking was strongest in 98506; 98597; and 98513. The size of the pie chart represents the actual population in the zip code. Crawford indicated responses to the attitudes on improving transit options provided no significant differences by age; income level; geography; gender; and education. Politically 95% of liberals agree compared to 70% of conservatives.

Crawford indicated in terms of financing or willingness to pay 69% responded they were willing to pay \$10/year; and 63% were ok with increase in sales; utility; or property tax.

Crawford concluded by relaying residents feel positively about quality of community life; are concerned about climate change and its local effects; favor county-wide coordinated action; including improved transit; would support clean energy programs with money; and are receptive to small tax increases. He indicated there are policy opportunities for the agency and asked that when considering decisions about routing of buses or new routes does to weigh the increase or decrease against the use of renewable energy and energy efficiency; and factor in the impact on greenhouse gas emissions. Crawford stated the team is collaborating with other agencies on putting a county-wide clean energy program together.

*Sibree arrived.*

*Crawford answered questions.*



## **Intercity Transit Citizen Advisory Committee**

**January 11, 2016**

**Page 4 of 10**

*Euler* – inquired about transportation funding districts.

*Freeman-Manzanares* – responded there are several different ways to fund them. Staff has talked to the city of Lacey about this happening in the Hawks Prairie area. They keep coming back saying they want Intercity Transit to provide the service. The agency would like to but funding is an issue. Staff will have more conversations about the situation.

*Euler* – indicated she was involved in the formation of Tumwater's.

*Freeman-Manzanares* – there are transportation benefit areas established by jurisdictions. We have seen the formation of two locally. Tumwater's is sale tax based. The City of Olympia is a charge on vehicle tabs. Districts can also be formed by groups of business or an individual business to provide their own transportation.

*VanderDoes* – asked if any responses included water volume as an issue – a lot of the world is having trouble just having water.

*Crawford* – stated some of the water quality responses were water shortage; drought; pollution, runoff; and groundwater.

*Clark, D.* – asked if the group surveyed around 400 people.

*Crawford* - responded yes.

*Blake* – added out of 260,000.

*Johnson* – asked if there was any correlation of location to sea level rise.

*Crawford* – responded they looked at zip codes in south county and north county and didn't see very much difference which surprised them.

*Smith* – inquired if there was any correlation between people who weren't willing to pay or did not think it was an issue at all and where they got their information about climate change.

*Crawford* – indicated they asked people to provide specific sources, but it was difficult to sort that out, since people could use different terms for the same source. They did not do a correlation on what they were willing to pay.

*See* – asked if there have been similar efforts in other counties.

*Crawford* – indicated he was not aware of any but wouldn't be surprised if there was.

*Freeman-Manzanares* – transportation is a player when talking about water and run off. We could focus on tying that together in a way that is more meaningful to the community.

## **Intercity Transit Citizen Advisory Committee**

**January 11, 2016**

**Page 5 of 10**

*Blake* – asked if they have had an opportunity to go out and do a second survey to validate these numbers.

*Crawford* – indicated as they get closer to narrowing down what the program will look like and when they have more specifics to offer people they might want to go out for another survey.

*Blake* – asked if the survey is available online so people can see the questions.

*Crawford* – responded it is located at [www.thrustonclimateaction.org](http://www.thrustonclimateaction.org) under resources. It includes the report, questionnaire and methodology with cross-tabs.

*Perez* – asked if the survey was given to anyone under 18.

*Crawford* – indicated they only surveyed 18 and over, but maybe in the next survey they might be able to address that age group.

**B. 2016 PROCUREMENT PLAN** (*Laura Lowe*) Lowe introduced herself as the procurement manager and indicated she would provide an overview of what her department would be working in 2016. She said a lot of things are already being tackled in the first quarter. When using public money we look at awarding through a competitive process. Her department assists in writing procurement and contract documents. They work with other departments to schedule all the projects so they work for the agency. Procurement works with all departments and on varying projects including uniforms; security services; janitors; landscaping; cameras; printed transit guides; software licenses; legal services; lobbyist in WA DC; website maintenance and many others. The work includes bidding; renewing; and managing.

Lowe indicated in terms of vehicles for staff use, procurement will purchase an electric vehicle and station wagon for staff use. Procurement staff is also doing a large vanpool replacement project including 33 vans. The agency uses a lot of federal money to buy vans. Staff is looking at Dial-A-Lift vehicle replacement and also a truck for the facilities folks who maintain bus stops.

Lowe relayed information on the Transit Signal Prioritization project and that staff is working with local jurisdictions within the county on 2 corridors. The technology will hold a signal when a bus gets close if no EMS vehicle is near. The Authority recently approved the equipment order.

Lowe explained the agency typically focuses on bus stop enhancements every year. This year we are looking at approximately 40 stops. They are currently in design phase. Staff has hired an engineering firm and will put the project out to bid for construction soon. Staff is also looking at two different camera projects.

Lowe discussed the customer survey project for vanpool and Dial-A-Lift, and also a market segmentation study. There is a community conversations project moving forward soon that was grant funded to hold a conversation that will identify what people want us to look like in the future and what they are willing to fund. Staff is hoping the CAC will assist with this

## **Intercity Transit Citizen Advisory Committee**

**January 11, 2016**

**Page 6 of 10**

process along with chambers of commerce; EDC; schools; etc. so the agency gets a broad sweep of information.

Lowe indicated staff is in the process of implementing a new phone system. They are also working on installation of new hot water heater; HVAC; and interior painting at the Amtrak station; engineering of new HVAC and interior and exterior painting at Pattison; and installation of new HVAC at OTC. The agency will be buying more solar lights to go in the bus shelters. In maintenance staff is overseeing a project that will cover one of the pits and turn it into a lift. This will provide maintenance another bay to work on buses.

Staff is working on two large projects – one at the OTC to construct a second building to house administrative staff which will have conference rooms, and provide space for Greyhound. Currently staff is working on utility relocation. The agency will hire a very skilled project manager to work with entities and get permits going. The other large project is installation of the new underground storage tanks at Pattison. Recently staff completed a development agreement with the City of Olympia which was approved in December. Shortly thereafter staff went back in with a conditional use permit in late December. Staff is hoping to put it out for bid in May and hopefully have it done before the weather turns. There will be six new tanks, a new fuel canopy, and a lot of parking for buses and vanpools.

*Lowe* answered questions.

*Burt* – asked if the six new tanks are replacing the existing tanks or if it is an increase in volume.

*Freeman-Manzanares* – indicated it is an increase.

*Lowe* – added the old tanks will be decommissioned.

*VanderDoes* – asked if staff has to bid the decommissioning.

*Lowe* – responded yes. It will be bid competitively.

*Freeman-Manzanares* – If the project is \$10k or more, it is formally advertised as a bid, proposal and/or qualifications based. Anything over \$25k goes to the authority for approval.

*VanderDoes* – asked if the \$10k or \$25k is pursuant to a WAC.

*Freeman-Manzanares* – indicated it's an Intercity Transit policy.

*Lowe* – added when the economy is soft the agency gets good bids. The state amount is \$10k.

*Perez* – asked if Greyhound helping.

## Intercity Transit Citizen Advisory Committee

January 11, 2016

Page 7 of 10

*Freeman-Manzanares* – indicated they have been interested in joining us at the OTC for a long time. The conversations started 21 years ago, and we didn't have enough grant funds to include them.

*Perez* – asked if the agency is hiring out the painting project or asking for volunteers.

*Lowe* – responded the agency hires professionals with insurance, etc.

*See* – asked if the passage of new transportation funding at the federal level changes the grant process?

*Freeman-Manzanares* – indicated FTA hasn't released available grant processes as yet but she is hopeful it will provide more opportunities for the agency. The agency worked with the Bus Coalition and APTA to get those discretionary dollars back and it looks like it replaces about 60% of what was lost.

*Freeman-Manzanares* – added that one of the reasons we include telephone numbers on the agenda items is so members can contact staff. She indicated members can always contact her or Nancy.

*Blake* – asked if there is audit oversight function.

*Freeman-Manzanares* – the agency has some contracts administered by the procurement division and then there are some that are farmed out to other departments. Procurement is the go-to group when there are contractual issues. In some instances accounting provides that function. Then there is always have a secondary check because FTA comes in and audits our projects with a fine tooth comb and the state also audits the agency on an annual basis.

*Blake* – added this ensures taxpayer funds are used appropriately.

*Lowe* – added all procurement staff came from state agencies and have a lot of experience.

**C. DISCOUNTED BUS PASS PROGRAM** (*Ann Freeman-Manzanares*) *Freeman-Manzanares* stated this is the fifth year of the Discounted Bus Program. The Authority established the program at a time when agencies serving low income populations were taking budget hits. By offering bus passes, it provides transportation at half the cost. Initially the Authority set the level at \$200k meaning the agency would forego up to \$100k in revenue. There is the potential that some of those passes would not be purchased if not for the program. This is the first year that the applications exceeded the initial limit. The agency has received \$260k in applications to date, so staff brought it back to the Authority to request an increase in funding for the program. The Authority raised the amount to \$300k. At this point there is \$39k left in the program. Although there is a due date, it is a rolling application. The attachment provides a list of recipients. If there is an organization you would like us to add please let us know. The goal is to use the \$300k to serve the community and make sure their transportation needs are met.

## Intercity Transit Citizen Advisory Committee

January 11, 2016

Page 8 of 10

*Freeman-Manzanares* answered questions.

*Perez* – asked how staff knows they’re reaching all the people.

*Freeman-Manzanares* – indicated we don’t know that we are reaching all of the organizations that could use it. Staff has an ever growing list and distributes through the United Way as well. If the CAC knows of an organization that might qualify and might be interested, send them our way. Or let us know and we’ll reach out to them.

*Perez* – asked if she could connect groups in need at her school.

*Freeman-Manzanares* – responded that Olympia High School has participated for a number of years. Staff has a connection with the PIO for the North Thurston school district and tries to get the information out through that avenue as well as others. Please let us know if there is someone you think we should get in touch with.

### CONSUMER ISSUES

- *Cummings* – indicated it might be worthwhile for the agency to look at the ridership data for the 48 and 49, early morning, during the weekend, to see whether or not it would make sense to offer an earlier bus. If it doesn’t look like it would be cost effective, then finding a way to reach out to businesses, etc.
- *VanderDoes* – indicated he recently saw a strobe light attached to a bus stop which caught him off guard.

*Freeman-Manzanares* – responded during this time of year the number of people that are missed at stops increases. It is one of the things we work very hard to figure out. We don’t want to miss a single passenger but it’s very dark and frequently, people are wearing dark clothes. The OTC gives out the blinking lights, and recommend riders use lights on their phones to make sure operators can see them. The agency has installed solar lighting at many stops, but they don’t work everywhere due to canopies of trees. It is too expensive to electrify them. The Hawks Prairie Park & Ride is experimenting with LED motion lights now.

*Smit* – indicated he caught the bus at 7:00 am this morning wearing dark colors, but always carries a small flash light and hasn’t had a bus miss him. Smit asked if any of the solar panels had been stolen.

*Freeman-Manzanares* – responded she didn’t believe any had ever been stolen but she would check into it and report back.

### REPORTS

- *Clark, B.* – provided the report from the November 18, 2015, Work Session indicating there were some very informative presentations.

## **Intercity Transit Citizen Advisory Committee**

**January 11, 2016**

**Page 9 of 10**

- *Euler* – provided the report from the December 2, 2015, Regular Meeting indicated the ITA was very supportive of the Discounted Bus Pass program and trying to get as much participation as possible. Sales tax was doing really well and the trend has continued, reminded us that there is a Legislative Conference in DC.

*Freeman-Manzanares* – indicated APTA hosts a variety of conferences for transit agencies including the Legislative conference. Normally elected officials from the Authority attend so they can talk with the elected's in DC. This year they will talk about the new federal transportation legislation, and what our agencies needs are. Last year attendees met with Senator Moran from Kansas. Typically they only meet with their local agencies, but he is a natural advocate of our agency because the DAL vehicles are built in Kansas. Last year staff needed to do a lot of educating because of the MAP-21 funding issues and the impact possibly requiring a reduction of service. APTA also hosts a board member seminar and they talk about governance, and policy development. And, they have a CEO conference in February that she attends where they talk about transit management, legislation and regulations, etc. One of the things that we've done in the past is made spots available for CAC members to attend the WSDOT transportation.

- *Burt* – provided the report from the January 6, 2016, Regular Meeting and recommended CAC members go to the website to review the action items beforehand. The ITA approved three purchases including 33 new vanpool vans; 3 high performance servers; and towing services. New staff members were introduced and one promotion; and we got the bike shop invitation. Burt noted that she submitted the build a bike program as a benefactor of a fundraising program at the agency she works for.
- *Freeman-Manzanares* – provided the General Manager's report and invited everyone to the new Bike Shop Open House, noting the location encourages people to volunteer. February is the time the Authority receives new members as they bid farewell to Joe Baker from the city of Yelm. There may be some shake up at the County Commissioner's as well. At the last board meeting Freeman-Manzanares spoke to the authority about hiring a state advocate. Last year a piece of legislation made it through the House for additional local options. It did not get into the combined bill. The agency needs some additional assistance, but it will be a small contract because it is a short session. She relayed information on a recent meeting with Senator Patty Murray's aid held here at Intercity Transit. Freeman-Manzanares invited some General Manager's from agencies to the south and the Olympic Peninsula. Schedules are difficult for these individuals and if Senator Murray wants to visit they need to know the agency can get a meeting organized on the fly. Staff executed a Development Agreement with the City of Olympia which is actually part of the larger project at the Pattison Street facility. The agency has worked on another grant for the Bikes in PE project. Tumwater school district had the highest rate of accidents and this teaches teachers to teach safe bike riding. Staff is trying to coordinate with NTSD and OSD to expand the program. Travel Training is going off in an expanded way working to assist a Korean group who meets at the Lacey Community Center. Staff is venturing out into non English speaking audiences. She shared an email she received lauding the praises of the Jingle Bus; and indicated sales tax for November came in at 9.27%.

*Pierce* – inquired about the status of new website.

## **Intercity Transit Citizen Advisory Committee**

**January 11, 2016**

**Page 10 of 10**

*Freeman-Manzanares*- indicated it wasn't functioning as we had hoped so it was taken down for more work and the old website put backup. Staff hopes to have the new site online in the next few weeks.

*Clark, B.* - relayed that recently she was waiting for fixed route at the OTC and a ramp wasn't working so they sent the Jingle Bus to her home.

*Bradley* - remarked she has recently been busing to Everett and it has made her really appreciate our drivers.

**NEXT MEETING: February 8, 2016, a week earlier in observance of the Presidents' Day holiday.**

### **ADJOURNMENT**

**It was M/S/A by PIERCE and EULER to adjourn the meeting at 7:25 pm.**

Prepared by Nancy Trail

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**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-A**  
**MEETING DATE: February 3, 2016**

**FOR:** Intercity Transit Authority

**FROM:** Emily Bergkamp, Dial-A-Lift Manager  
Kathy Chambers, Senior Associate, Moore and Associates

**SUBJECT:** Dial-A-Lift Customer Satisfaction Survey Results

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1) **The Issue:** Provide the Authority with the results of the 2015 Dial-A-Lift (DAL) Customer Satisfaction Survey.

---

2) **Recommended Action:** For Information and discussion.

---

3) **Policy Analysis:** The Authority budgeted for, and authorized the commission of, a DAL customer satisfaction survey. The results of that survey will be presented to the Authority.

---

4) **Background:** On August 19, 2015, the Authority authorized a contract with Moore and Associates, an independent research firm, to conduct a Customer Satisfaction Survey of current riders and non-riders of its DAL Americans with Disabilities Act paratransit service. The surveys were conducted utilizing a telephone methodology, with complementary online data collection, during October and November 2015. Two survey instruments were utilized; one targeted current riders and another targeted eligible riders who have not recently used the service. Such data can help guide service evaluation and identify potential areas of improvement, and serve as a comparison to previous survey results. Intercity Transit strives to conduct DAL customer surveys every three to five years. The most recent DAL customer survey was conducted in 2011.

Kathy Chambers, Senior Associate from Moore and Associates will provide a summary report of the data collected, share recommendations and answer questions. DAL Manager, Emily Bergkamp will also be present to answer questions.

---

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

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6) **Budget Notes:** Intercity Transit entered into a contract with Moore & Associates to conduct the DAL customer satisfaction survey in an amount not-to-exceed \$21,000. The contract was completed within the budgeted amount, which is less than authorized in the budget.

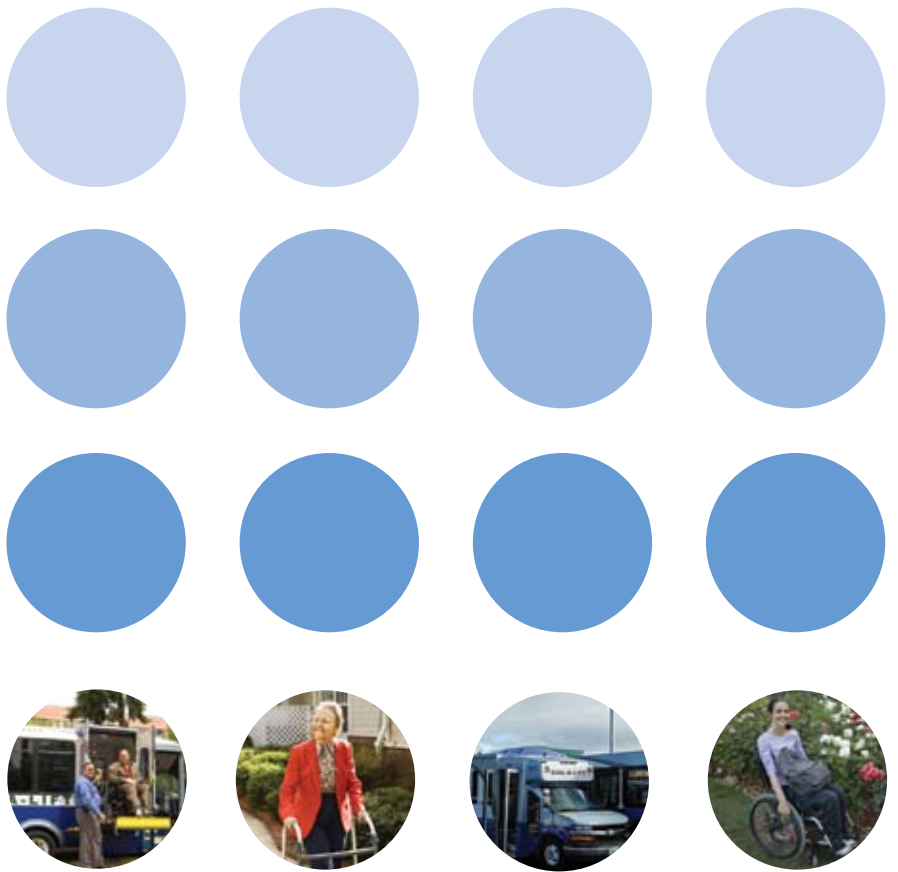


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7) **Goal Reference:** **Goal #1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **Goal #2:** *“Provide outstanding customer service.”* **Goal #3:** *“Maintain a safe and secure operating system.”* **Goal #4:** *“Provide responsive transportation options within financial limitations.”* **Goal #6:** *“Encourage use of services.”*

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8) **References:** 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys.



# INTERCITY TRANSIT

2015 DIAL-A-LIFT CURRENT RIDER AND NON-RIDER  
SATISFACTION SURVEYS

FINAL REPORT

JANUARY 2016





## Table of Contents

<b>Section 1: Executive Summary .....</b>	<b>01</b>
<b>Section 2: Current Rider Survey .....</b>	<b>03</b>
<b>Section 3: Non-Rider Survey .....</b>	<b>39</b>
<b>Appendix A: Current Rider Survey Instrument .....</b>	<b>A-1</b>
<b>Appendix B: Non-Rider Survey Instrument .....</b>	<b>B-1</b>
<b>Appendix C: Current Rider Survey Simple Frequencies .....</b>	<b>C-1</b>
<b>Appendix C: Non-Rider Survey Simple Frequencies .....</b>	<b>D-1</b>



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**2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys**

**Intercity Transit**

**Final Report**

---

**Table of Exhibits**

- Exhibit 2.1 Satisfaction ..... 5
- Exhibit 2.2 Personal Reservation Calls ..... 6
- Exhibit 2.3 Reservation Experience Ratings ..... 6
  - Exhibit 2.3.a Reservation Satisfaction – Length of Hold Time ..... 7
  - Exhibit 2.3.b Reservation Satisfaction – Courtesy of Ride Schedulers..... 7
  - Exhibit 2.3.c Reservation Satisfaction – Hours Schedulers are Available ..... 8
  - Exhibit 2.3.d Reservation Satisfaction – Skill of Ride Scheduler ..... 8
  - Exhibit 2.3.e Reservation Experience Ratings ..... 9
- Exhibit 2.4 Recall of Specified Trip ..... 10
- Exhibit 2.5 Execution of Scheduled Trip..... 11
- Exhibit 2.6 Reason for Aborted Trip..... 11
- Exhibit 2.7 Rating of Specified Trip ..... 12
  - Exhibit 2.7.a Reason for Rating ..... 12
- Exhibit 2.8 Driver Arrival ..... 13
  - Exhibit 2.8.a Early Driver Arrival ..... 13
  - Exhibit 2.8.b Late Driver Arrival ..... 14
- Exhibit 2.9 Appointment Punctuality ..... 14
- Exhibit 2.10 Driver at Door..... 15
- Exhibit 2.11 Waiting Outside..... 15
- Exhibit 2.12 Needed Driver Assistance ..... 16
  - Exhibit 2.12.a Received Driver Assistance ..... 16
- Exhibit 2.13 Ride Attribute Ratings ..... 17
  - Exhibit 2.13.a Ride Satisfaction Ratings – Comfort..... 17
  - Exhibit 2.13.b Ride Satisfaction Ratings – Overall Vehicle Condition ..... 18
  - Exhibit 2.13.c Ride Satisfaction Ratings – Driver Courtesy ..... 18
  - Exhibit 2.13.d Ride Satisfaction Ratings – Driving Skills of the Driver ..... 19
  - Exhibit 2.13.e Ride Satisfaction Ratings – Condition and Ease of Use of Seat Belts ..... 19
  - Exhibit 2.13.f Ride Satisfaction Ratings – Driver’s Skill and Care in Tying Down  
Wheelchair or Scooter..... 20
  - Exhibit 2.13.g 2015 vs. 2011 Ride Attribute Ratings ..... 20
- Exhibit 2.14 Specified Trip Purpose..... 21
  - Exhibit 2.14.a 2015 vs. 2011 Specified Trip Purpose ..... 21
- Exhibit 2.15 Occurrence of Non-Reservation Calls ..... 22
- Exhibit 2.16 Purpose of Most Recent Call..... 22
- Exhibit 2.17 Rating of Most Recent Call ..... 23
  - Exhibit 2.17.a Rating of Most Recent Call – Length of Hold Time..... 23
  - Exhibit 2.17.b Rating of Most Recent Call – Length of Time to Finish Entire Call..... 24
  - Exhibit 2.17.c Rating of Most Recent Call – Customer Service Agent Courtesy ..... 24
  - Exhibit 2.17.d Rating of Most Recent Call – Customer Service Agent Skill ..... 25
  - Exhibit 2.17.e 2015 vs. 2011 Rating of Most Recent Call..... 25
- Exhibit 2.18 Barriers to Increased DAL Usage ..... 26
- Exhibit 2.19 Disabilities or Disabling Conditions ..... 27
- Exhibit 2.20 Primary Disability or Disabling Condition..... 28



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

- Exhibit 2.20.a Primary Disability vs. Overall Services Satisfaction Rating ..... 29
- Exhibit 2.21 Race or Ethnicity ..... 30
- Exhibit 2.22 Annual Household Income ..... 30
- Exhibit 2.23 Payment Method ..... 31
- Exhibit 2.24 Reduced Fare Permit..... 32
- Exhibit 2.25 Regular Public Transit Usage ..... 32
- Exhibit 2.26 Regular Public Transit Usage Within the Past Month ..... 33
- Exhibit 2.27 Medicaid Transportation Services Usage..... 33
- Exhibit 2.27.a Veterans Transportation Services Usage ..... 34
- Exhibit 2.27.b Senior Center Shuttle Usage ..... 34
- Exhibit 2.27.c Taxi Usage..... 35
- Exhibit 2.28 Personal Vehicle Operation..... 35
- Exhibit 2.29 Personal Vehicle Ridership..... 36
- Exhibit 2.30 Gender..... 36
- Exhibit 2.31 Respondent Identity..... 37
- Exhibit 3.1 Satisfaction of DAL Experience..... 41
- Exhibit 3.2 Reason for Not Using DAL ..... 42
- Exhibit 3.3 Disability or Disabling Conditions..... 43
- Exhibit 3.4 Primary Disability or Disabling Condition..... 44
- Exhibit 3.4.a Primary Disability vs. Satisfaction Rating ..... 45
- Exhibit 3.5 Race or Ethnicity..... 45
- Exhibit 3.6 Annual Household Income ..... 46
- Exhibit 3.7 Regular Public Transit Usage ..... 47
- Exhibit 3.8 Regular Public Transit Usage Within the Past Month ..... 47
- Exhibit 3.9 Medicaid Transportation Services Usage..... 48
- Exhibit 3.9.a Veterans Transportation Services Usage ..... 48
- Exhibit 3.9.b Senior Center Shuttle Usage ..... 49
- Exhibit 3.9.c Taxi Transportation Services Usage..... 49
- Exhibit 3.10 Personal Vehicle Operation..... 50
- Exhibit 3.11 Personal Vehicle Ridership..... 50
- Exhibit 3.12 Gender..... 51
- Exhibit 3.13 Respondent Identity..... 52



# Executive Summary

In fall 2015, Intercity Transit commissioned a survey of current riders and non-riders of its Dial-A-Lift (DAL) Americans with Disabilities Act paratransit service. Intercity Transit sought to collect feedback both from clients who had used the service within the past year as well as those who are eligible to use the service but who had not recently done so. Such data can help guide service evaluation and identify potential areas of improvement.

The objectives for the DAL survey included:

- Gathering data on overall satisfaction of riders,
- Identifying service improvements desired by current riders,
- Creating a profile of DAL clients and how they are using the service,
- Identifying barriers to service usage among non-riders, and
- Updating 2011 baseline performance data as a basis for future-year comparisons.

The surveys were conducted utilizing a telephone methodology, with complementary online data collection, during October and November 2015. Two survey instruments were utilized; one targeted current riders and another targeted eligible riders who have not recently used the service. Survey contacts came from a database provided by Intercity Transit.

### Current Rider Survey

The current rider component resulted in the collection of 435 valid surveys, exceeding the sample target of 400.

Through analysis of the simple frequencies arising from the collected data, we compiled a profile of the “typical” rider. Based on survey responses, the profile DAL rider:

- Is female,
- Self-identifies as Caucasian,
- Reports a total annual household income of \$14,999 or less,
- Pays her fare in cash,
- Holds a Reduced Fare permit,
- Has not driven a car in the last month, and
- Reports being “very satisfied” overall with the DAL service.

### Non-Rider Survey

The non-rider survey resulted in a sampling of 116 respondents. Through analysis of the data, it was determined several of the surveyed individuals originally determined to be inactive were actually current users of the DAL service and therefore invalid for the purposes of the non-rider survey. Removing these individuals reduced the survey sample to 84.





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

By analyzing the simple frequencies arising from the collected data, we compiled a profile of the “typical” non-rider. Based on survey response, the profile non-rider:

- Is female,
- Self-identifies as Caucasian,
- Has a total annual household income of \$24,999 or less,
- Is satisfied with DAL interactions to this point,
- Has not recently utilized regular public transit, and
- Has other transportation options that contribute to the lack of DAL use.

### Recommendations

The results of the 2015 surveys were very positive, with riders reporting very high satisfaction levels with nearly all attributes of the reservation, pick-up, and ride experience. Even a majority of non-riders gave positive ratings. Still, some survey respondents identified concerns influencing their overall experience, and in some cases their willingness to ride.

The concerns included:

- Eleven percent of non-riders reported difficulty completing their registration for the service.
- Many riders and non-riders indicated a desire to schedule trips outside of the five-day scheduling window, or to have an improved chance of successfully scheduling a last-minute trip.
- Nearly 10 percent of respondents to the non-rider survey expressed interest in the service yet resided outside the service area—in some cases, a mile or less outside the service area.

Section 2 of this report includes summary and analysis of responses from current riders, while Section 3 includes summary and analysis of responses from non-riders. Where notable, the analysis includes comparisons between 2015 and 2011 survey data.

The survey instruments and data frequencies are included in the appendices of this report.



# Current Rider Survey

In fall 2015, Intercity Transit commissioned a survey of riders of its Dial-A-Lift (DAL) Americans with Disabilities Act paratransit service. The survey was designed to collect feedback from clients who are currently using the service, which would help the operator evaluate its service and identify potential areas of improvement.

Objectives for the DAL current rider survey included:

- Gathering data on overall satisfaction of riders,
- Identifying desired service improvements,
- Creating a profile of DAL clients and how they are using the service, and
- Updating 2011 baseline performance data as a basis for future-year comparisons.

The surveys were conducted utilizing a telephone methodology, with complementary online data collection, during October and November 2015. The pool of survey respondents for the rider survey came from a list of telephone numbers provided by Intercity Transit.

### Survey Development and Administration

The DAL Customer Satisfaction Survey was developed in conjunction with Intercity Transit staff, utilizing the survey instrument from the previous DAL customer survey conducted in 2011. Utilizing the same instrument supports baseline comparisons between the responses from the two survey periods.

Moore & Associates uploaded the survey instrument to Survey Monkey to support complementary online data collection. To promote the survey, a pre-survey postcard was distributed to current and inactive DAL patrons using a database provided by Intercity Transit. The postcard had two objectives: to communicate the legitimacy of the DAL phone survey within the target audience and to encourage participation.

### Data Collection

Moore & Associates developed a sample target of 400 respondents. All phone calls were conducted by trained bilingual surveyors and monitored by supervisory staff. Phone numbers called were strictly limited to those provided by Intercity Transit. Households where contact was not completed were called a maximum of three times, after which the phone number was retired. When initiating a phone call, surveyors introduced themselves on behalf of Intercity Transit and asked permission to conduct the survey. Upon receiving consent, a question was asked to clarify if the contactee was the person listed in the database or a relative or personal care attendant answering on behalf of the DAL registrant/user.

Trained surveyors read each question along with potential responses. Surveyors were responsible for completing the survey with the respondent, including documenting any additional information the respondents may provide. If a respondent was unclear of a question or responses, the surveyor would assist by providing clarification while not “leading” the response.

# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

When necessary, surveys were conducted through a TTY or through Washington Relay Service, the free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH), to enable individuals who are hearing impaired to participate in the survey.

Data collection resulted in 435 valid samples for the current rider survey, exceeding the sample target. Of these 435 surveys, 1.8 percent were completed online.

The survey instrument and data frequencies are included in the appendices of this report.

### Data Processing

All current rider survey data was entered into Microsoft Excel using trained personnel. Supervisors reviewed data entry work on a daily basis while also conducting spot-checks throughout each day.

Data cleaning was undertaken by trained personnel following completion of data entry. This process resolved variations in data formatting that resulted in identical responses being sorted as different (i.e., “blind” and “BLIND” were cleaned to form one response). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis.

The SPSS database allowed the consultant to compile simple frequencies as well as perform cross-tabulations within relevant datasets. Data cross-tabulations allow comparisons between survey responses that can provide additional insight into customer profiles, travel patterns, perceptions of service, and demographics.

### Survey Findings

#### *“Typical” Respondent Profile*

By analyzing the simple frequencies arising from the collected data, we developed a profile of the “typical” DAL rider. The profile rider:

- Is female,
- Self-identifies as Caucasian,
- Reports a total annual household income of \$14,999 or less,
- Pays DAL fare in cash,
- Holds a Reduced Fare permit,
- Has not driven a car in the last month, and
- Reports being “very satisfied” overall with the DAL service.



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

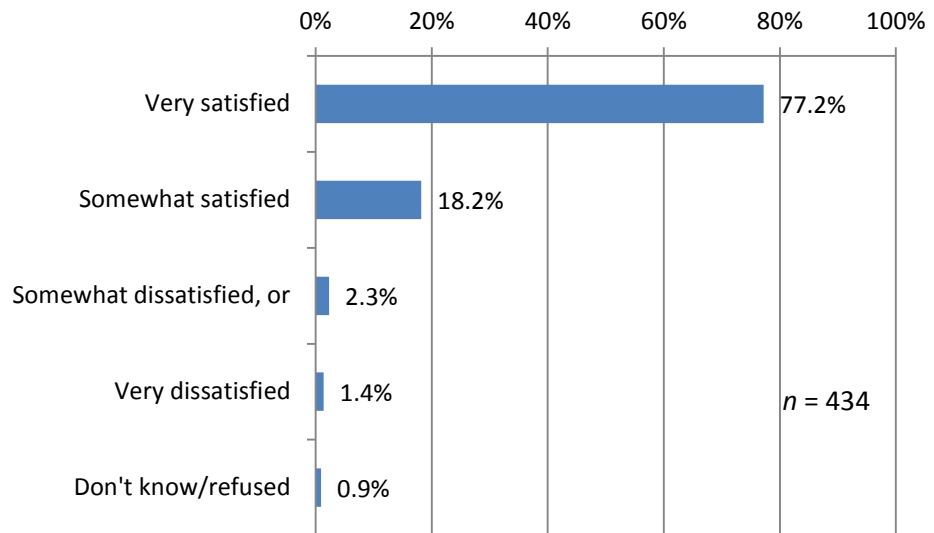
### Final Report

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**Question: Thinking about your experience with Dial-A-Lift overall, which of the following comes closest to describing your rating of the services provided to you?**

Slightly more than 77 percent of current DAL users indicated they were “very satisfied” with DAL services. An additional 18.2 percent reported being “somewhat satisfied” with DAL services. Less than five percent reported dissatisfaction.

Exhibit 2.1 Satisfaction



### **Comparison: 2015 vs. 2011 satisfaction levels**

The 77.2 percent of riders who indicated being “very satisfied” is an increase of more than 7 percent from the 70 percent noted during the 2011 survey period. The 95.4 percent of respondents who indicated being either “very satisfied” or “somewhat satisfied” is similar to the 96 percent who indicated the same satisfaction levels in 2011.



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

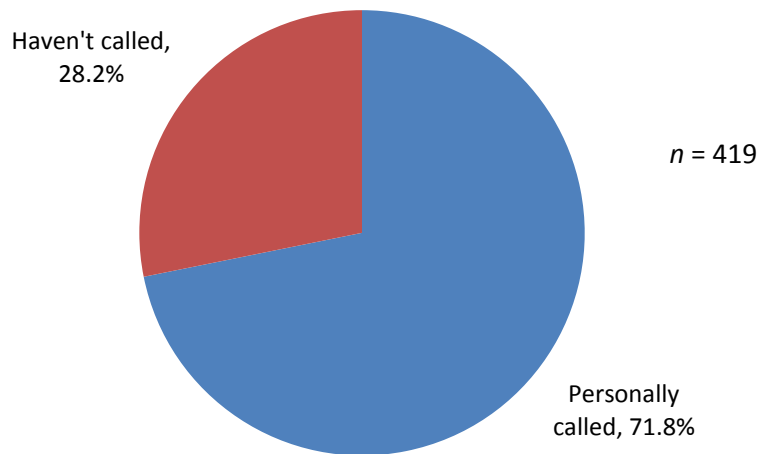
### Intercity Transit

#### Final Report

**Question: Have you personally called Dial-A-Lift to make a reservation for any rides in the past month?**

Nearly 72 percent of respondents reported personally making a ride reservation during the month prior to survey contact.

Exhibit 2.2 Personal Reservation Calls



### Satisfaction with Ride Reservation Experience

**Question: I'd now like you to think about your experience reserving a ride through Dial-A-Lift over the past month. Please only consider your interaction on the phone with ride schedulers when providing a rating.**

Respondents were asked to rate a series of attributes related to the DAL ride reservation process. Response options included "Excellent," "Good," "Only Fair," or "Poor." These attributes were then assigned ratings based on a four-point scale, with "Excellent" equaling four points, "Good" equaling three points, and so on. A mean rating for each attribute was then calculated.

Overall, respondents rated each attribute between "Excellent" and "Good." The highest-rated reservation attribute was "courtesy of ride schedulers," which received a mean rating of 3.68. The lowest-rated attribute was "length of hold time before speaking to a ride scheduler," which received a mean rating of 3.21.

Exhibit 2.3 Reservation Experience Ratings

Attribute	Mean Rating
Length of hold-time before speaking to a ride scheduler.	3.21
Courtesy of ride schedulers.	3.68
The hours ride schedulers are available to book your trip.	3.37
The skill of the ride scheduler in working to meet your reservation needs.	3.47

To provide further insight into the various attribute ratings, see Exhibits 2.3.a through 2.3.d.

# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.3.a Reservation Satisfaction - Length of Hold Time

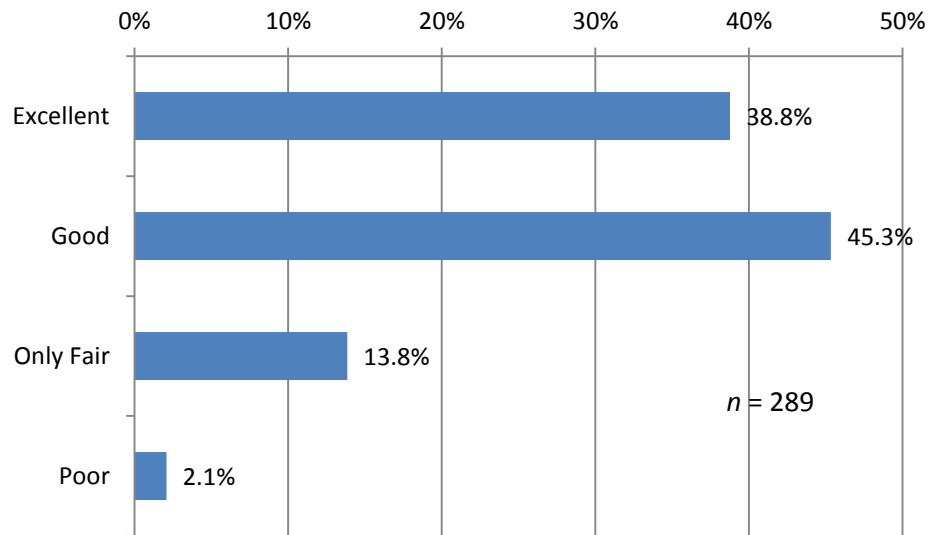
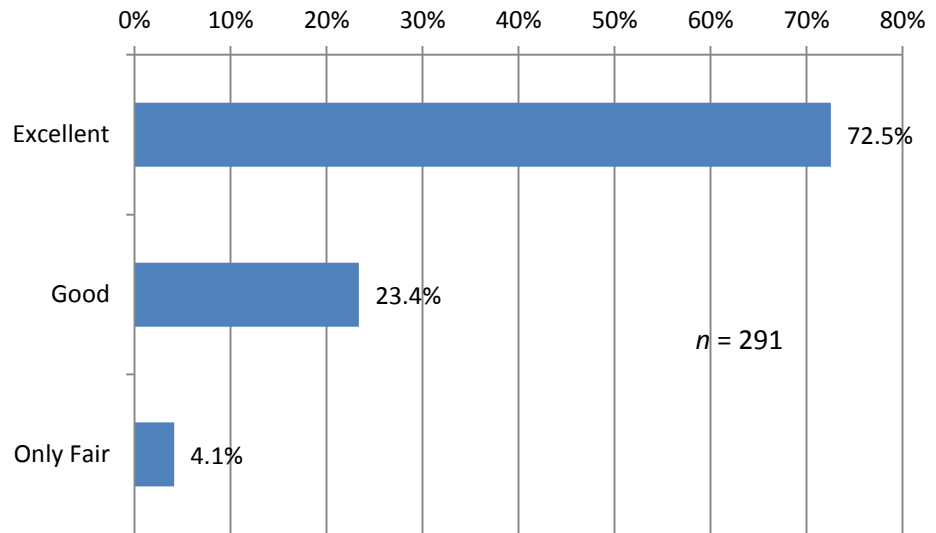


Exhibit 2.3.b Reservation Satisfaction – Courtesy of Ride Schedulers



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.3.c Reservation Satisfaction – Hours Schedulers are Available

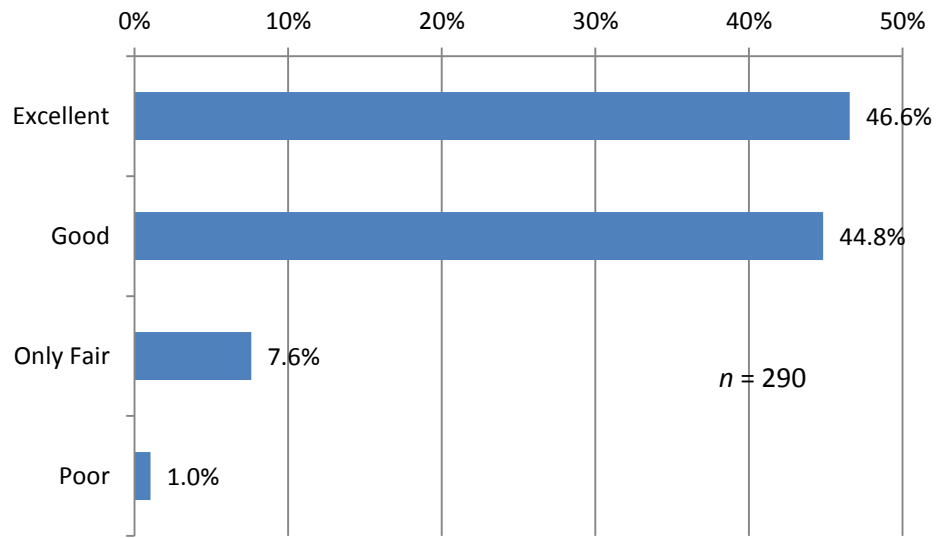
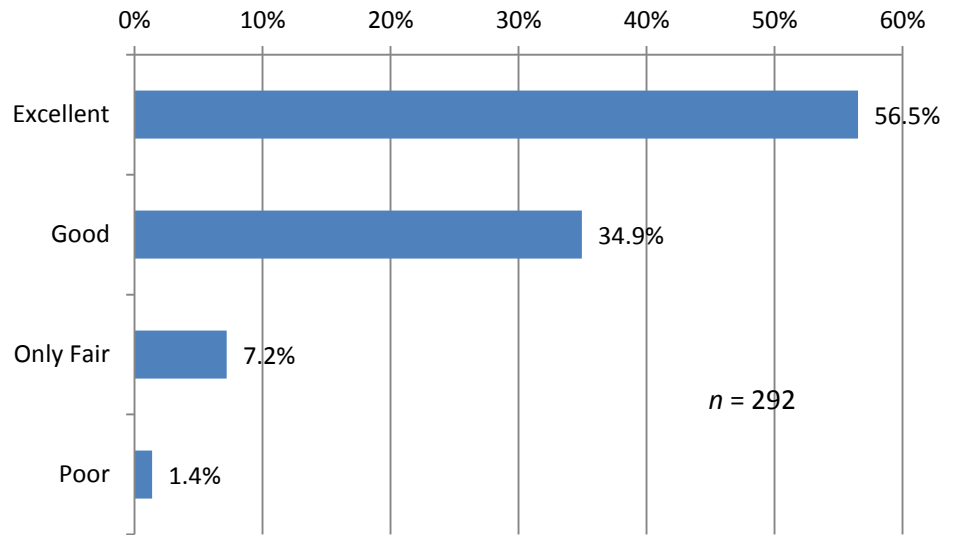


Exhibit 2.3.d Reservation Satisfaction – Skill of Ride Scheduler



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### *Comparison: 2015 attribute ratings vs. 2011 attribute ratings.*

The following chart compares the percentage of respondents who rated each scheduling attribute as “Excellent” or “Good” in 2015 to the corresponding percentage in 2011.

The attribute with the greatest increase in positive rating was “Length of hold-time before speaking to a ride scheduler,” which increased six percentage points from 2011. Only one attribute, “The skill of the ride scheduler in working to meet your reservation needs,” declined in rating; it decreased two percentage points to 91.0 percent.

Exhibit 2.3.e Reservation Experience Ratings

Attribute	2015 Rating	2011 Rating
Length of hold-time before speaking to a ride scheduler.	84%	78%
Courtesy of ride schedulers.	96%	96%
The hours ride schedulers are available to book your trip.	91%	90%
The skill of the ride scheduler in working to meet your reservation needs.	91%	93%





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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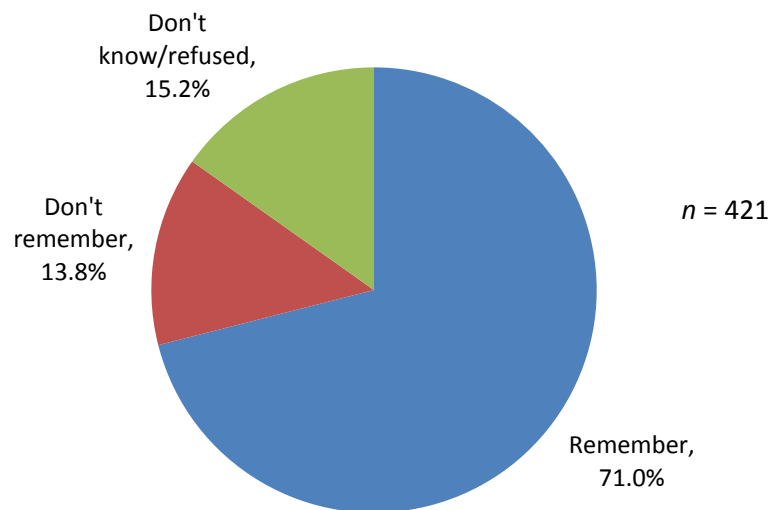
#### Questions about a Specific Scheduled Trip

The next set of questions asked respondents to recall their experience of a specific trip that had been scheduled on a specific date and pickup time. (Note: schedule information was provided by Intercity Transit.) The surveyor’s instructions to the respondent were: “Although you may have also used Dial-A-Lift to travel in the reverse direction on that day, for these next few questions I would like you to think just about the portion of the trip when you traveled from” the specified departure location to the specified destination location at the specified pickup time. Respondents were assured their personal information would not be shared with other parties beyond the DAL rider survey.

#### Question: *Do you recall that you were scheduled to take this particular trip?*

More than 70 percent indicated they recalled the specified trip provided by Intercity Transit. While 13.8 percent said they did not remember the specified trip, 15.2 percent said they did not know or declined to answer.

Exhibit 2.4 Recall of Specified Trip



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

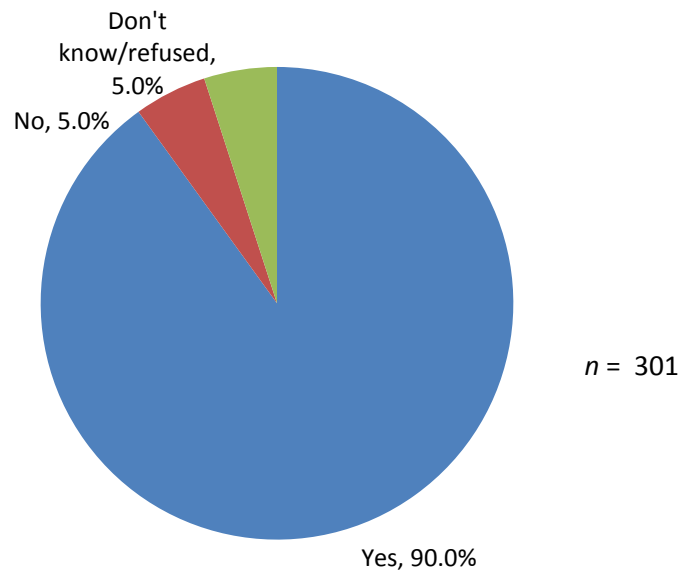
## Intercity Transit

### Final Report

#### Question: Did you actually take this particular trip?

Ninety percent of respondents indicated actually completing the specified trip.

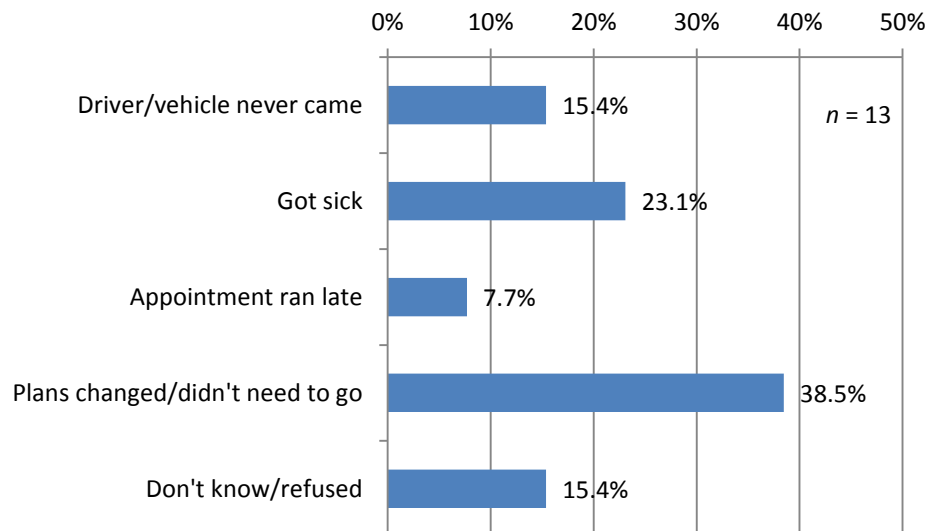
Exhibit 2.5 Execution of Scheduled Trip



#### Question: Can you tell me why you did not take this trip?

The 13 respondents who reported not making the specified trip were asked to indicate a reason why not. "Plans changed" was the most common response, selected by 38.5 percent of respondents. "Got sick" was the second-most common response (23.1 percent). It should be noted that 15.4 percent indicated they did not take the trip because the driver/vehicle never arrived.

Exhibit 2.6 Reason for Aborted Trip



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

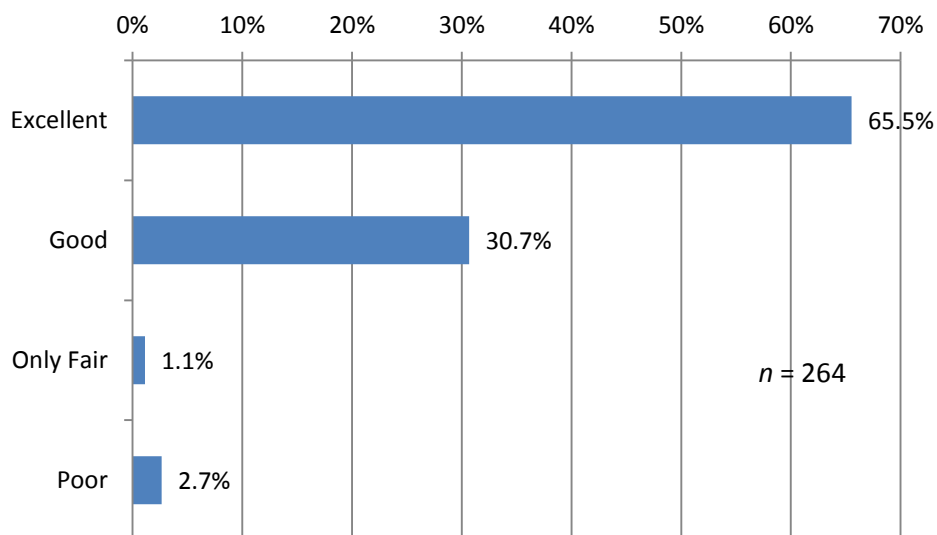
## Intercity Transit

### Final Report

#### Question: Overall, would you say the quality of Dial-A-Lift's service on this trip was...

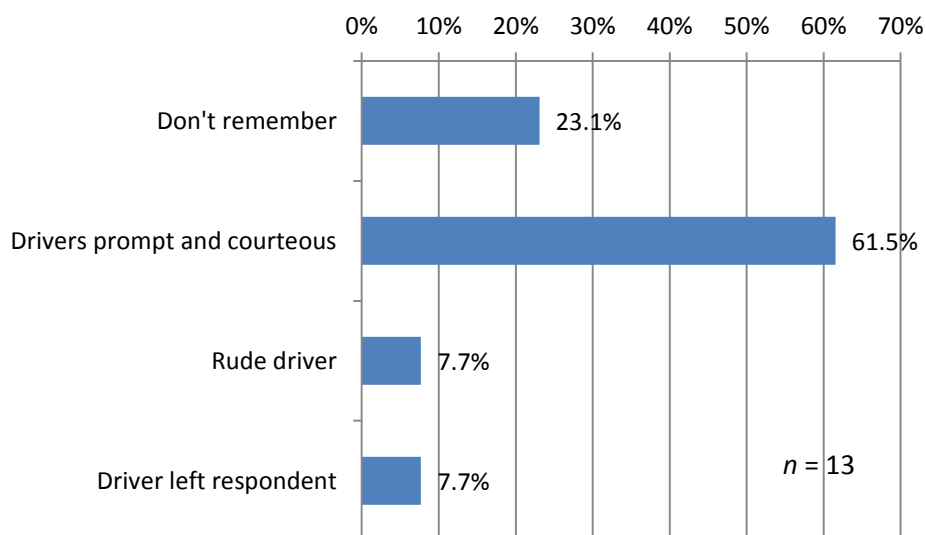
Survey respondents were asked to rate the specified trip as "Excellent," "Good," "Only Fair," or "Poor." Nearly 66 percent rated the surveyed trip as "Excellent," and 30.7 percent rated it as "Good." Less than four percent rated their specified trip as "Only Fair" or "Poor." The 96 percent who provided a positive rating was a slight increase over the 95 percent who did so during the 2011 survey period.

Exhibit 2.7 Rating of Specified Trip



Respondents were asked to elaborate on their responses to the prior question. Nearly 62 percent cited the promptness and courteousness of drivers. One respondent who gave a negative rating cited a rude driver, while another reported being left on a trip. (Note: This alleged incident may not have occurred on the date specified based on the trip information provided by Intercity Transit.)

Exhibit 2.7.a Reason for Rating



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

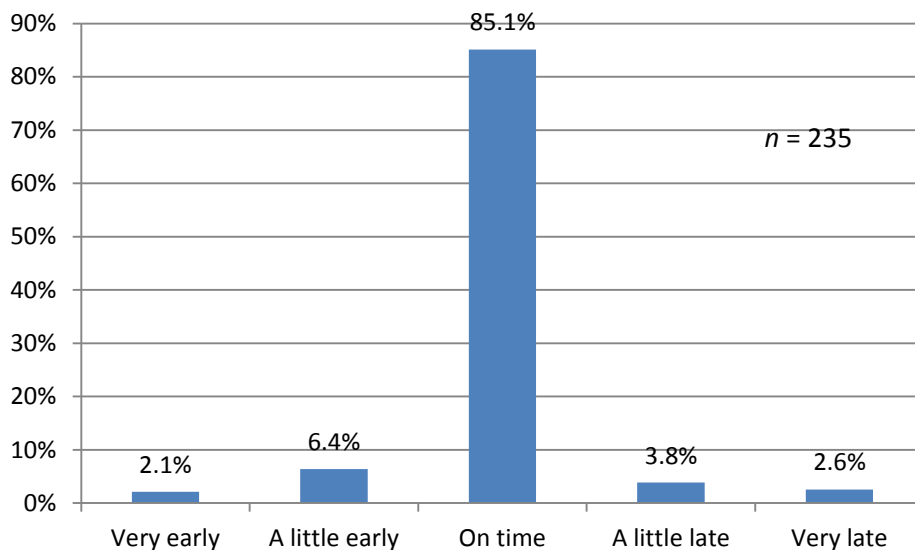
## Intercity Transit

### Final Report

**Question: Did the driver arrive during the pickup window or did he or she arrive before or after the window? If before or after, was the driver a little or very \_\_\_\_\_ (early or late)?**

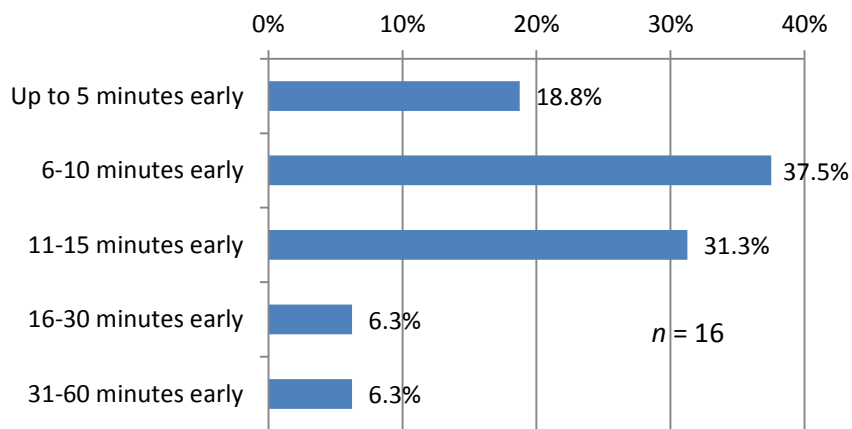
More than 85 percent of respondents reported the DAL driver arrived within the agreed-upon pickup window. Approximately eight percent reported the DAL driver arrived early. Approximately six percent of respondents reported the DAL driver was late.

Exhibit 2.8 Driver Arrival



Drilling down, 2015 respondents who indicated an early arrival were asked to estimate how many minutes before their pickup window the driver arrived. Nearly 38 percent estimated 6-10 minutes early, followed by 31.3 percent who estimated 11-15 minutes. Approximately 13 percent estimated an early arrival of 16 minutes or more.

Exhibit 2.8.a Early Driver Arrival

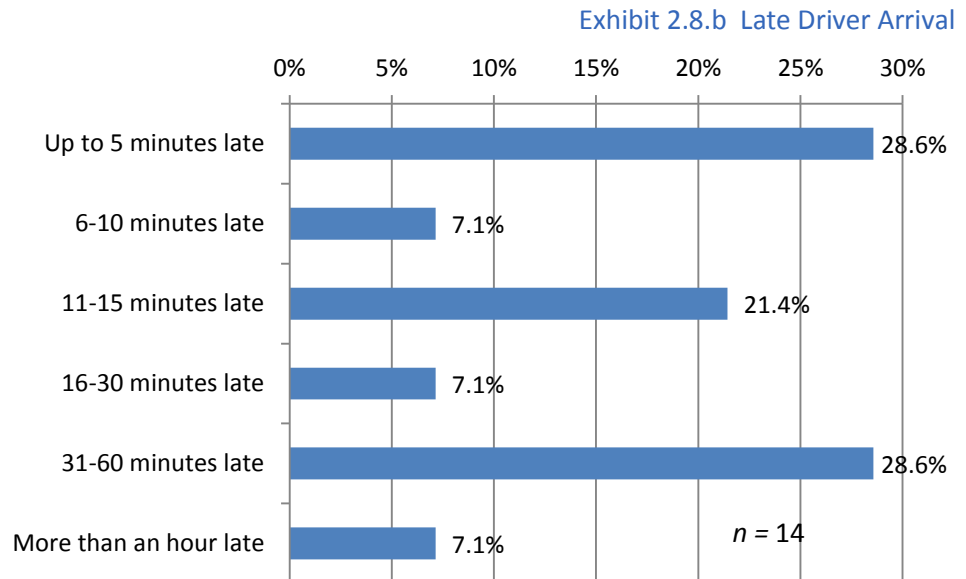


## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

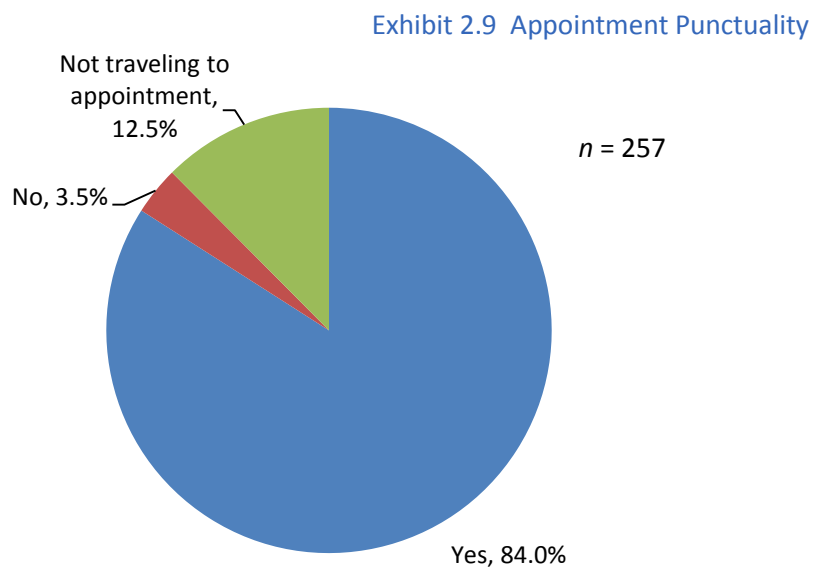
#### Final Report

Respondents who indicated a late arrival were asked to estimate how many minutes after their pickup window the driver arrived. Two responses were selected by 28.6 percent of respondents: up to five minutes late and 31-60 minutes late.



**Question: If traveling to an appointment, did you arrive in adequate time at your destination?**

Eighty-four percent of total respondents said they arrived at their destination in adequate time. Approximately 13 percent reported they were not traveling to an appointment where timeliness was a consideration.



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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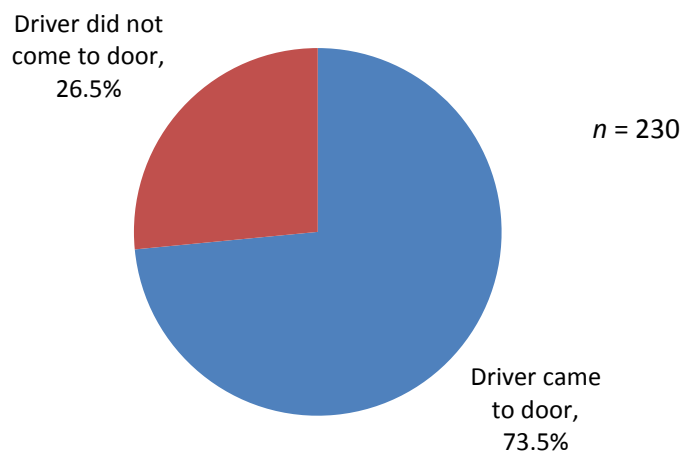
#### Questions about Driver's Aid

The next several questions of the survey regarded the actions of the driver during the surveyed trip.

**Question: Did the driver of this trip get out of the vehicle and announce himself/herself to you at your door?**

Nearly 74 percent of respondents reported the driver exited the DAL vehicle and announced himself or herself at the client's door. This was an increase over the 66 percent who reported the driver announced himself/herself at the door during the 2011 survey period.

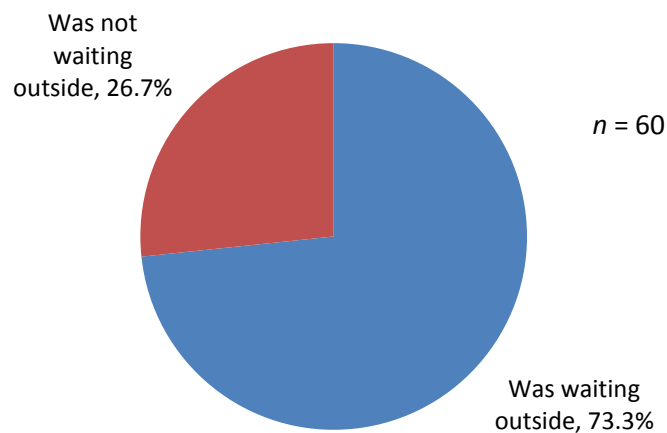
Exhibit 2.10 Driver at Door



**Question: Were you waiting outside or at the curb when the driver arrived?**

Slightly more than 73 percent of survey respondents who indicated the driver did not come to the door in the previous question reported they were waiting outside or at the curb when the DAL driver arrived.

Exhibit 2.11 Waiting Outside



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

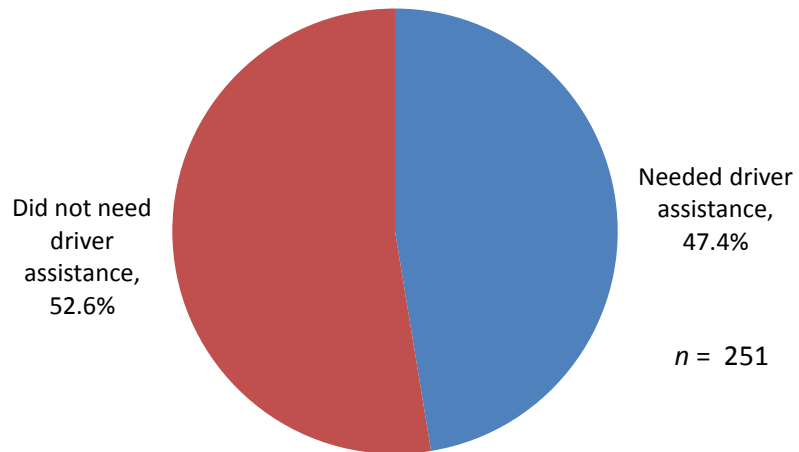
### Final Report

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**Question: Did you need the driver's help in getting to or from the door, or getting in or out of the vehicle?**

Slightly less than half of respondents (47.4 percent) reported needing the DAL driver's help in getting to or from the door or getting in or out of the vehicle.

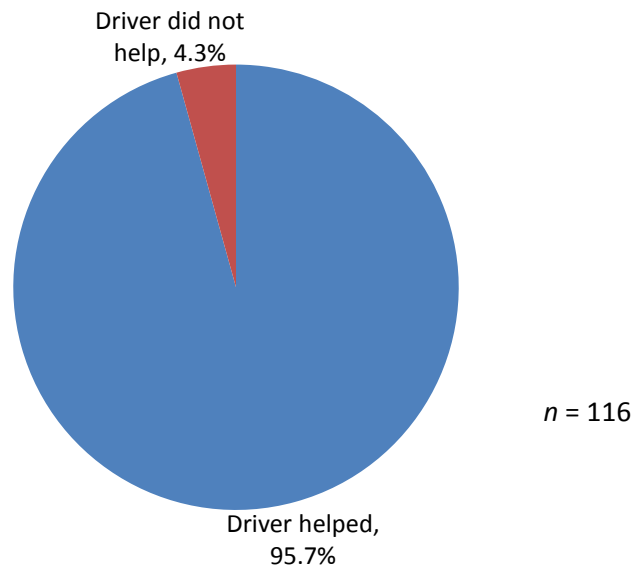
Exhibit 2.12 Needed Driver Assistance



**Question: Did the driver actually help you?**

Nearly 96 percent of respondents who said they needed the DAL driver's assistance indicated receiving that assistance.

Exhibit 2.12.a Received Driver Assistance



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

#### *Question: How would you rate the following attributes?*

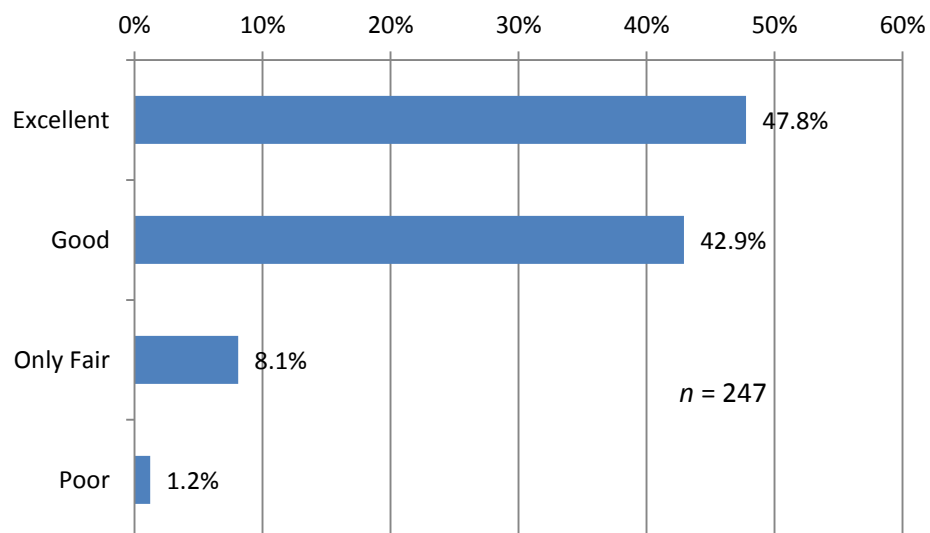
Respondents were asked to rate a series of attributes as “Excellent,” “Good,” “Only Fair,” or “Poor.” These attributes were assigned ratings based on a four-point scale, with “Excellent” equaling four points, “Good” equaling three points, and so on. A mean rating for each attribute was then calculated based on the survey responses. Overall, each attribute received a rating between “Excellent” and “Good.” The highest-rated attribute was “driver courtesy,” which received a 3.76 rating, followed by “The driver's skill and care in tying down your wheelchair or scooter,” which received a 3.72 rating. The lowest-rated attribute was “ride comfort,” which received a 3.37 rating.

Exhibit 2.13 Ride Attribute Ratings

Attribute	Mean rating
Ride comfort	3.37
Overall vehicle condition	3.57
Driver courtesy	3.76
Driver driving skills	3.67
Condition/ease of use of seat belts	3.42
Driver skill/care in tying down wheelchair/scooter	3.72

To provide further insight into the various attribute ratings, see Exhibits 2.12.a through 2.12.f.

Exhibit 2.13.a Ride Satisfaction Ratings – Comfort





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.13.b Ride Satisfaction Ratings – Overall Vehicle Condition

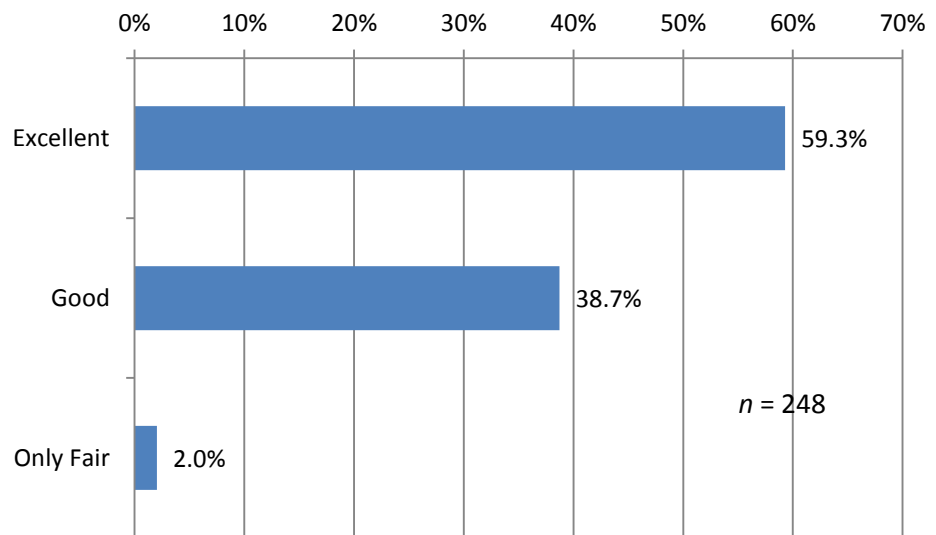
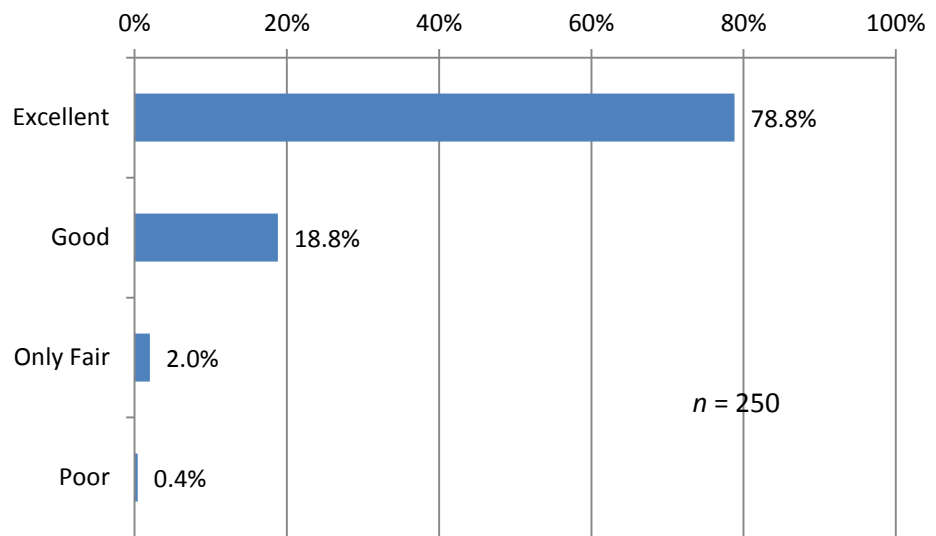


Exhibit 2.13.c Ride Satisfaction Ratings – Driver Courtesy



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.13.d Ride Satisfaction Ratings – Driving Skills of the Driver

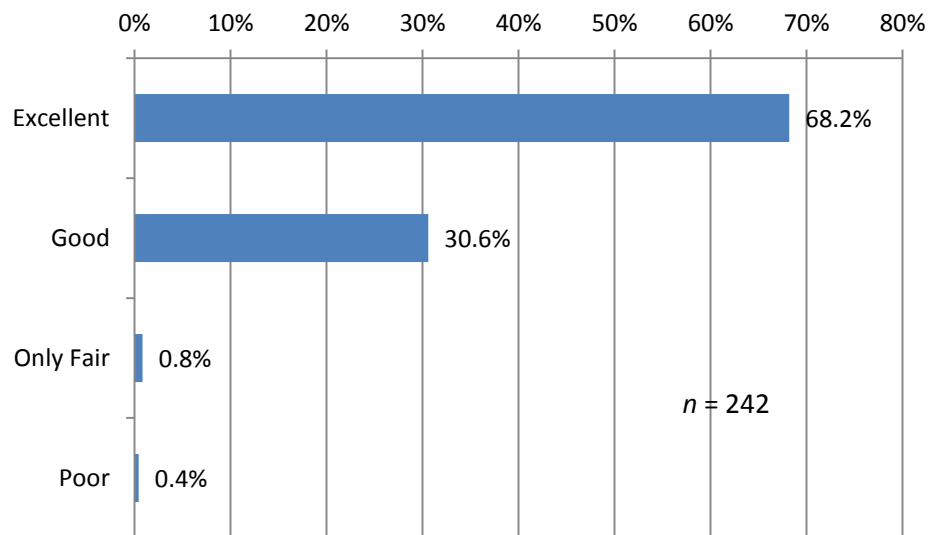
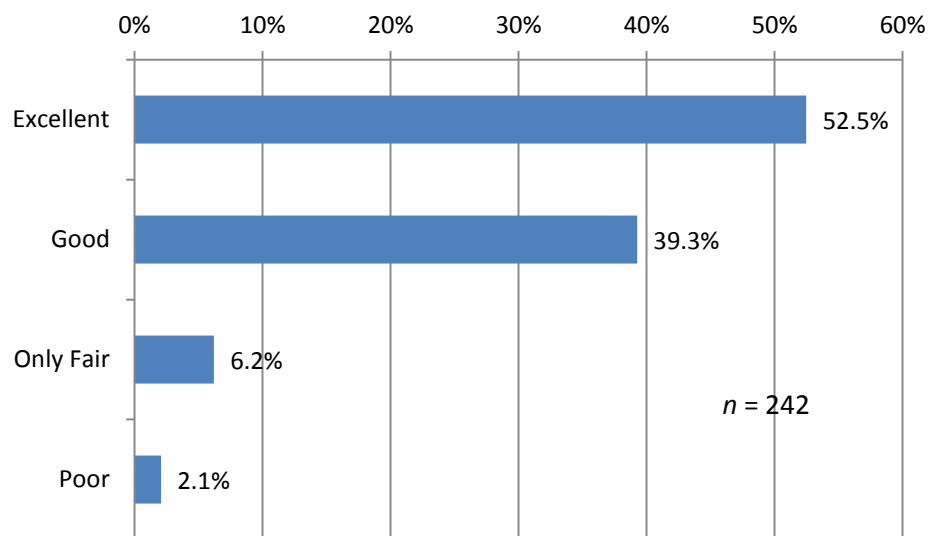


Exhibit 2.13.e Ride Satisfaction Ratings – Condition and Ease of Use of Seat Belts

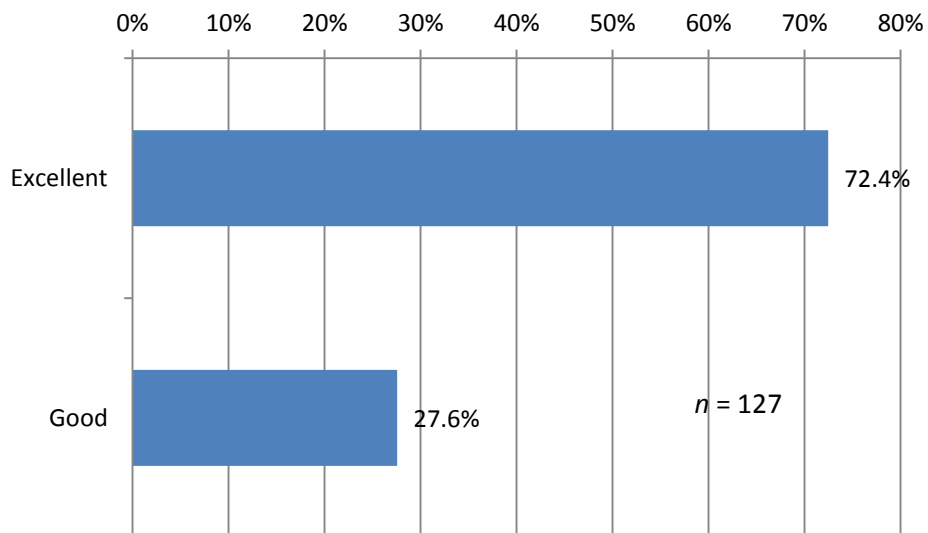


# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.13.f Ride Satisfaction Ratings – Driver’s Skill and Care in Tying Down Wheelchair or Scooter



#### Comparison: 2015 vs. 2011 ride attribute ratings

The following chart compares the percentage of respondents who rated each ride attribute as “Excellent” or “Good” in 2015 with those who did so in 2011.

As Exhibit 2.12.g shows, ride attribute ratings were up across the board. All respondents gave positive ratings regarding driver skill in tying down wheelchairs and scooters. The lowest-rated attribute was still “ride comfort,” which was rated favorably by 91 percent of respondents.

Exhibit 2.13.g 2015 vs. 2011 Ride Attribute Ratings

Attribute	2015 Rating	2011 Rating
Ride comfort	91%	88%
Overall vehicle condition	98%	93%
Driver courtesy	98%	95%
Driver driving skills	99%	95%
Condition/ease of use of seat belts	92%	88%
Driver skill/care in tying down wheelchair/scooter	100%	91%



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

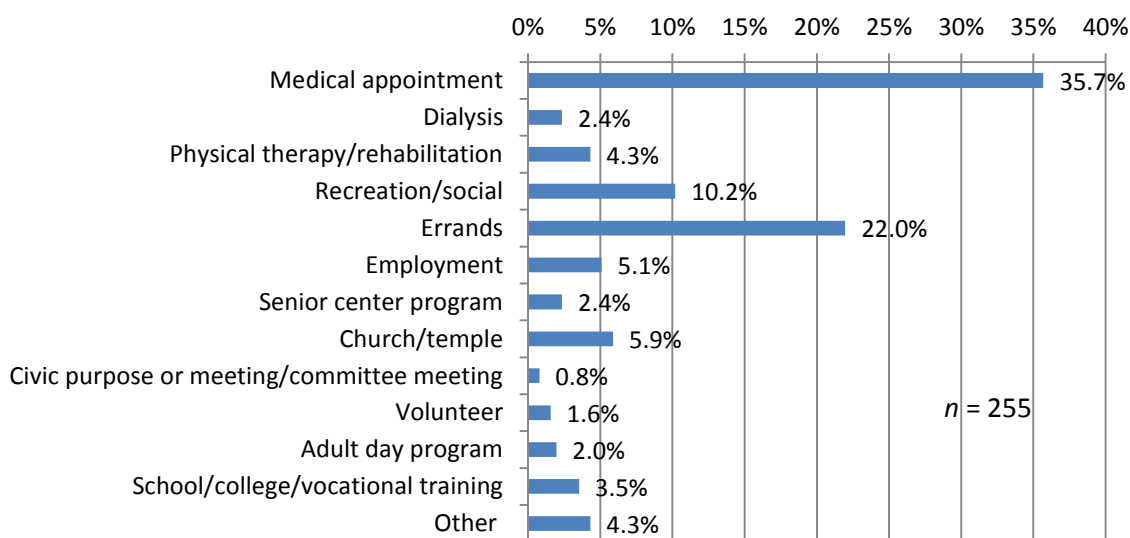
## Intercity Transit

### Final Report

#### Question: What was the purpose of the specified trip?

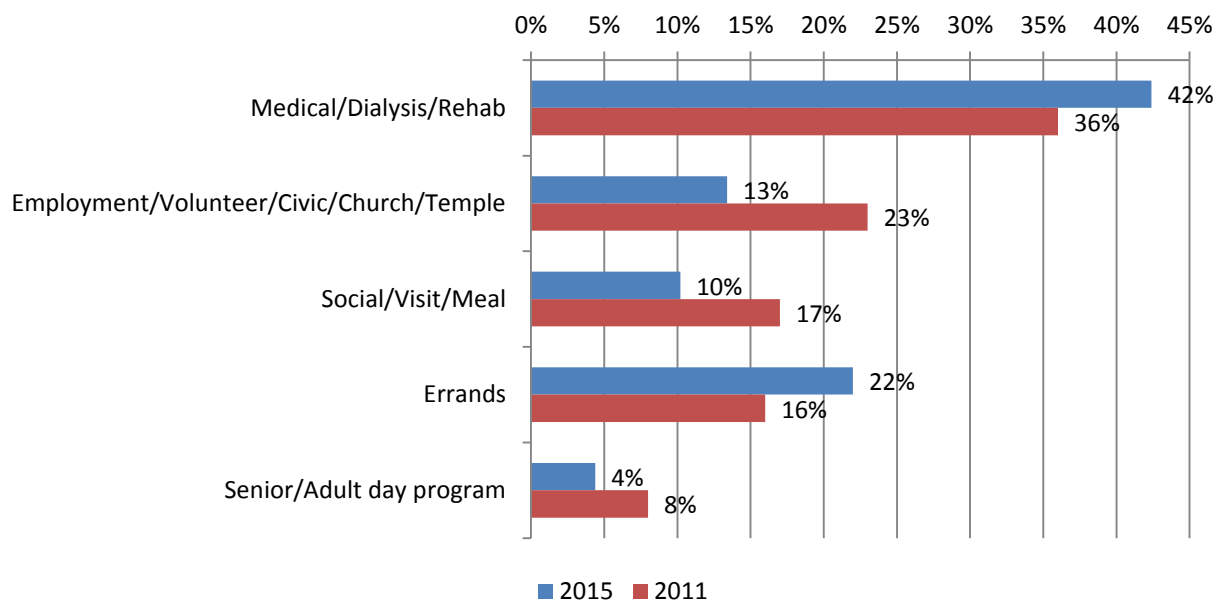
Nearly 36 percent of respondents indicated the surveyed DAL trip was taken for a medical appointment. The second-most common response was errands (e.g., grocery shopping or hair appointments), cited by 22.0 percent.

Exhibit 2.14 Specified Trip Purpose



Compared to 2011 responses, the percentages of respondents traveling for medical appointments or errands increased slightly in 2015, while the percentages of respondents traveling for employment/civic/religious and social activities declined.

Exhibit 2.14.a 2015 vs. 2011 Specified Trip Purpose



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

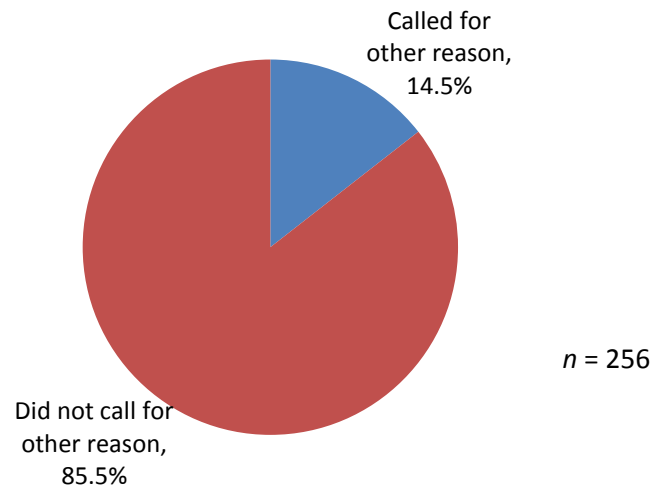
## Intercity Transit

### Final Report

**Question: In the past month, did you call Dial-A-Lift for information or customer service (e.g., for any reason other than to make a reservation)?**

Only 14.5 percent of respondents reported calling DAL Customer Service for any reason other than to make a reservation.

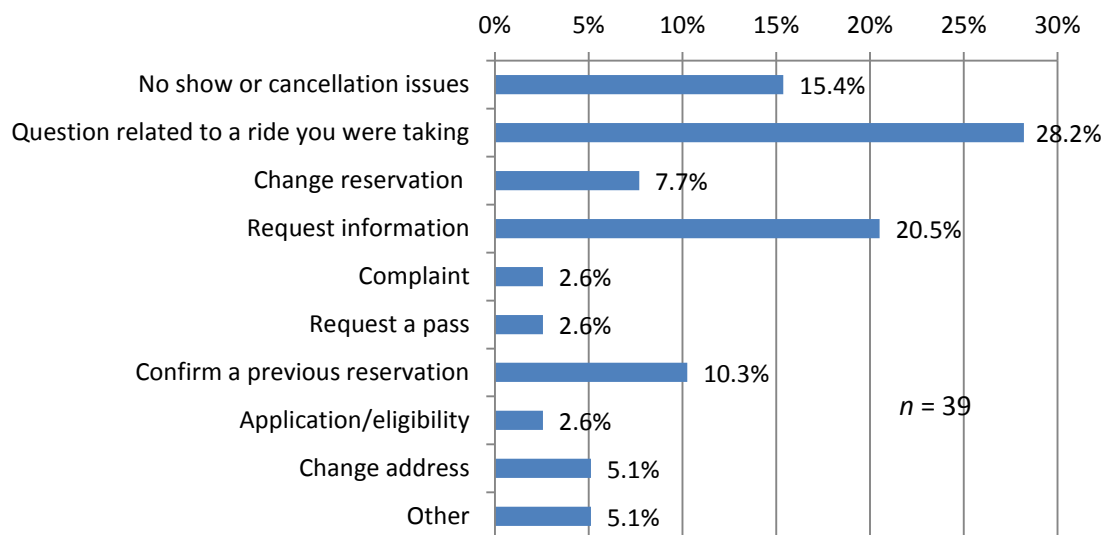
Exhibit 2.15 Occurrence of Non-Reservation Calls



**Question: What was the main purpose of your most recent call?**

The most commonly cited purpose of recent calls to DAL Customer Service was a question related to a scheduled trip (a clarifying example provided to customers by surveyors was “where’s my ride?”), cited by 28.2 percent of respondents. Requests for information were the second-most common call purpose (20.5 percent).

Exhibit 2.16 Purpose of Most Recent Call



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Question: How would you rate the following attributes of your most recent non-reservation Customer Service call?

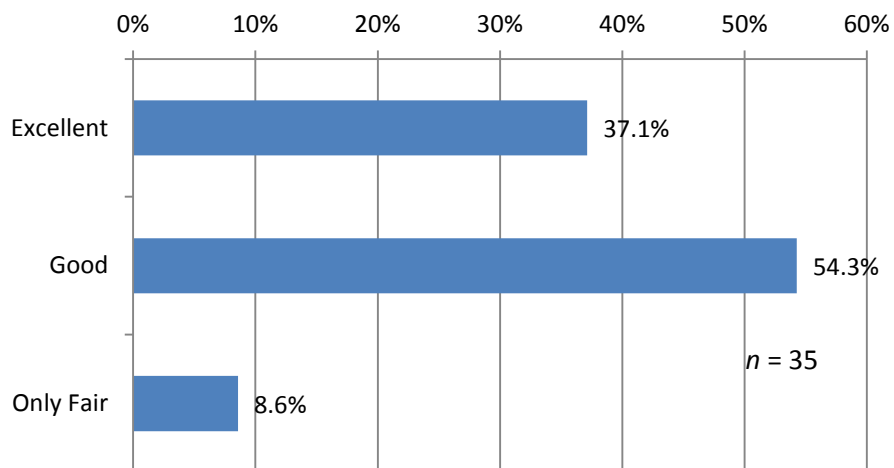
Respondents were asked to rate a series of attributes related to their most recent non-reservation Customer Service call as “Excellent,” “Good,” “Only Fair,” or “Poor.” These attributes were assigned ratings based on a four-point scale, with “Excellent” equaling four points, “Good” equaling three points, and so on. A mean rating for each attribute was then calculated based on the survey responses. Overall, each attribute received a rating between “Excellent” and “Good.” The highest-rated attribute was “Skill of the customer service agent in handling your question or dealing with your problem,” which received a 3.74 mean rating. The lowest-rated attribute was “Length of time on hold before speaking to a customer service agent,” which received a 3.29 rating.

Exhibit 2.17 Rating of Most Recent Call

Attribute	Mean rating
Length of time on hold before speaking to a customer service agent.	3.29
The length of time it took to finish the entire call.	3.73
The courtesy of the customer service agent.	3.69
The skill of the customer service agent in handling your question or dealing with your problem.	3.74

To provide further insight into the various attribute ratings, see Exhibits 2.17.a through 2.17.d.

Exhibit 2.17.a Rating of Most Recent Call – Length of Hold Time



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.17.b Rating of Most Recent Call – Length of Time to Finish Entire Call

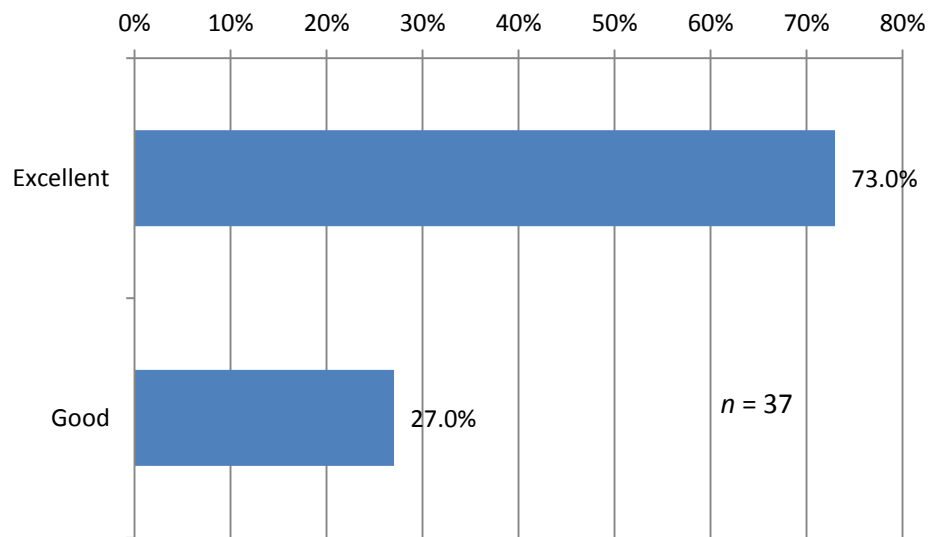
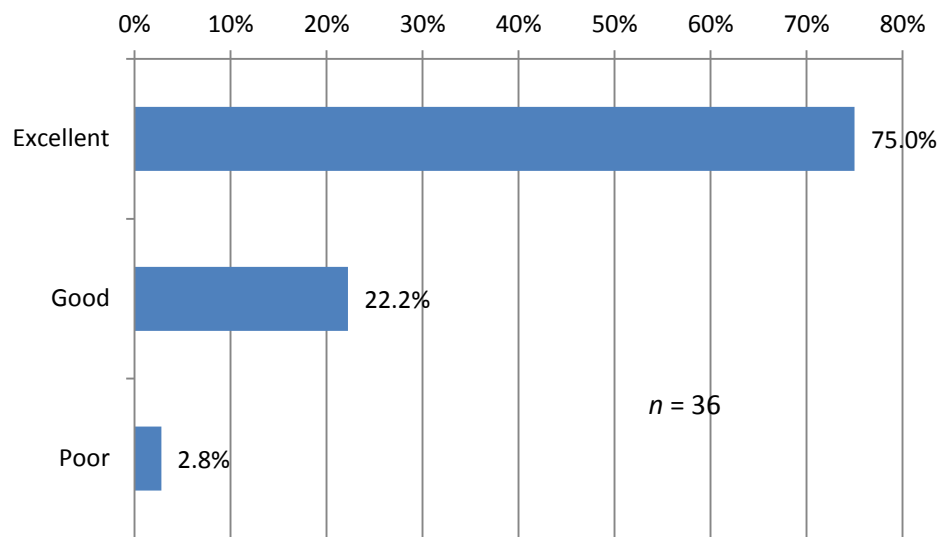


Exhibit 2.17.c Rating of Most Recent Call – Customer Service Agent Courtesy

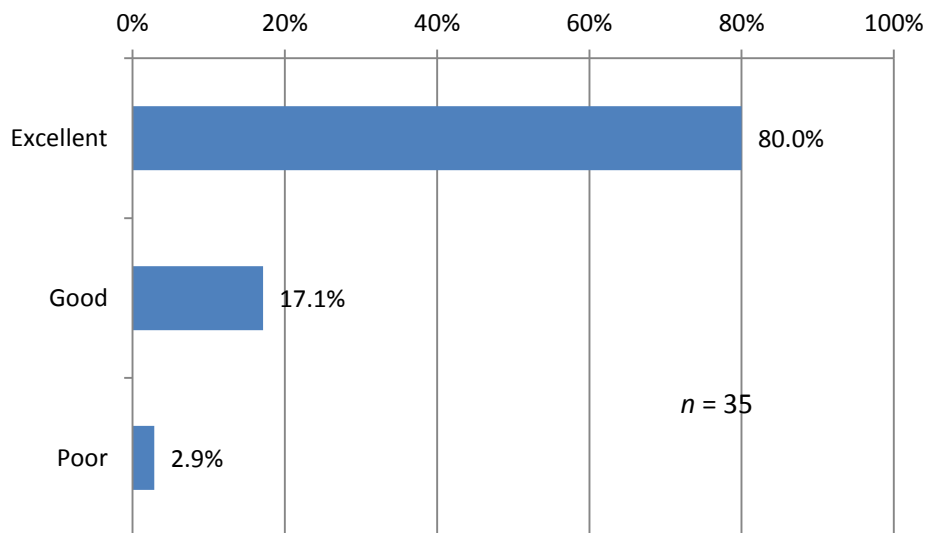


# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.17.d Rating of Most Recent Call – Customer Service Agent Skill



#### Comparison: 2015 vs. 2011 ride attribute ratings

The following chart compares the percentage of respondents who rated each non-reservation call attribute as “Excellent” or “Good” in 2015 with those who did so in 2011.

As the chart indicates, positive ratings for each attribute increased across the board. The rating for length of hold time increased 18 percentage points, while the rating for length to finish the entire call increased 12 percentage points. Another attribute with a large rating increase was customer service agent skill, which increased ten percentage points.

Exhibit 2.17.e 2015 vs. 2011 Rating of Most Recent Call

Attribute	2015 rating	2011 rating
Length of time on hold before speaking to a customer service agent.	91%	73%
The length of time it took to finish the entire call.	100%	88%
The courtesy of the customer service agent.	97%	96%
The skill of the customer service agent in handling your question or dealing with your problem.	97%	87%





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

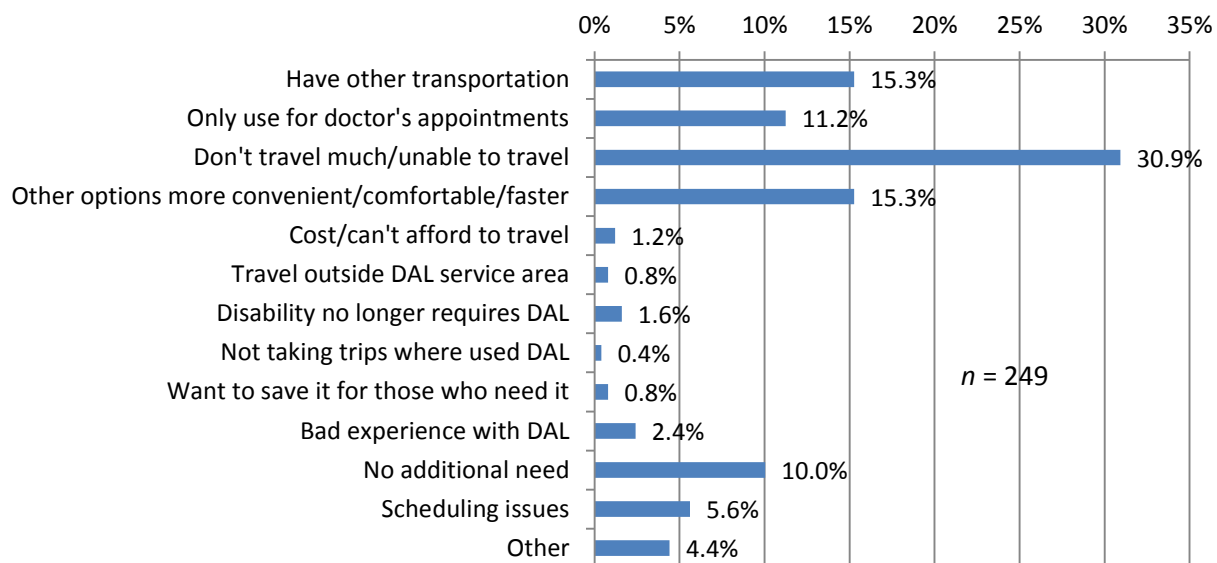
## Intercity Transit

### Final Report

#### Question: What is the main reason you don't ride Dial-A-Lift more often? Any other reasons?

Nearly 31 percent of respondents reported they do not utilize DAL more frequently because they do not travel much or are unable to travel. Another 30.6 percent have other transportation or prefer other transportation options perceived as more convenient or more comfortable. One recurring barrier identified by respondents was scheduling issues: 5.6 percent reported they did not like the one-to-five-days scheduling window, or could not get a trip at their preferred time, or had other scheduling conflicts that prevented them from riding. Additional "other" responses included moving from a previous location or using it only for specific activities.

Exhibit 2.18 Barriers to Increased DAL Usage



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

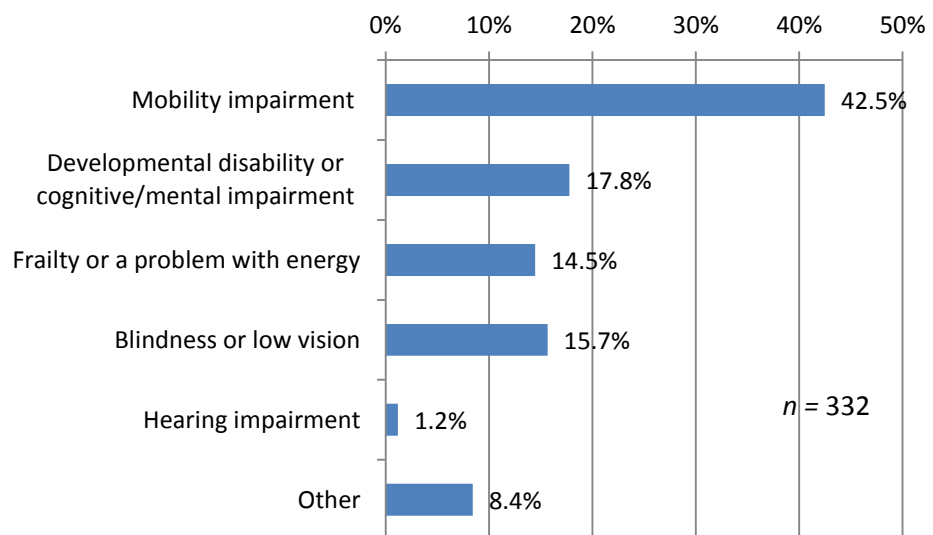
### Final Report

### Demographic Questions

**Question: Can you please tell me what disability or disabling conditions are the main reasons you use Dial-A-Lift rather than the regular bus?**

Nearly 43 percent of respondents stated a mobility impairment is a primary reason for DAL usage rather than the regular bus. Developmental disabilities or cognitive and mental impairments were the second-most common response, selected by 17.8 percent of respondents. Of the “other” responses, approximately one-third had issues with balance or did not want to walk but did not necessarily have a diagnosed mobility impairment. While it is possible these “other” respondents could have a mobility impairment, it is also possible their limitations are due to other factors such as time of day or weather conditions.

Exhibit 2.19 Disabilities or Disabling Conditions



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

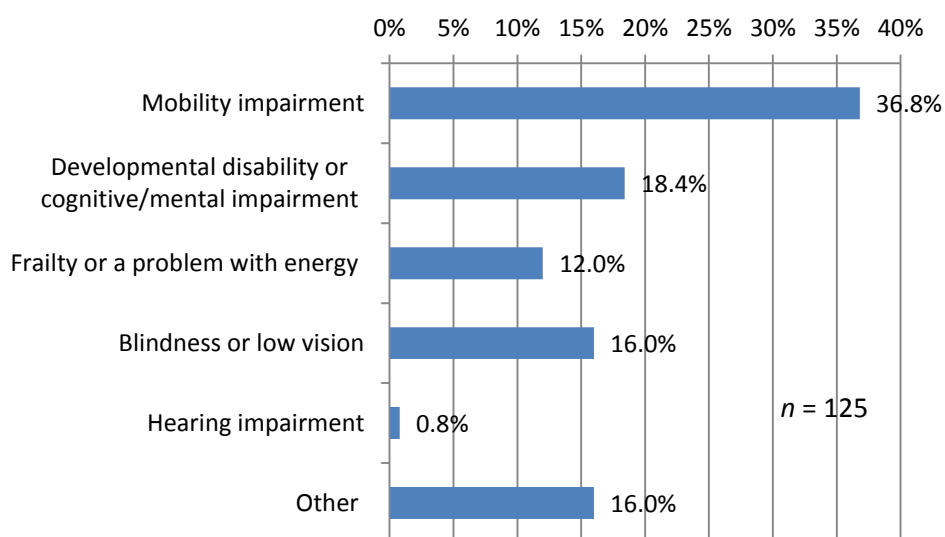
#### Final Report

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#### *Question: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?*

Mirroring responses from the previous question, the largest percentage of respondents (36.8 percent) indicated a mobility impairment as the primary disability or disabling condition resulting in use of DAL. Developmental disabilities and cognitive/mental impairments were the second-most common response (18.4 percent). As in the previous question, the most common “other” responses also included respondents who had difficulty with stairs or indicated they could only walk limited distances. While it is possible the “other” respondents could have a mobility impairment, it is also possible such limitations can be attributed to other factors such as time of day or weather conditions.

Exhibit 2.20 Primary Disability or Disabling Condition



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### *Cross-Tabulation: Primary Disability vs. Overall Services Satisfaction Rating*

In an attempt to identify potential areas of improvement in the DAL experience, Moore & Associates ran a data cross-tabulation to determine the overall satisfaction levels of each category of disability. (The theory being that if respondents within, for example, the mobility impairment category reported especially low satisfaction levels, Intercity Transit could then investigate the reasons for such dissatisfaction and prepare a response to address same.)

For the satisfaction rating question, respondents were asked to rate their satisfaction level as “Very Satisfied,” “Somewhat Satisfied,” “Somewhat Dissatisfied,” or “Very Dissatisfied.” The system-wide satisfaction ratings for responses are presented in Exhibit 2.1 (slightly more than 77 percent of current users indicated they were “Very Satisfied” with DAL services). For the purposes of this data cross-tabulation, satisfaction levels were assigned ratings based on a four-point scale, with “Very Satisfied” equaling four points, “Somewhat Satisfied” equaling three points, and so on. A mean rating was then calculated.

When comparing the ratings within the varying categories of primary disabilities, it becomes clear respondents in all categories reported similar satisfaction levels, with nearly every category identifying a mean rating between 3.75 and 3.71. The exception was the “other” category, which provided the highest mean rating (3.93 percent). At least 96 percent of respondents in each category reported being “Very Satisfied” or “Somewhat Satisfied.”

Exhibit 2.20.a Primary Disability vs. Overall Services Satisfaction Rating

Disability	Mean Rating	Percent Very or Somewhat Satisfied
Mobility Impairment	3.75	96.4%
Developmental Disability	3.71	96.6%
Frailty Problem	3.73	97.9%
Blindness or low vision	3.71	96.1%
Hearing Impairment	3.75	100.0%
Other	3.93	100.0%



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

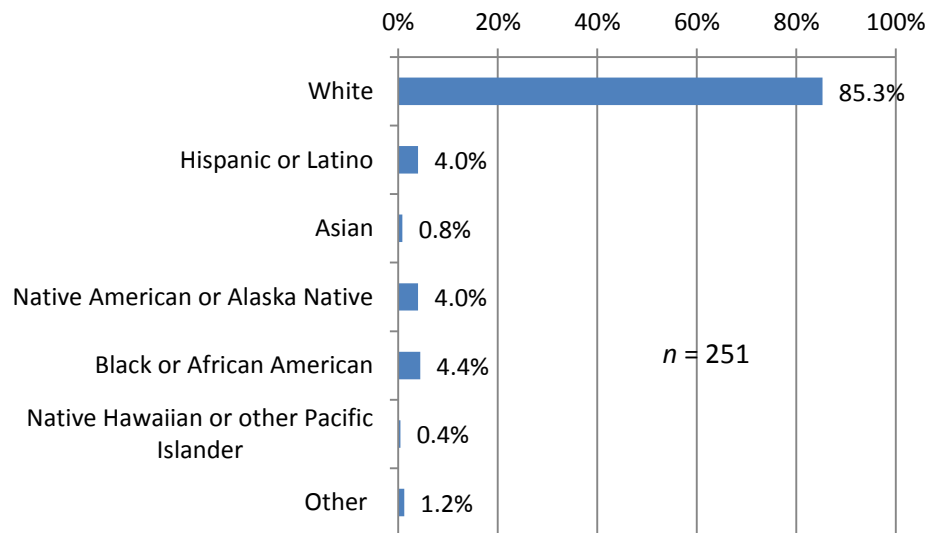
## Intercity Transit

### Final Report

#### Question: Which of the following categories best describes your race or ethnic identification?

More than 85 percent of respondents self-identified as Caucasian or “white.” The second-most common response was African-American, reported by 4.4 percent, followed closely by Hispanic or Latino and Native American, each selected by 4.0 percent.

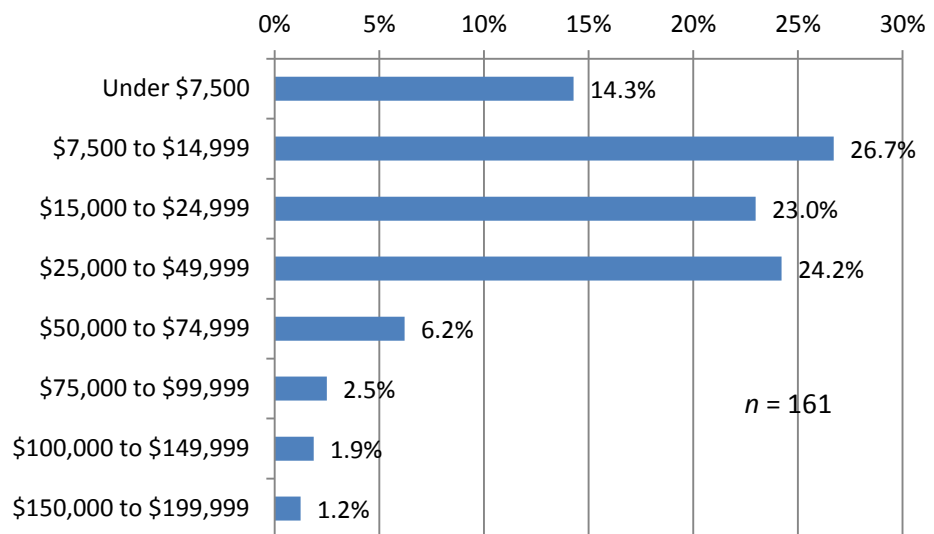
Exhibit 2.21 Race or Ethnicity



#### Question: What is your total annual household income?

Forty-one percent of respondents reported a total annual household income under \$15,000. An additional 23.0 percent indicated an income between \$15,000 and \$24,999, meaning 64 percent reported earning less than \$25,000 per year. The second-most common response was between \$25,000 and \$49,999, cited by 24.2 percent.

Exhibit 2.22 Annual Household Income



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

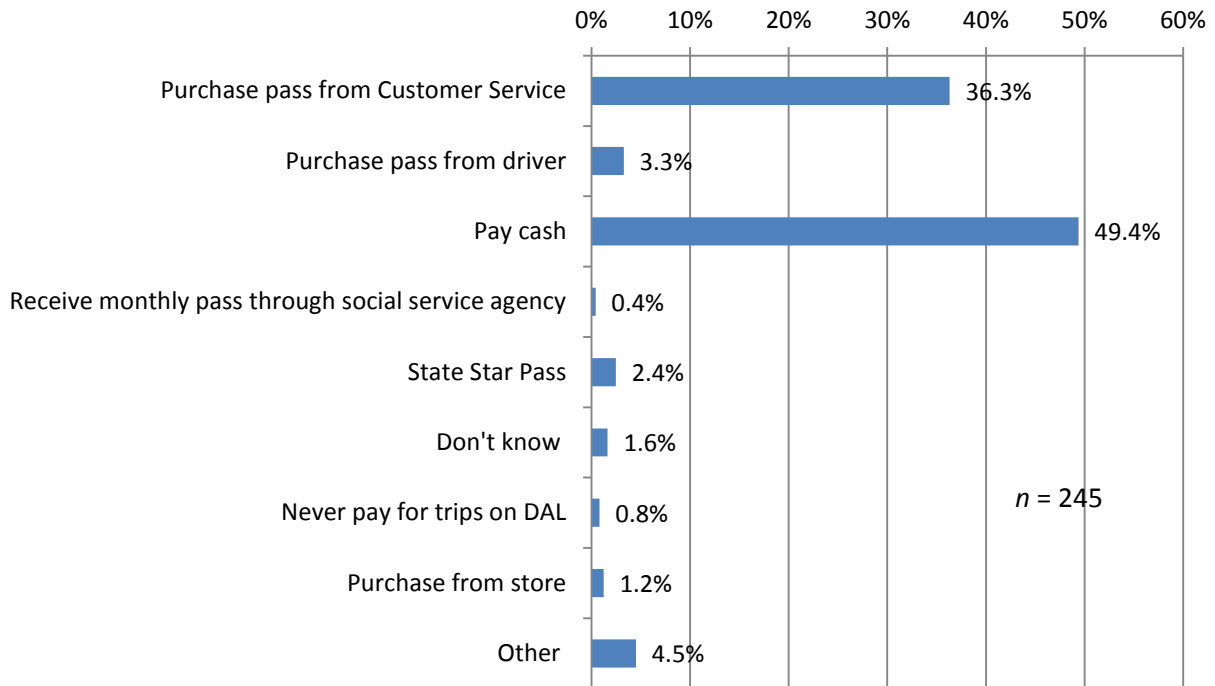
## Intercity Transit

### Final Report

#### Question: How do you usually pay for your trips on Dial-A-Lift?

Nearly half of all respondents reported paying their DAL fare in cash. More than 36 percent reported purchasing a pass from DAL Customer Service.

Exhibit 2.23 Payment Method



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

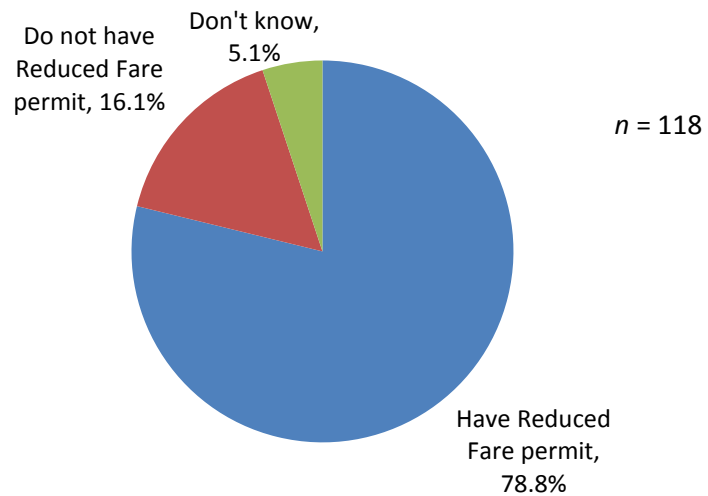
### Final Report

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#### *Question: Do you currently have a Reduced Fare Permit?*

Nearly 79 percent of respondents reported having a Reduced Fare permit.

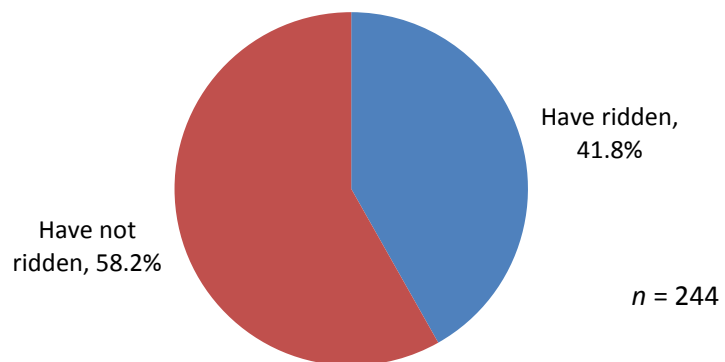
Exhibit 2.24 Reduced Fare Permit



#### *Question: Have you ridden on regular public transit since you have been disabled (in your adult life)?*

More than 58 percent of respondents indicated they have not used regular public transit as adults since they have become disabled.

Exhibit 2.25 Regular Public Transit Usage



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

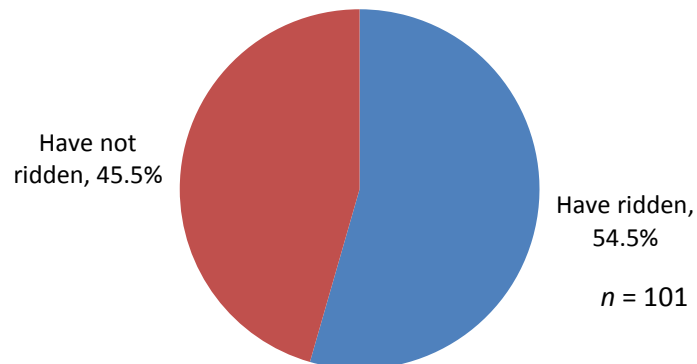
### Final Report

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#### *Question: Have you ridden on regular public transit in the last month?*

The respondents who indicated they had ridden regular public transit as adults after becoming disabled were asked if they had ridden regular public transit within the month prior to survey contact. Nearly 55 percent of respondents reported they had ridden within the month prior to survey contact.

Exhibit 2.26 Regular Public Transit Usage Within the Past Month



#### *Alternative Transportation Services Questions*

#### *Question: Have you used any of the following types of transportation in the past month?*

The next group of questions attempted to quantify usage of alternative transportation types, including Medicaid transportation services, veterans transportation services, senior center shuttles, and taxi service. Less than five percent of respondents had utilized any of these services with the exception of taxis, which had been used by 13.1 percent of respondents within the month prior to survey contact.

Exhibit 2.27 Medicaid Transportation Services Usage

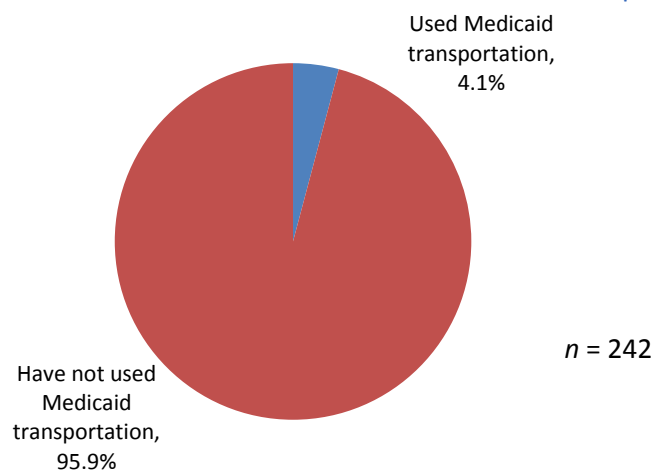


Exhibit 2.27.a Veterans Transportation Services Usage





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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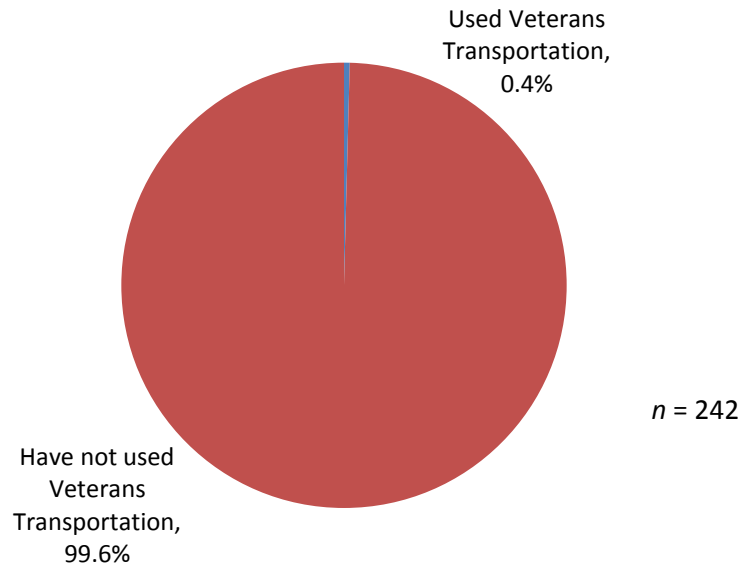
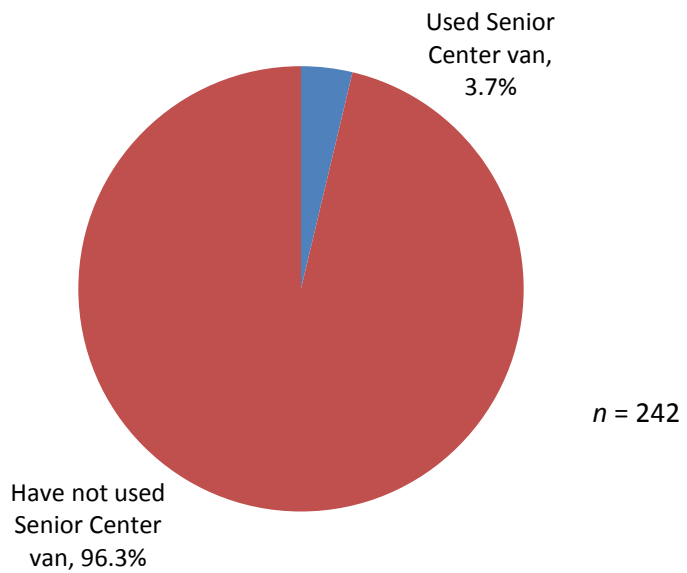


Exhibit 2.27.b Senior Center Shuttle Usage

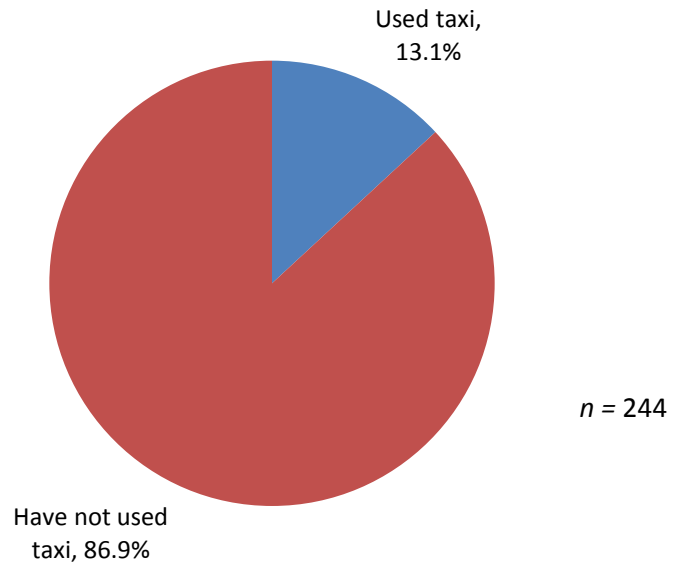


# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Exhibit 2.27.c Taxi Usage

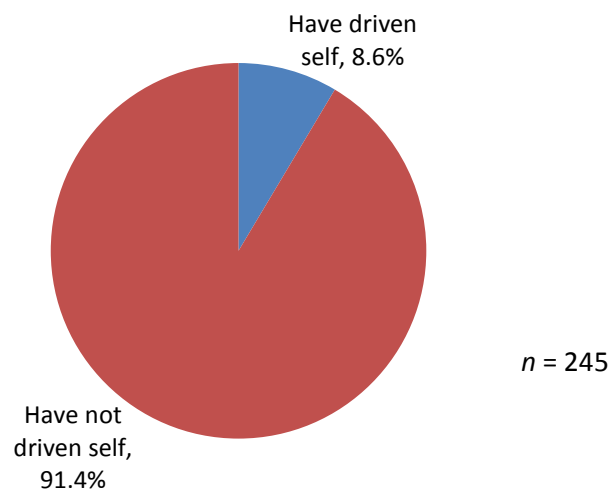


### Car Usage Questions

The following two survey questions attempted to quantify personal vehicle use among respondents. As Exhibit 2.27 illustrates, 91.4 percent of respondents reported they had not operated a personal vehicle within the month prior to survey contact. However, as Exhibit 2.28 indicates, 79.5 percent had ridden as passengers within the prior month.

*Question: Have you driven yourself in a car in the past month?*

Exhibit 2.28 Personal Vehicle Operation



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

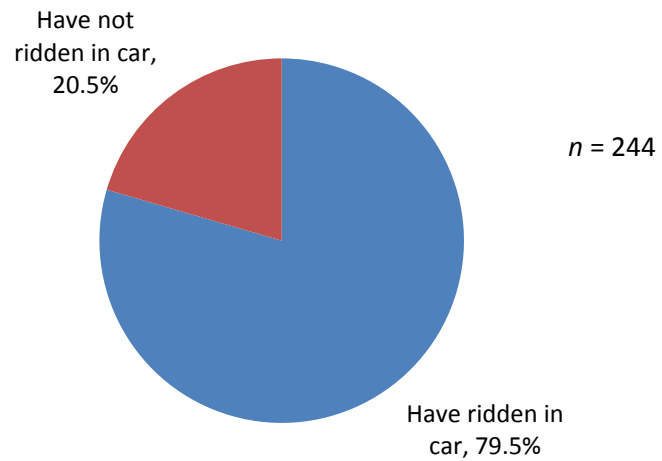
## Intercity Transit

### Final Report

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*Question: Have you ridden in a car with others in the past month?*

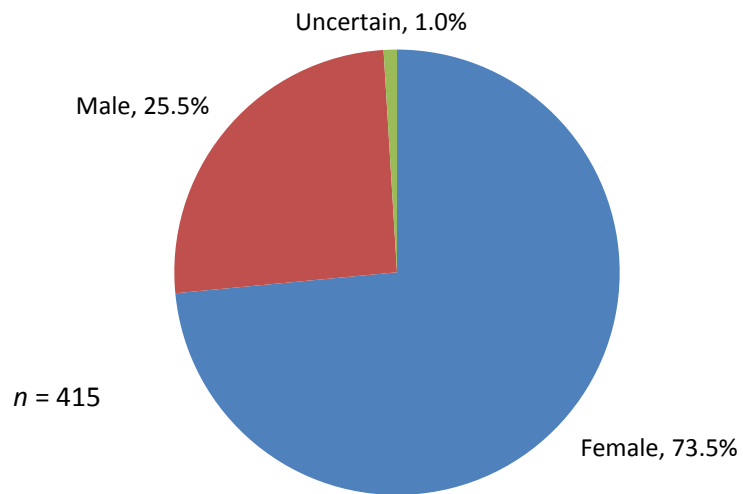
Exhibit 2.29 Personal Vehicle Ridership



### *Passenger gender.*

At the end of each call, surveyors were asked to record the interviewee's gender. Nearly 74 percent of were identified as female.

Exhibit 2.30 Gender



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

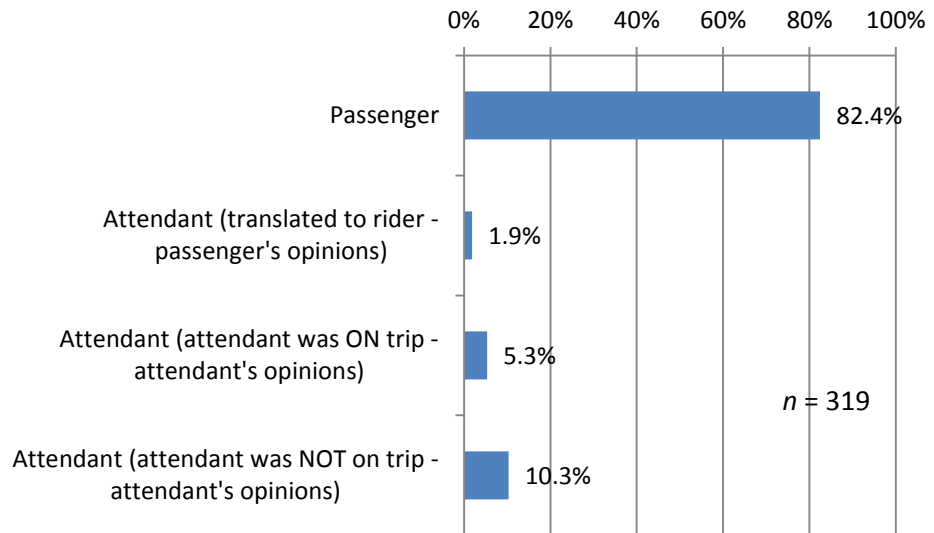
### Final Report

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#### *Survey respondent identity.*

More than 82 percent of survey respondents were DAL passengers who were speaking for themselves. Approximately 18 percent of the surveys were completed by personal care attendants.

Exhibit 2.31 Respondent Identity



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## Section 3

# Non-Rider Survey

In fall 2015, Intercity Transit commissioned a survey of persons who do not ride its Dial-A-Lift (DAL) Americans with Disabilities Act paratransit service even though they are eligible to do so. Feedback from non-riders would help guide service evaluation and potential areas of improvement.

The pool of survey respondents for the non-rider survey arose from a list of telephone numbers provided by Intercity Transit. These individuals are eligible to use the service but at the time of survey contact had not recently done so.

By speaking to non-riders, Intercity Transit hoped to:

- Identify barriers to using the DAL service,
- Identify service improvements that could entice eligible non-riders to use the service, and
- Update the 2011 baseline data as a basis for future-year comparisons.

The survey instrument and data frequencies of responses are included in the appendices of this report.

### Survey Development and Administration

The DAL Non-Rider Survey was developed in conjunction with Intercity Transit staff, utilizing the survey instrument from the DAL non-rider survey conducted in 2011. Utilizing the same instrument supports trend analysis.

Moore & Associates uploaded the survey instrument to Survey Monkey to support complementary online data collection. To promote the survey, a pre-survey postcard was distributed to current and inactive DAL patrons in the database provided by Intercity Transit. The postcard had two objectives: to communicate the legitimacy of the DAL phone survey within the target audience and to encourage participation.

### Data Collection

Moore & Associates developed a sampling plan designed to achieve a sample target of 100 respondents. Data was collected during October and November 2015 using a telephone survey methodology supplemented by the online survey. A surveyor completed a survey by reading each question along with potential responses. Surveyors documented any additional information a respondent may provide.

All phone calls were conducted by trained bilingual surveyors and monitored by supervisory staff. Phone numbers called were strictly limited to those provided by Intercity Transit. Households where contact was not completed were called a maximum of three times, after which the phone number was retired. When initiating a phone call, surveyors introduced themselves as calling on behalf of Intercity Transit and asked permission to conduct the survey. Upon receiving consent, a question was asked to clarify if the contactee was the person listed in the database or a relative or personal care assistant answering on behalf of the DAL user.

# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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When necessary, surveys were conducted through a TTY or through Washington Relay Service, the free service provided by the Washington State Office of the Deaf and Hard of Hearing (ODHH), to enable people who are hearing impaired to participate in the survey.

Surveyors conducted the survey by reading each question along with potential responses. Trained surveyors were responsible for completing the survey with the respondent, including documenting any additional information the respondents may have provided. If a respondent was unclear as to a question or response, the surveyor assisted by providing clarification while not “leading” the participant.

Data collection for the non-rider survey resulted in a sample of 116 respondents. There were no surveys completed online.

Upon data cleaning and analysis, it was determined many of the surveyed individuals originally determined to be non-riders were current users of the DAL service and therefore ineligible for the purposes of the non-rider survey. Removing these samples resulted in a revised sample of 84.

### Data Processing

All non-rider survey data was entered into Microsoft Excel using trained personnel. Supervisors reviewed data entry work on a daily basis while also conducting spot-checks throughout each day.

Data cleaning was undertaken by trained personnel following completion of data entry. This process resolved variations in data formatting that resulted in identical responses being sorted as different (i.e., “blind” and “BLIND” were cleaned to form one response). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) database for further analysis.

The SPSS database allowed the consultant to compile simple frequencies as well as perform data cross-tabulations within relevant datasets. Data cross-tabulations allow comparisons between survey responses that can provide additional insight into customer profiles, travel patterns, perceptions of service, and demographics.

### Survey Findings

#### *“Typical” Non-Rider Respondent Profile*

By analyzing the simple frequencies arising from the collected data, Moore & Associates compiled a profile of the “typical” non-rider. The profile non-rider:

- Is female,
- Self-identifies as Caucasian,
- Has a total annual household income of \$24,999 or less,
- Is satisfied with DAL interactions to this point,
- Has not recently utilized regular public transit, and
- Has other transportation options that motivate the lack of DAL use.

Nearly 10 percent of respondents expressed interest in the service yet reside outside the service area—in some cases, a mile or less outside the service area. Slightly more than 13 percent of respondents



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

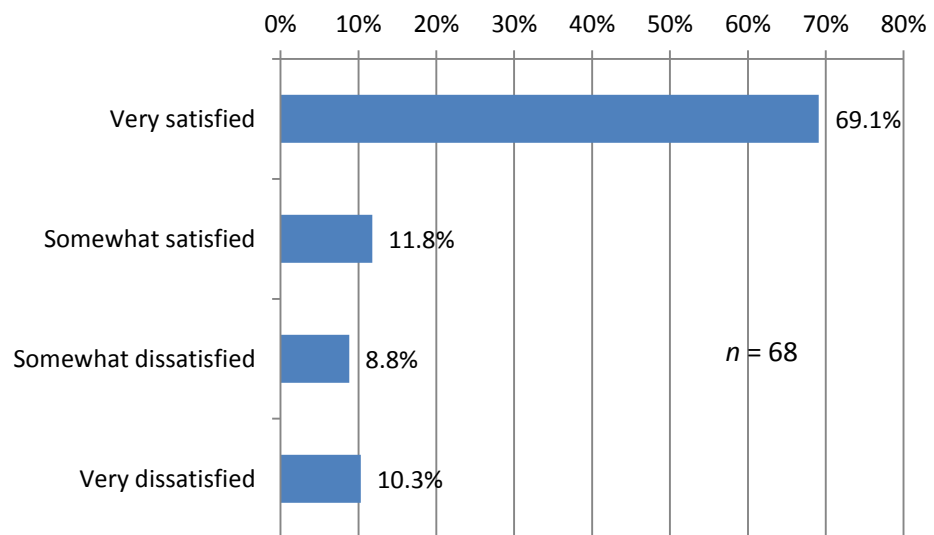
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reported difficulty completing their registration for the service. If Intercity Transit wishes to recruit more riders from its database of non-riders, these two issues should be explored.

*Question: Even though you have not ridden Dial-A-Lift before, think of your experience with the program so far, including registration for the service. Which of the following best describes your rating of your overall experience with Dial-A-Lift?*

Slightly more than 69 percent of respondents reported being “Very Satisfied” with their DAL experience, including the registration process. An additional 11.8 percent reported being “Somewhat Satisfied.” Less than 20 percent identified as being “Somewhat Dissatisfied” or “Very Dissatisfied.”

Exhibit 3.1 Satisfaction of DAL Experience





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

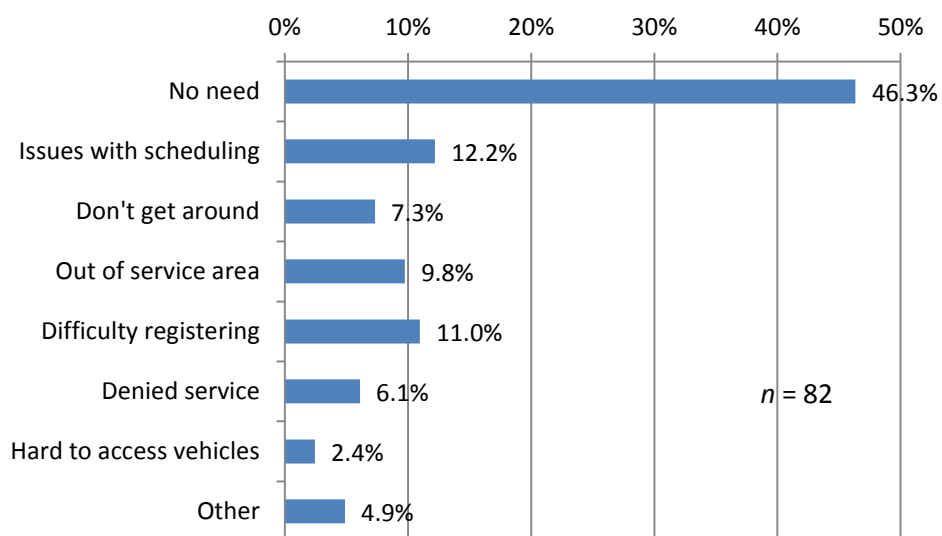
## Intercity Transit

### Final Report

#### Question: What is the main reason you don't ride Dial-A-Lift? Any other reasons?

Reported barriers to DAL usage were varied, yet some patterns emerged. Slightly more than 46 percent indicated they had no need because they could get a ride or could drive themselves. Nearly 10 percent of respondents expressed interest in the service but indicated they lived outside the service area. (Note: Two additional respondents, counted among the “other” respondents in Exhibit 3.2, had moved away from the service area.) Eleven percent had issues with program registration, such as submitting incomplete applications. More than 12 percent cited scheduling difficulties or lack of available vehicles.

Exhibit 3.2 Reason for Not Using DAL



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

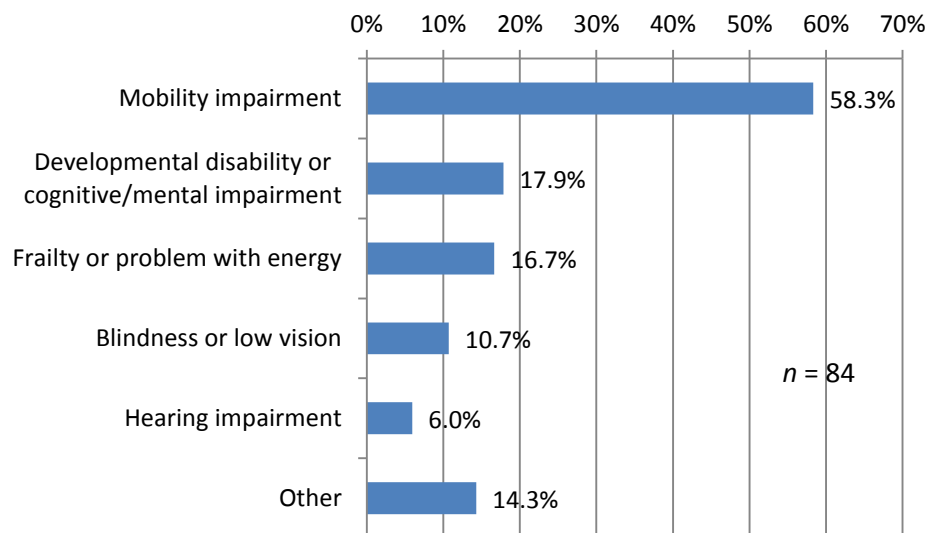
### Demographic Questions

The next section of the survey included questions designed to verify respondents reflected a cross-section of the DAL customer base. Demographic questions included questions about disabilities as well as questions about race/ethnicity and annual income.

#### *Question: Can you please tell me what disability or disabling conditions are the main reasons you registered to use Dial-A-Lift rather than the regular bus?*

Respondents were invited to select all the disabilities or disabling conditions motivated them to register for DAL. Mobility impairments, selected by 58.3 percent of respondents, were the most common response, followed by developmental disabilities or cognitive/mental impairments (17.9 percent). "Other" responses included "cancer" and "migraines and blood clots."

Exhibit 3.3 Disability or Disabling Conditions



Although mobility impairment was the most common response among current riders (42.5 percent), this is a smaller percentage than the 58.3 percent of non-riders reporting the same condition. Non-riders were also more likely to cite a hearing impairment (1.2 percent of current riders). Current riders were more likely to cite blindness or low vision (15.7 percent).

# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

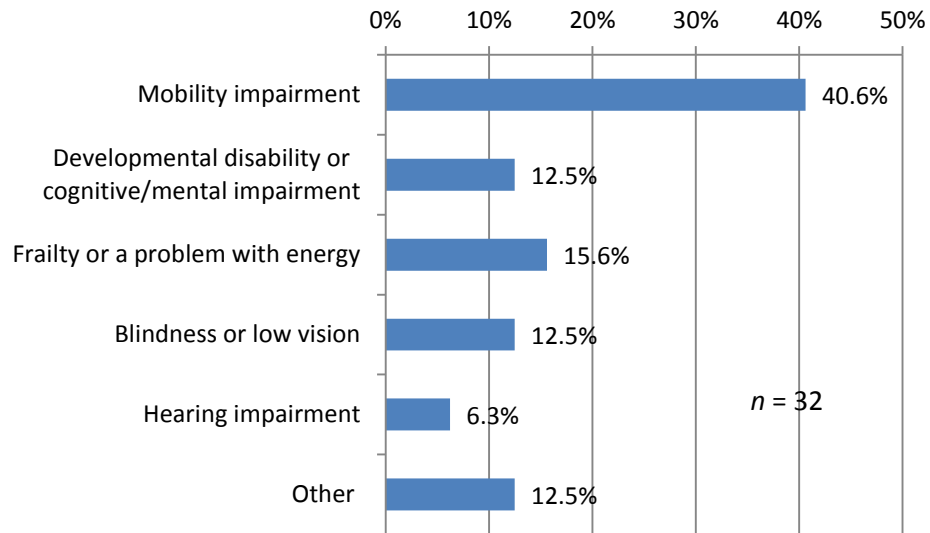
## Intercity Transit

### Final Report

#### Question: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

Respondents who selected more than one disability in the previous question were asked to specify the disability or disabling condition which caused them to register for DAL. Mirroring the responses above, mobility impairment was the most common response (40.6 percent). “Other” responses included “sunlight sensitivity” and “back injury.”

Exhibit 3.4 Primary Disability or Disabling Condition



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Cross-Tabulation: Primary Disability vs. Satisfaction Rating

Exhibit 3.4.a summarizes the satisfaction levels of respondents within each of the primary disability categories. The highest satisfaction levels were indicated by respondents in the “frailty” category, with 100 percent of respondents reporting that they were “Very Satisfied.” The lowest rating was reported by respondents in the “blindness/low vision” category, with 62.5 percent of respondents indicating they were “Very Satisfied” or “Somewhat Satisfied.”

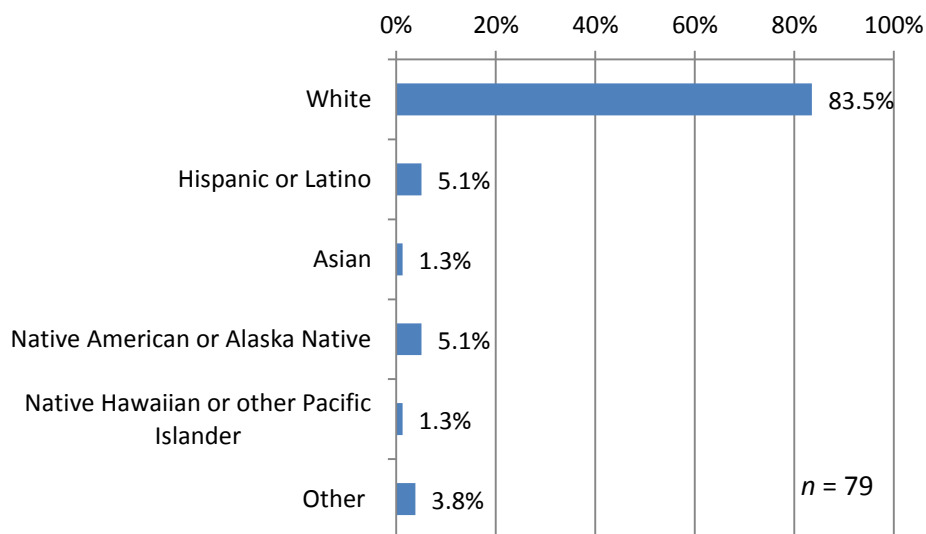
Exhibit 3.4.a Primary Disability vs. Satisfaction Rating

Disability	Mean Rating	Percent Very or Somewhat Satisfied
Mobility Impairment	3.28	79.1%
Developmental Disability	3.54	84.6%
Frailty	4.00	100.0%
Blindness or low vision	3.00	62.5%
Hearing impairment	3.50	75.0%
Other	4.00	100%

#### Question: Which of the following categories best describes your race or ethnic identification?

Nearly 84 percent of respondents self-identified as “white.” Hispanic/Latino and Native American or Alaskan tied for second-most popular response at 5.1 percent. No respondent self-identified as African-American.

Exhibit 3.5 Race or Ethnicity



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

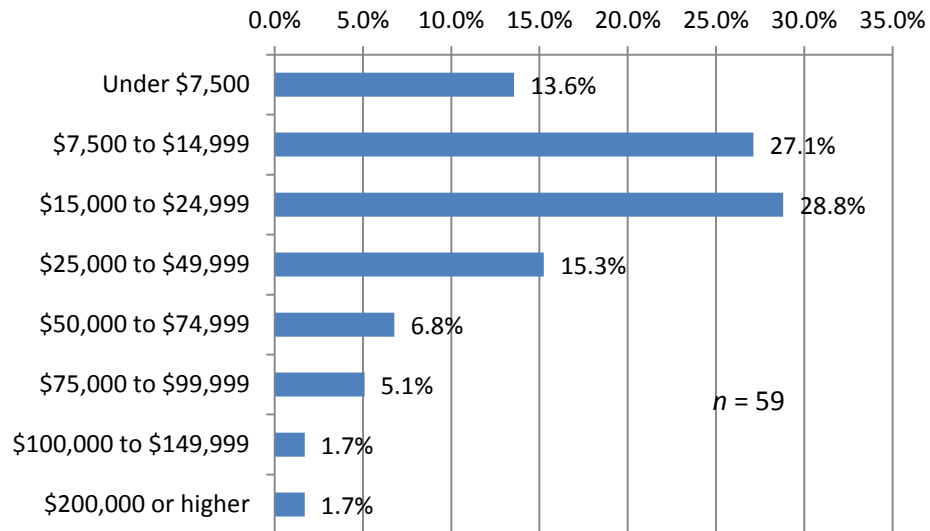
## Intercity Transit

### Final Report

#### Question: What is your total annual household income?

The most common total annual household income range selected was \$15,000 to \$24,999, selected by 28.8 percent of respondents. Slightly more than 27 percent reported a total annual household income of \$7,500 to \$14,999. The 40.7 percent of non-riders citing an annual income less than \$15,000 was similar to the 41 percent of current riders indicated the same. However, 15.3 percent of non-riders indicated an annual income of \$50,000 or more, compared to 11.8 percent of non-riders.

Exhibit 3.6 Annual Household Income



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

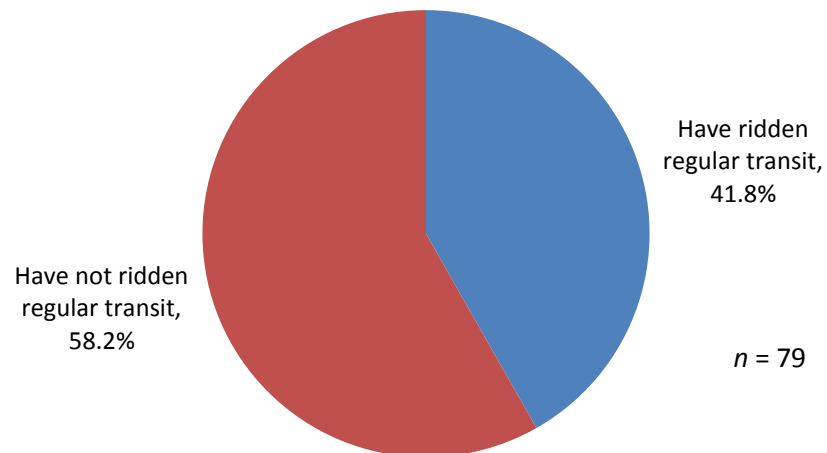
### Final Report

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**Question: Have you ridden on regular public transit since you have been disabled (in your adult life)?**

Slightly more than 58 percent of respondents indicated they have not ridden regular public transit as adults subsequent to their disabled certification.

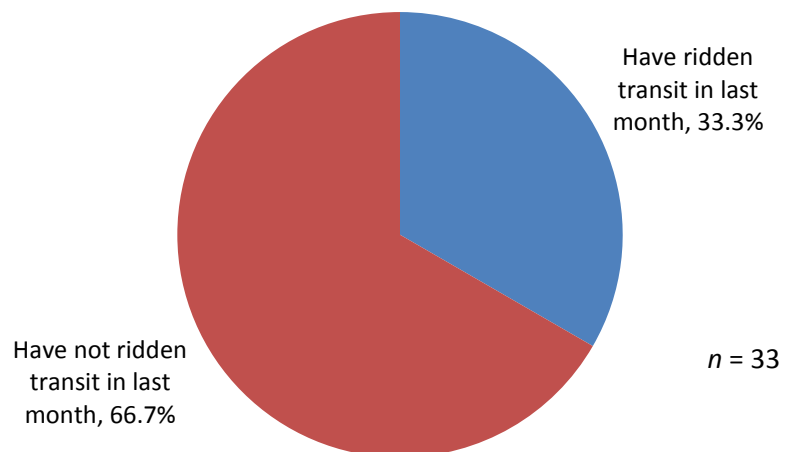
Exhibit 3.7 Regular Public Transit Usage



**Question: Have you used regular public transit in the past month?**

Nearly 67 percent of respondents who reported riding public transit indicated they had not used it within the month prior to survey contact.

Exhibit 3.8 Regular Public Transit Usage Within the Past Month



### Alternative Transportation Services Questions

#### Question: Have you used any of the following types of transportation in the past month?

The next group of questions attempted to quantify the recent usage of alternative transportation services. Questions were asked regarding the usage of Medicaid transportation, veterans transportation services, senior center van, and taxi services. While the majority of respondents had not used any of these services, 20.3 percent indicated use of taxi services and 10.1 percent had used the senior center van. Non-riders were more likely than current riders to utilize each of these alternative transportation options.

Exhibit 3.9 Medicaid Transportation Services Usage

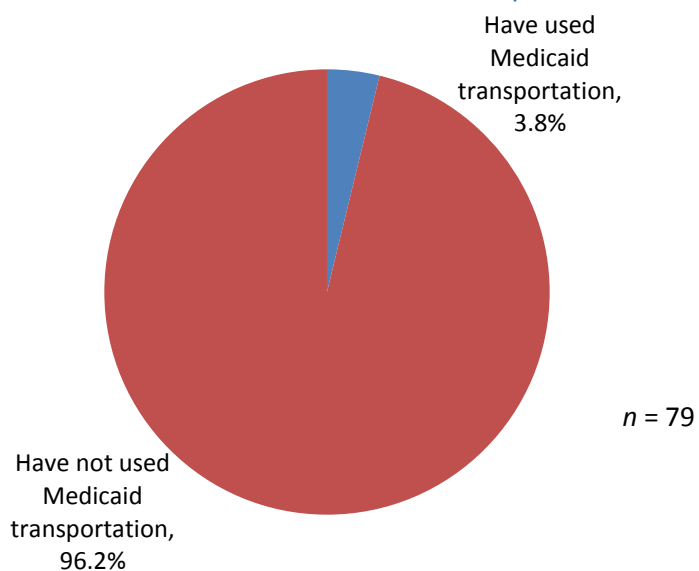
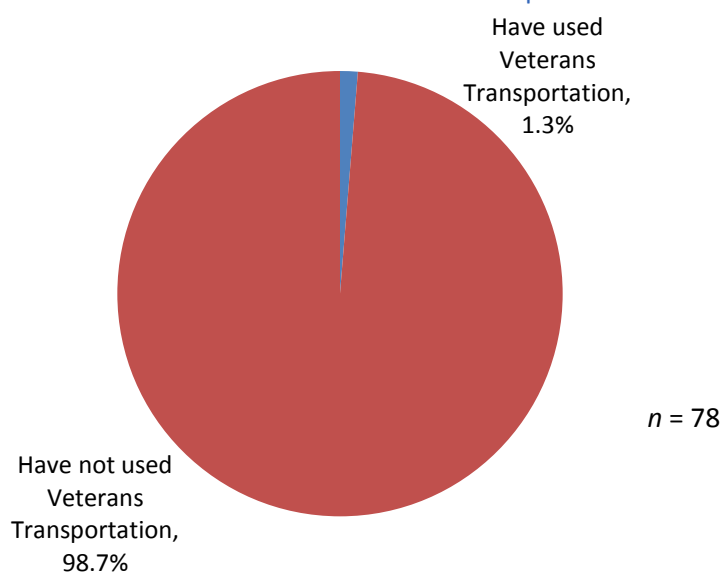


Exhibit 3.9.a Veterans Transportation Services Usage



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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Exhibit 3.9.b Senior Center Shuttle Usage

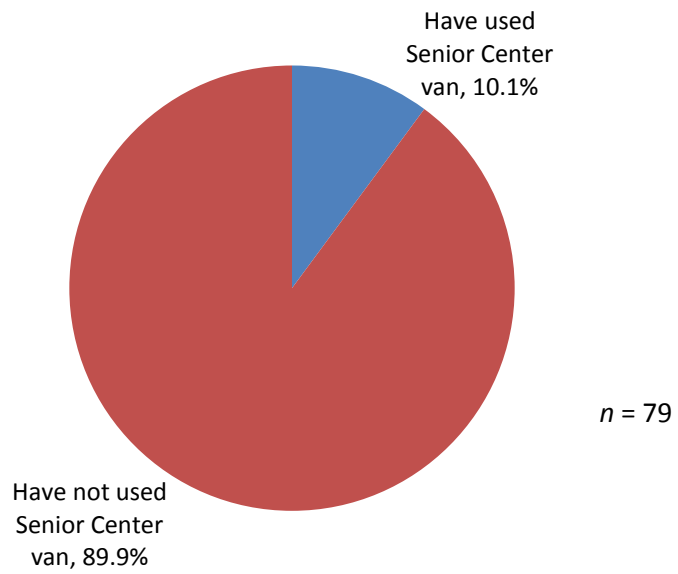
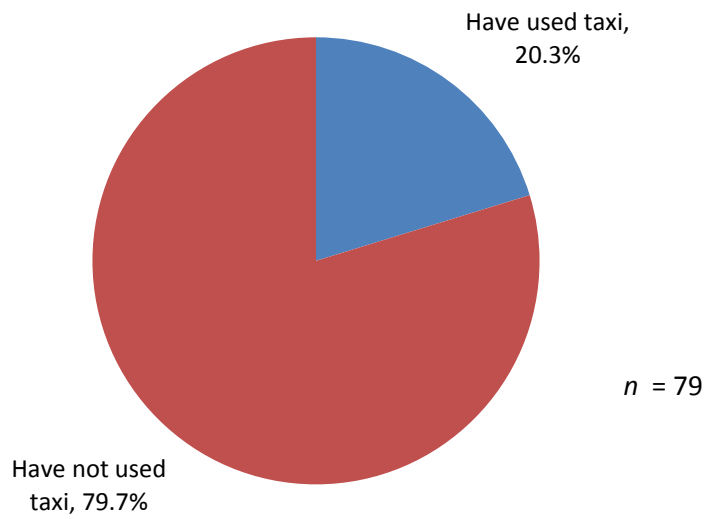


Exhibit 3.9.c Taxi Usage



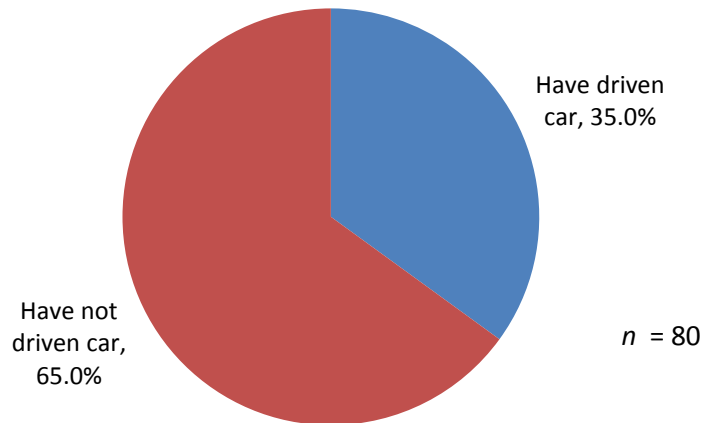


### Car Usage Questions

**Question: Have you driven yourself in a car in the past month?**

Thirty-five percent of respondents indicated they had driven a car in the month prior to survey contact.

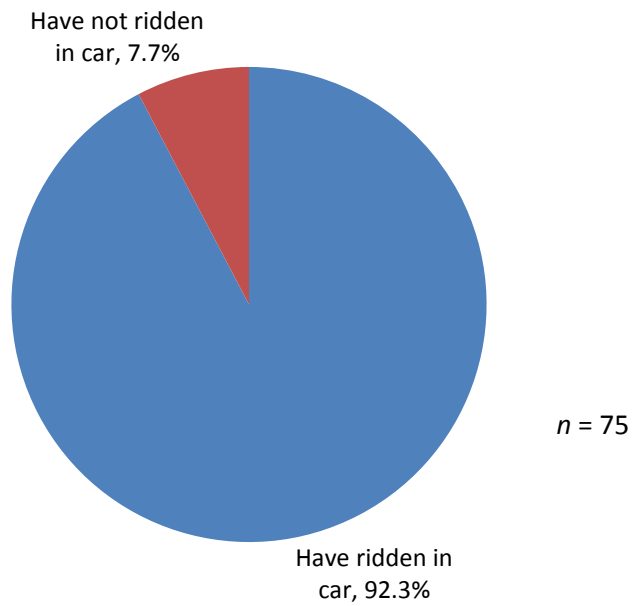
Exhibit 3.10 Personal Vehicle Operation



**Question: Have you ridden in a car with others in the past month?**

Slightly more than 92 percent of respondents had ridden in a car in the month prior to survey contact.

Exhibit 3.11 Personal Vehicle Ridership



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

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**Question: Do you have any other comments about the Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift?**

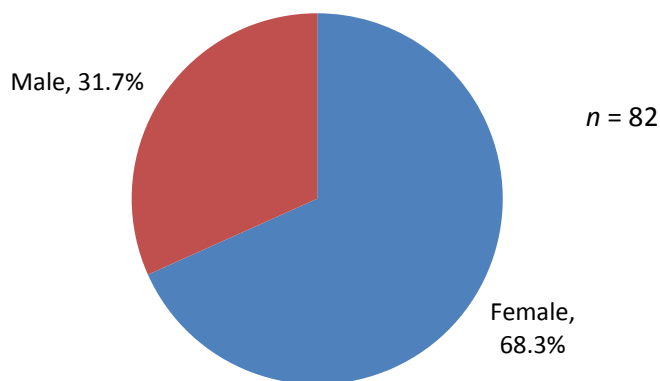
Survey respondents were offered an additional opportunity to provide valuable input for the survey. While the responses varied, a few notable suggestions are provided below:

- An expansion of DAL service to more rural areas would be welcome among multiple non-riders.
- Assistance with the DAL registration process or a simplification of the registration process would be welcomed by many non-riders. If the registration process and support mechanisms are deemed by Intercity Transit to be adequate, perhaps potential riders could be attracted through increased publication of available resources.
- Multiple non-riders indicated hearing positive word-of-mouth about the DAL service.
- An adjustment to the scheduling process would also be welcome by some respondents. One commenter noted difficulty with scheduling rides days in advance, and one commenter reported a declining frequency in use due to a perceived difficulty in scheduling even if calling in advance. A third commenter described scheduling 24 hours in advance an “inconvenience.”

#### **Respondent Gender.**

At the end of each call, surveyors were asked to record the gender of the interviewed respondent. Slightly more than 68 percent of respondents were identified as female.

Exhibit 3.12 Gender



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

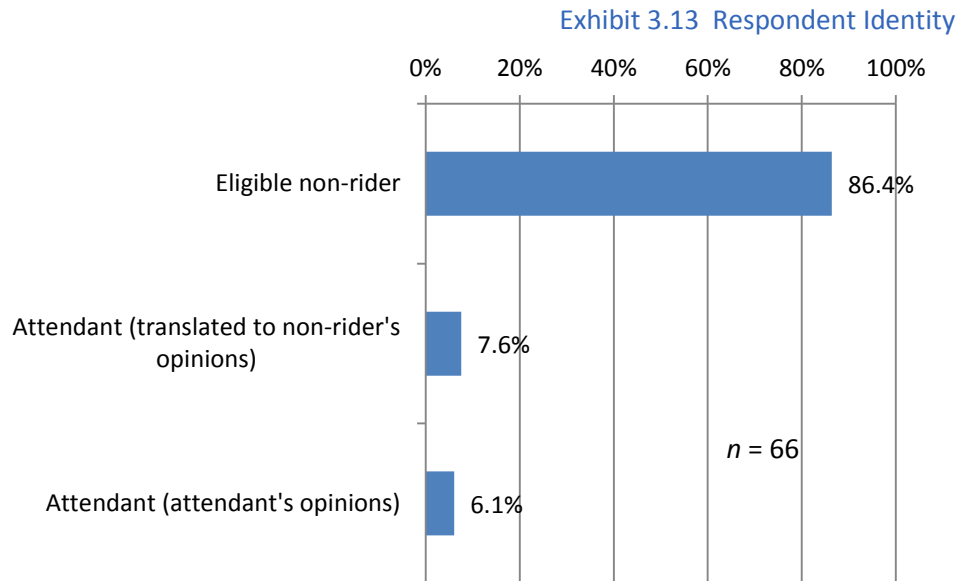
## Intercity Transit

### Final Report

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#### *Respondent Identity.*

Slightly more than 86 percent of respondents were the eligible non-riders themselves.



Appendix A

# Current Rider Survey Instrument



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# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### Customer & Trip Information

1. Name of Customer

2. Date of Trip

3. Departure location

4. Destination

5. Scheduled pickup time

6. Mobility aid

7. Trip number

8. Customer ID number

9. Phone number



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### S1. Customer Participation

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of Dial-A-Lift paratransit service. May I please speak with [Q1]?

Today we're conducting a survey to determine how well Intercity Transit Dial-A-Lift is meeting the needs of its customer and how its services can be improved in the future.

IF NECESSARY, SAY: The purpose of this survey is to let Dial-A-Lift staff know how they are doing in meeting the needs of their customers as a group. Let me assure you that your individual answers will remain anonymous and strictly confidential.

IF NECESSARY, SAY: Is there a better time for me to call back today (tomorrow)?

#### 10. Is customer willing to participate?

- Customer is on line and able to respond
- TDD assistance required - SAY: Dial-A-Lift would very much like to have [Q1] participate in this survey. I can have my supervisor call back to ask [Q1] if s/he would like to participate with the assistance of the State Relay Service. [INTERVIEWER: Add TDD flag to sample if applicable]
- Other assistance required
- Language other than English or Spanish [IF CUSTOMER SPEAKS SPANISH, BILINGUAL INTERVIEWER SHOULD CONTINUE CALL IN SPANISH.]
- Customer unable to complete and has no attendant
- Refusal
- Call not answered/answering machine
- Number not valid (disconnected, wrong number)

Other (please specify)



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### S3. Other Assistance Required

11. Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

- Yes, attendant agrees to "translate" the survey for passenger who was on the trip.
- Passenger unable or refuses but attendant was on trip - conduct survey with attendant who was on trip (ASSISTANT RESPONDENT).
- Passenger has cognitive disability and is unable to respond to survey and attendant was NOT on trip - conduct a short (non-rider) survey with attendant who was not on trip.
- Refusal





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### Satisfaction within last year

12. Thinking about your experience with Dial-A-Lift during the past year, which of the following comes closest to describing your rating of the services provided to you?

#### READ LIST

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied, or
- Very dissatisfied
- DO NOT READ: Don't know/refused



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### Reservation in past month

13. Have you personally called Dial-A-Lift to make a reservation for any rides in the past month?

- Yes
- No
- Don't know/refused



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Attribute rating

14. I'd now like you to think about your experience reserving a ride through Dial-A-Lift over the past month. Please only consider your interaction on the phone with ride schedulers when providing a rating.

READ FOR EACH ATTRIBUTE:

How would you rate the [INSERT ATTRIBUTE]? Would you rate [INSERT ATTRIBUTE] excellent, good, only fair, or poor?

INTERVIEWER NOTE: \*Hours for reservations are 8am-5pm Monday through Friday and 9am-4pm Saturday and Sunday.

	Excellent	Good	Only Fair	Poor	Don't know/refused	Not applicable (didn't have to hold)
Length of time you have to wait on hold before speaking to a ride scheduler	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of ride schedulers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours* ride schedulers are available to book your trip	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The skill of the ride scheduler in working to meet your reservation needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### Recall of trip

15. For this next set of questions, we are specifically interested in your experience using Dial-A-Ride on [Q2], when you traveled from [Q3] to [Q4].

Although you may have ALSO used Dial-A-Lift to travel in the reverse direction on that day, for these next few questions I would like you to think just about the portion of the trip when you traveled from [Q3] to [Q4] when you were scheduled to be picked up at around [Q5].

IF CONCERNED ABOUT SOURCE OF INFORMATION, SAY:

We are working from schedules provided by Intercity Transit which contain only that information necessary to assist us in conducting this survey. Be assured that your individual responses are strictly confidential and will not be shared with any other party.

Do you recall that you were scheduled to take this particular trip?

- Yes
- No
- Don't know/refused



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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Did you take this trip?

16. Did you actually take this particular trip?

- Yes
- No
- Don't know/refused

A-10



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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Why did you not take trip?

17. Can you tell me why you didnot take this trip?

DO NOT READ LIST.

- Driver/vehicle never came
- Got sick
- Appointment ran late
- Plans changed/didn't need to go
- Driver didn't help enough
- Don't know/refused
- Other (please specify)

A-11



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Quality of DAL service

18. Overall, would you say the quality of Dial-A-Lift's service on this trip was... READ LIST

- Excellent
- Good
- Only Fair, or
- Poor
- DON'T READ: Don't know/refused

ASK: Why is that?



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Pickup time

19. I'd like you to think about your trip on [Q2] at [Q3]. My records indicate your scheduled pick up time was [Q5]. Does that sound correct?

- Yes
- No
- Don't know

20. IF NO, ASK:

What was the scheduled pick up time you were given?

Enter "DON'T KNOW" if unknown.

A-13





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Driver on time?

21. INTERVIEWER NOTE: IF PROVIDED USE PICK UP TIME PROVIDED BY RESPONDENT

Scheduled pick up time on file: [Q5]

Scheduled pick up time stated by respondent: [Q20]

As you may know, when you make a reservation, Dial-A-Lift gives you a 30-minute time period or "window" during which they will pick you up. The 30-minute window is 15 minutes before and 15 minutes after your scheduled pick up time of \_\_\_\_\_. Your pickup window for this trip was between \_\_\_\_\_ and \_\_\_\_\_. [CALCULATE PICK UP WINDOW]

Did the driver arrive during the pick up window or did he or she arrive before or after the window? IF BEFORE OR AFTER, PROBE: Was the driver a little or very \_\_\_\_\_(early or late)?

- Very early
- A little early
- On time
- A little late
- Very late
- Don't know/refused



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Driver arrived early

22. How many minutes before your scheduled pick up window of \_\_\_\_\_ and \_\_\_\_\_ (TIME WINDOW) did the driver arrive?

- Up to 5 minutes early
- 6-10 minutes early
- 11-15 minutes early
- 16-30 minutes early
- 31-60 minutes early
- Don't know

RECORD NUMBER OF MINUTES

A-15



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Driver arrived late

23. How many minutes after your scheduled pick up window of \_\_\_\_\_ and \_\_\_\_\_ (TIME WINDOW) did the driver arrive?

- Up to 5 minutes late
- 6-10 minutes late
- 11-15 minutes late
- 16-30 minutes late
- 31-60 minutes late
- More than an hour late

RECORD NUMBER OF MINUTES

A-16



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

Arrive in time for appointment?

24. If traveling to an appointment, did you arrive in adequate time at your destination?

- Yes
- No
- Not applicable (not traveling to appointment)
- Don't know/can't remember

A-17



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Driver announce himself?

25. The next several questions will deal with the various aspects of the driver's help or aid to you on your trip.

Did the driver of this trip you took on [Q2] from [Q3] to [Q4] get out of the vehicle and announce himself/herself to you at your door?

- Yes
- No
- Don't know/don't remember



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Conclusion/Thank you

47. THANK RESPONDENTS FOR THEIR TIME.

RECORD PASSENGER GENDER. (DO NOT READ).

- Female
- Male
- Uncertain

48. INTERVIEW COMPLETED WITH:

- Passenger
- Attendant (translated to rider - passenger's opinions)
- Attendant (attendant was ON trip - attendant's opinions)
- Attendant (attendant was NOT on trip - attendant's opinions)
- Using State Relay Service (TDD) for interview



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Waiting outside/at curb?

26. Were you waiting outside or at the curb when the driver arrived?

- Yes
- No
- Don't know/don't remember

A-20



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Need driver's help?

27. Did you need the driver's help in getting to or from the door, or getting in or out of the vehicle?

- Yes (on at least part of the trip)
- No
- Don't know/don't remember

A-21





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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Did driver help you?

28. Did the driver actually help you?

- Yes (on at least part of the trip)
- No (did not help)
- Don't know/don't remember

A-22



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Trip Attributes						
29. And, how would you rate the [INSERT ATTRIBUTE]? REPEAT SCALE AS NECESSARY (a-e ATTRIBUTES ARE RANDOMIZED).						
	Excellent	Good	Only Fair	Poor	Don't know/refused	Not applicable
a. Comfort of the ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Overall condition of the vehicle INTERVIEWER NOTE: Overall condition of the vehicle includes things like general upkeep, appearance of vehicle, cleanliness of vehicle, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Courtesy of the driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Driving skills of the driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Condition and ease of use in the seatbelts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The driver's skill and care in tying down your wheelchair or scooter. INTERVIEWER NOTE: Only ask of wheelchair/scooter riders. CUSTOMER MOBILITY AID: [Q6]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Purpose of trip

30. What was the purpose of this trip on [Q2]?

DO NOT READ LIST. ACCEPT SINGLE RESPONSE.

IF RESPONDENT SAYS "RETURNING HOME," PROBE: What was the purpose of the trip you were returning from?

- Medical appointment (other than dialysis or rehabilitation).
- IF RESPONDENT SAYS MEDICAL/DOCTOR'S APPOINTMENT, ASK: Was this for dialysis or physical therapy/rehabilitation? IF ONE OF THESE, CODE ACCORDINGLY (CHECK THE APPROPRIATE RESPONSE BELOW).
- Dialysis
- Physical therapy/rehabilitation
- Visiting/recreation/social/out for a meal
- Errands (grocery shopping, bank, drug store, hair appointment, shopping, etc.)
- Employment
- Senior center program
- Church/temple
- Civic purpose or meeting/committee meeting
- Volunteer
- Adult day program
- School/college/vocational training
- Don't know/refused
- Other (please specify)



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Call Customer Service?

31. This next question is more general in nature, not just related to the specific trip we have been discussing.

In the past month, did you call Dial-A-Lift for information or customer service (e.g., for any reason other than to make a reservation)?

- Yes
- No
- Don't know

A-25



#### Purpose of Customer Service call

32. What was the main purpose of your most recent call?

- No show or cancellation issues
- Question related to a ride you were taking (i.e., Where's my ride?)
- Change reservation (pick up, drop off, date, or time)
- Request information
- Complaint
- Request a pass
- Confirm a previous reservation
- Application/eligibility
- Commendation
- Change address
- Can't remember/refused
- Other (please specify)



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Customer Service attributes

33. Thinking about your most recent experience with Customer Service other than making a reservation, how would you rate the [INSERT ATTRIBUTE]? Would you rate [INSERT ATTRIBUTE] excellent, good, only fair, or poor? And how would you rate the [INSERT ATTRIBUTE]?

REPEAT SCALE AS NECESSARY. ATTRIBUTES ROTATE RANDOMLY.

	Excellent	Good	Only Fair	Poor	Don't know/refused	Not applicable (didn't have to hold)
Length of time on hold before speaking to a customer service agent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of time it took to finish the entire call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The courtesy of the customer service agent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The skill of the customer service agent in handling your question or dealing with your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



#### Infrequent Riders

34. What is the main reason you don't ride Dial-A-Lift more often? Any other reasons?

DO NOT READ RESPONSES.

- Have other transportation/use as a backup
- Only use for doctor's appointments
- Don't travel much/unable to travel
- Other transportation easier/more convenient/comfortable/faster
- Cost/can't afford to travel
- Travel outside DAL service area
- Disability no longer requires DAL
- Not taking trips where used DAL
- Want to save it for those who need it
- Bad experience with DAL
- Other (please specify)



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### DEMOGRAPHICS - Disability

35. The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders.

Can you please tell me what disability or disabling conditions are the main reasons you use Dial-A-Lift rather than the regular bus? READ LIST IF NECESSARY.

INTERVIEWER NOTE: If completing the survey with the assistance of an attendant, continue to make sure the responses reference the passenger, not the attendant.

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say, "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say, "for example, memory loss, Down's Syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say, "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

36. IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK:

What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say "for example, memory loss, Down's Syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)

A-30



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Race/ethnicity

37. Which of the following categories best describes your race or ethnic identification?

READ LIST. ACCEPT MULTIPLE RESPONSES.

- White
- Hispanic or Latino
- Asian
- Native American or Alaska Native
- Black or African American
- Native Hawaiian or other Pacific Islander
- Refused (DO NOT READ)
- Other (please specify)

A-31



#### Household income/DAL payment

38. What is your total annual household income?

READ LIST IF NECESSARY.

- Under \$7,500
- \$7,500 to \$14,999
- \$15,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or higher
- Refused (DO NOT READ)
- Don't know (DO NOT READ)

39. How do you usually pay for your trips on Dial-A-Lift? (READ LIST)

- Purchase daily, monthly, or yearly pass from Customer Service
- Purchase pass from driver
- Pay cash
- Receive monthly pass through social service agency
- State Star Pass
- Don't know (DO NOT READ)
- Never pay for trips on DAL/Didn't know I had to pay (DO NOT READ)
- Other (please specify)



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Reduced Fare permit

40. Do you currently have a Reduced Fare Permit?

INTERVIEWER NOTE: Reduced fares only apply to monthly passes on Dial-A-Lift.

- Yes
- No
- Don't know



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Other public transit

41. Have you ridden on regular public transit since you have been disabled (in your adult life)?

(Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)

- Yes
- No
- Not applicable (not an adult)
- Refused



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Public transit in last month

42. Have you used regular public transit in the past month?

- Yes
- No
- Don't know/refused

A-35



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Other transportation

43. Have you used any of the following types of transportation in the past month?

ORDER ROTATES RANDOMLY; ASK ABOUT EACH ITEM.

	Yes	No	Don't know
Medicaid transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran's transportation service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Center van/shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Car travel

44. Have you driven yourself in a car in the past month?

- Yes
- No
- Don't know/can't remember

45. Have you ridden in a car with others in the past month?

- Yes
- No
- Don't know/can't remember

A-37





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Comments

46. Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift?

PROBE: Anything else?

INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security related matter, ask respondent if he/she would like someone from Dial-A-Lift to call him/her regarding the matter. Please ensure respondent that his/her responses on other questions would still remain confidential. Note on action/comment sheet.



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Conclusion/Thank you

47. THANK RESPONDENTS FOR THEIR TIME.

RECORD PASSENGER GENDER. (DO NOT READ).

- Female
- Male
- Uncertain

48. INTERVIEW COMPLETED WITH:

- Passenger
- Attendant (translated to rider - passenger's opinions)
- Attendant (attendant was ON trip - attendant's opinions)
- Attendant (attendant was NOT on trip - attendant's opinions)
- Using State Relay Service (TDD) for interview



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Appendix B

**Non-Rider Survey Instrument**



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# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### Customer & Trip Information

1. Name of Customer

2. Customer ID

3. Phone number

B-3



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### S1. Customer Participation

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of Dial-A-Lift paratransit service. May I please speak with [Q1]?

Today we're conducting a survey to determine how well Intercity Transit Dial-A-Lift is meeting the needs of its customer and how its services can be improved in the future. Although my records indicate that you are not currently using Dial-A-Lift, we would still like to include your opinions.

Everyone who completes today's survey will be entered into a random drawing for two \$50 VISA gift cards.

Would you be willing to participate in the survey? It only takes a few minutes and all of your responses will remain confidential.

IF NECESSARY, SAY: The purpose of this survey is to let Dial-A-Lift staff know how they are doing in meeting the needs of their customers as a group. Let me assure you that your individual answers will remain anonymous and strictly confidential.

IF NECESSARY, SAY: Is there a better time for me to call back today (tomorrow)?

IF CUSTOMER SPEAKS SPANISH, BILINGUAL INTERVIEWER SHOULD CONTINUE CALL IN SPANISH

#### 4. Is customer willing to participate?

- Customer is on line and able to respond
- TDD assistance required - SAY: Dial-A-Lift would very much like to have [Q1] participate in this survey. I can have my supervisor call back to ask [Q1] if s/he would like to participate with the assistance of the State Relay Service. [INTERVIEWER: Add TDD flag to sample if applicable]
- Other assistance required
- Language other than English or Spanish
- Customer unable to complete and has no attendant
- Refusal
- Call not answered/answering machine
- Number not valid (disconnected, wrong number, etc.)
- Other

Comments



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### S3. Other Assistance Required

5. Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

- Yes, attendant agrees to "translate" the survey for passenger.
- Passenger has cognitive disability and is unable to respond to survey - conduct survey with attendant who is familiar with Dial-A-Lift.
- Refusal





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

#### Satisfaction within last year

6. Even though you have not ridden Dial-A-Lift before, think of your experience with the program so far, including registration for the service. Which of the following best describes your rating of your overall experience with Dial-A-Lift?

#### READ LIST

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied, or
- Very dissatisfied
- DO NOT READ: Don't know/refused



**2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys**

**Intercity Transit**

**Final Report**

---

7. What is the main reason you don't ride Dial-A-Lift? Any other reasons?



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

8. The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders.

Can you please tell me what disability or disabling conditions are the main reasons you registered to use Dial-A-Lift rather than the regular bus? READ LIST IF NECESSARY.

INTERVIEWER NOTE: If completing the survey with the assistance of an attendant, continue to make sure the responses reference the passenger, not the attendant.

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say "for example, memory loss, Down syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

9. IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK:

What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?

- A mobility impairment - whether you use a wheelchair or can walk (if asked for examples say "for example, paralysis, arthritis, cerebral palsy")
- A developmental disability or cognitive/mental impairment (if asked for examples say "for example, memory loss, Down syndrome, brain injury, mental illness, stroke")
- Frailty or a problem with energy (if asked for examples say "for example, asthma, AIDS, kidney failure, the frailties of old age, congestive heart failure, COPD")
- Blindness or low vision
- Hearing impairment
- Refused (DO NOT READ)
- Other (please specify) (DO NOT READ)



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

10. Which of the following categories best describes your race or ethnic identification?

READ LIST. ACCEPT MULTIPLE RESPONSES.

- White
- Hispanic or Latino
- Asian
- Native American or Alaska Native
- Black or African American
- Native Hawaiian or other Pacific Islander
- Refused (DO NOT READ)
- Other (please specify)

B-10



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

11. What is your total annual household income?

READ LIST IF NECESSARY.

- Under \$7,500
- \$7,500 to \$14,999
- \$15,000 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 or higher
- Refused (DO NOT READ)
- Don't know (DO NOT READ)

B-11



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

12. Have you ridden on regular public transit since you have been disabled (in your adult life)?

(Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)

- Yes
- No
- Not applicable (not an adult)
- Refused

B-12



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

13. Have you used regular public transit in the past month?

- Yes
- No
- Don't know/refused

B-13





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

14. Have you used any of the following types of transportation in the past month?

ORDER IS RANDOMIZED; ASK ABOUT EACH ITEM

	Yes	No	Don't know
Medicaid transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veteran's transportation service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior center van/shuttle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taxi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

B-14



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

15. Have you driven yourself in a car in the past month?

- Yes
- No
- Don't know/can't remember

16. Have you ridden in a car with others in the past month?

- Yes
- No
- Don't know/can't remember



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

17. Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift?

PROBE: Anything else?

INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security related matter, ask respondent if he/she would like someone from Dial-A-Lift to call him/her regarding the matter. Please ensure respondent that their responses on other questions would still remain confidential. Note on action/comment sheet.



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

---

18. THANK RESPONDENTS FOR THEIR TIME.

RECORD PASSENGER GENDER. (DO NOT READ)

- Female
- Male
- Uncertain

19. INTERVIEW COMPLETED WITH:

- Passenger
- Attendant (translated to rider - passenger's opinions)
- Attendant (attendant's opinions)
- Using State Relay Service (TDD) for interview

B-17



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Appendix C

**Current Rider Survey Simple Frequencies**



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# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Is customer willing to participate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Customer is on line and able to respond	375	86.4	88.0	88.0
	Other assistance required	49	11.3	11.5	99.5
	Customer unable to complete and has no attendant	2	0.5	0.5	100.0
	Total	426	98.2	100.0	
Missing	System	8	1.8		
Total		434	100.0		

#### Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		424	97.7	97.7	97.7
	Call back later.	1	0.2	0.2	97.9
	Has attendant.	1	0.2	0.2	98.2
	Took survey online.	8	1.8	1.8	100.0
	Total	434	100.0	100.0	

#### Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, attendant agrees to "translate" the survey for passenger	11	2.5	22.0	22.0
	Passenger unable or refuses but attendant was on trip - cond	14	3.2	28.0	50.0
	Passenger has cognitive disability and is unable to respond	25	5.8	50.0	100.0
	Total	50	11.5	100.0	
Missing	System	384	88.5		
Total		434	100.0		

#### Thinking about your experience with Dial-A-Lift during the past year, which of the following comes closest to describing your rating of the services provided to you? READ LIST

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	335	77.2	77.2	77.2
	Somewhat satisfied	79	18.2	18.2	95.4
	Somewhat dissatisfied, or	10	2.3	2.3	97.7
	Very dissatisfied	6	1.4	1.4	99.1
	DO NOT READ: Don't know/refused	4	0.9	0.9	100.0
	Total	434	100.0	100.0	C-3





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Have you personally called Dial-A-Lift to make a reservation for any rides in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	301	69.4	69.7	69.7
	No	118	27.2	27.3	97.0
	Don't know/refused	13	3.0	3.0	100.0
	Total	432	99.5	100.0	
Missing	System	2	0.5		
Total		434	100.0		

#### Length of time you have to wait on hold before speaking to a ride scheduler

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	112	25.8	38.0	38.0
	Good	131	30.2	44.4	82.4
	Only Fair	40	9.2	13.6	95.9
	Poor	6	1.4	2.0	98.0
	Don't know/refused	3	0.7	1.0	99.0
	Not applicable (didn't have to hold)	3	0.7	1.0	100.0
	Total	295	68.0	100.0	
Missing	System	139	32.0		
Total		434	100.0		

#### Courtesy of ride schedulers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	211	48.6	72.0	72.0
	Good	68	15.7	23.2	95.2
	Only Fair	12	2.8	4.1	99.3
	Don't know/refused	2	0.5	0.7	100.0
	Total	293	67.5	100.0	
Missing	System	141	32.5		
Total		434	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**The hours\* ride schedulers are available to book your trip**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	135	31.1	45.8	45.8
	Good	130	30.0	44.1	89.8
	Only Fair	22	5.1	7.5	97.3
	Poor	3	0.7	1.0	98.3
	Don't know/refused	4	0.9	1.4	99.7
	Not applicable (didn't have to hold)	1	0.2	0.3	100.0
	Total	295	68.0	100.0	
Missing	System	139	32.0		
Total		434	100.0		

**The skill of the ride scheduler in working to meet your reservation needs**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	165	38.0	55.9	55.9
	Good	102	23.5	34.6	90.5
	Only Fair	21	4.8	7.1	97.6
	Poor	4	0.9	1.4	99.0
	Don't know/refused	3	0.7	1.0	100.0
	Total	295	68.0	100.0	
Missing	System	139	32.0		
Total		434	100.0		

**For this next set of questions, we are specifically interested in your experience using Dial-A-Ride on [Q2], when you traveled from [Q3] to [Q4]. Although you may have ALSO used Dial-A-Lift to travel in the reverse direction on that day, for these next few**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	299	68.9	71.0	71.0
	No	58	13.4	13.8	84.8
	Don't know/refused	64	14.7	15.2	100.0
	Total	421	97.0	100.0	
Missing	System	13	3.0		
Total		434	100.0		C-5



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Did you actually take this particular trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	271	62.4	90.0	90.0
	No	15	3.5	5.0	95.0
	Don't know/refused	15	3.5	5.0	100.0
	Total	301	69.4	100.0	
Missing	System	133	30.6		
Total		434	100.0		

#### Can you tell me why you did not take this trip?DO NOT READ LIST.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Driver/vehicle never came	2	0.5	15.4	15.4
	Got sick	3	0.7	23.1	38.5
	Appointment ran late	1	0.2	7.7	46.2
	Plans changed/didn't need to go	5	1.2	38.5	84.6
	Don't know/refused	2	0.5	15.4	100.0
	Total	13	3.0	100.0	
Missing	System	421	97.0		
Total		434	100.0		

#### Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		434	100.0	100.0	100.0



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Overall, would you say the quality of Dial-A-Lift's service on this trip was... READ LIST

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	173	39.9	63.6	63.6
	Good	81	18.7	29.8	93.4
	Only Fair, or	3	0.7	1.1	94.5
	Poor	7	1.6	2.6	97.1
	DON'T READ: Don't know/refused	8	1.8	2.9	100.0
	Total	272	62.7	100.0	
Missing	System	162	37.3		
Total		434	100.0		

ASK: Why is that?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always comes on time.	1	0.2	0.2	97.2
	Can't remember the details.	1	0.2	0.2	97.5
	Don't have bad memories.	1	0.2	0.2	97.7
	Don't remember (attendant).	1	0.2	0.2	97.9
	Driver very nice. They all are.	1	0.2	0.2	98.2
	Drivers are all awesome, pleasant, willing to listen to my suggestion of what route is best.	1	0.2	0.2	98.4
	Everything went according to plan and the drivers were courteous and helpful.	1	0.2	0.2	98.6
	Got left and don't remember the date.	1	0.2	0.2	98.8
	On time, friendly drivers.	1	0.2	0.2	99.1
	Sometimes, a small number of drivers can be rude.	1	0.2	0.2	99.3
	The timing and the driver's courteous nature.	1	0.2	0.2	99.5
	The van arrives within the half-hour window and gets me to where I need to go in a reasonable time.	1	0.2	0.2	99.8
	We (my guest & myself) were picked up within 5 minutes of time scheduled. Return pick-up was also made with very little wait.	1	0.2	0.2	100.0
	Total	434	100.0	100.0	

C-7



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

I'd like you to think about your trip on [Q2] at [Q3]. My records indicate your scheduled pick up time was [Q5]. Does that sound correct?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	199	45.9	74.5	74.5
	No	49	11.3	18.4	92.9
	Don't know	19	4.4	7.1	100.0
	Total	267	61.5	100.0	
Missing	System	167	38.5		
Total		434	100.0		

**IF NO, ASK:What was the scheduled pick up time you were given?Enter "DON'T KNOW" if unknown.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		393	90.6	90.6	90.6
	1:07 PM	1	0.2	0.2	90.8
	1:28pm	1	0.2	0.2	91.0
	1:45PM	1	0.2	0.2	91.2
	1:53PM	1	0.2	0.2	91.5
	1:54 PM	1	0.2	0.2	91.7
	1:55 PM	1	0.2	0.2	91.9
	1:59pm	1	0.2	0.2	92.2
	12:00pm	1	0.2	0.2	92.4
	2:00 PM	1	0.2	0.2	92.6
	2:00pm	1	0.2	0.2	92.9
	2:03 PM	1	0.2	0.2	93.1
	2:20 PM	1	0.2	0.2	93.3
	2:30 pm	1	0.2	0.2	93.5
	2:43 PM	1	0.2	0.2	93.8
	2:45pm	1	0.2	0.2	94.0
	2015-11-03 at 2:15pm	1	0.2	0.2	94.2
	3:04PM	1	0.2	0.2	94.5
	3:20pm	1	0.2	0.2	94.7
	3:35 PM	1	0.2	0.2	94.9
	3:43 PM	1	0.2	0.2	95.2
	3:53 pm	1	0.2	0.2	95.4
	4:00 PM	1	0.2	0.2	95.6
	4:00pm	1	0.2	0.2	95.9
	4:06 PM	1	0.2	0.2	96.1
	4:15 pm	1	0.2	0.2	96.3
	4:15 PM	1	0.2	0.2	96.5

C-8



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

4:15pm	2	0.5	0.5	97.0
4:17 PM	1	0.2	0.2	97.2
4:25pm	1	0.2	0.2	97.5
4:34 PM	1	0.2	0.2	97.7
4:44pm	1	0.2	0.2	97.9
4:59 PM	1	0.2	0.2	98.2
5:01pm	1	0.2	0.2	98.4
5:20PM	1	0.2	0.2	98.6
6:58 PM	1	0.2	0.2	98.8
7:02pm	1	0.2	0.2	99.1
7:49pm	1	0.2	0.2	99.3
8:45pm	1	0.2	0.2	99.5
8:46 PM	1	0.2	0.2	99.8
DON'T KNOW	1	0.2	0.2	100.0
Total	434	100.0	100.0	

**INTERVIEWER NOTE: IF PROVIDED USE PICK UP TIME PROVIDED BY RESPONDENT**  
**Scheduled pick up time on file: [Q5]Scheduled pick up time stated by respondent: [Q20]**  
**As you may know, when you make a reservation, Dial-A-Lift gives you a 30-minute time period or "win"**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very early	5	1.2	1.9	1.9
A little early	15	3.5	5.7	7.6
On time	200	46.1	75.8	83.3
A little late	9	2.1	3.4	86.7
Very late	6	1.4	2.3	89.0
Don't know/refused	29	6.7	11.0	100.0
Total	264	60.8	100.0	
Missing System	170	39.2		
Total	434	100.0		

**How many minutes before your scheduled pick up window of \_\_\_\_\_ and \_\_\_\_\_ (TIME WINDOW) did the driver arrive?**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Up to 5 minutes early	3	0.7	15.0	15.0
6-10 minutes early	6	1.4	30.0	45.0
11-15 minutes early	5	1.2	25.0	70.0
16-30 minutes early	1	0.2	5.0	75.0
31-60 minutes early	1	0.2	5.0	80.0
Don't know	4	0.9	20.0	100.0
Total	20	4.6	100.0	



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Missing System	414	95.4		
Total	434	100.0		

#### RECORD NUMBER OF MINUTES

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	434	100.0	100.0	100.0

	<p><b>How many minutes after your scheduled pick up window of _____ and _____ (TIME WINDOW) did the driver arrive?</b></p>
--	--

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Up to 5 minutes late	4	0.9	28.6	28.6
	6-10 minutes late	1	0.2	7.1	35.7
	11-15 minutes late	3	0.7	21.4	57.1
	16-30 minutes late	1	0.2	7.1	64.3
	31-60 minutes late	4	0.9	28.6	92.9
	More than an hour late	1	0.2	7.1	100.0
	Total	14	3.2	100.0	
Missing System		420	96.8		
Total		434	100.0		

#### RECORD NUMBER OF MINUTES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		432	99.5	99.5	99.5
	3	1	0.2	0.2	99.8
	Does not know	1	0.2	0.2	100.0
Total		434	100.0	100.0	



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

**If traveling to an appointment, did you arrive in adequate time at your destination?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	216	49.8	82.1	82.1
	No	9	2.1	3.4	85.6
	Not applicable (not traveling to appointment)	32	7.4	12.2	97.7
	Don't know/can't remember	6	1.4	2.3	100.0
	Total	263	60.6	100.0	
Missing	System	171	39.4		
Total		434	100.0		

**The next several questions will deal with the various aspects of the driver's help or aid to you on your trip. Did the driver of this trip you took on [Q2] from [Q3] to [Q4] get out of the vehicle and announce himself/herself to you at your door?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	169	38.9	64.8	64.8
	No	61	14.1	23.4	88.1
	Don't know/don't remember	31	7.1	11.9	100.0
	Total	261	60.1	100.0	
Missing	System	173	39.9		
Total		434	100.0		

**Were you waiting outside or at the curb when the driver arrived?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	44	10.1	71.0	71.0
	No	16	3.7	25.8	96.8
	Don't know/don't remember	2	0.5	3.2	100.0
	Total	62	14.3	100.0	
Missing	System	372	85.7		
Total		434	100.0		

**Did you need the driver's help in getting to or from the door, or getting in or out of the vehicle?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes (on at least part of the trip)	119	27.4	45.9	45.9
	No	132	30.4	51.0	96.9
	Don't know/don't remember	8	1.8	3.1	100.0
	Total	259	59.7	100.0	
Missing	System	175	40.3		
Total		434	100.0		

C-11



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Did the driver actually help you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes (on at least part of the trip)	111	25.6	94.1	94.1
	No (did not help)	5	1.2	4.2	98.3
	Don't know/don't remember	2	0.5	1.7	100.0
	Total	118	27.2	100.0	
Missing	System	316	72.8		
Total		434	100.0		

#### a. Comfort of the ride

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	118	27.2	46.5	46.5
	Good	106	24.4	41.7	88.2
	Only Fair	20	4.6	7.9	96.1
	Poor	3	0.7	1.2	97.2
	Don't know/refused	7	1.6	2.8	100.0
	Total	254	58.5	100.0	
Missing	System	180	41.5		
Total		434	100.0		

#### b. Overall condition of the vehicle

**INTERVIEWER NOTE: Overall condition of the vehicle includes things like general upkeep, appearance of vehicle, cleanliness of vehicle, etc.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	147	33.9	57.6	57.6
	Good	96	22.1	37.6	95.3
	Only Fair	5	1.2	2.0	97.3
	Don't know/refused	7	1.6	2.7	100.0
	Total	255	58.8	100.0	
Missing	System	179	41.2		
Total		434	100.0		

#### c. Courtesy of the driver

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	197	45.4	77.9	77.9
	Good	47	10.8	18.6	96.4
	Only Fair	5	1.2	2.0	98.4
	Poor	1	0.2	0.4	98.8
	Don't know/refused	3	0.7	1.2	100.0
	Total	253	58.3	100.0	
Missing	System	181	41.7		
Total		434	100.0		



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

#### d. Driving skills of the driver

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	165	38.0	65.2	65.2
	Good	74	17.1	29.2	94.5
	Only Fair	2	0.5	0.8	95.3
	Poor	1	0.2	0.4	95.7
	Don't know/refused	11	2.5	4.3	100.0
	Total	253	58.3	100.0	
Missing	System	181	41.7		
Total		434	100.0		

#### e. Condition and ease of use in the seatbelts

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	127	29.3	50.0	50.0
	Good	95	21.9	37.4	87.4
	Only Fair	15	3.5	5.9	93.3
	Poor	5	1.2	2.0	95.3
	Don't know/refused	9	2.1	3.5	98.8
	Not applicable	3	0.7	1.2	100.0
	Total	254	58.5	100.0	
Missing	System	180	41.5		
Total		434	100.0		

#### f. The driver's skill and care in tying down your wheelchair or scooter. INTERVIEWER

**NOTE: Only ask of wheelchair/scooter riders. CUSTOMER MOBILITY AID: [Q6]**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	92	21.2	37.2	37.2
	Good	35	8.1	14.2	51.4
	Don't know/refused	1	0.2	0.4	51.8
	Not applicable	119	27.4	48.2	100.0
Total	247	56.9	100.0		
Missing	System	187	43.1		
Total		434	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**What was the purpose of this trip on [Q2]?DO  
NOT READ LIST. ACCEPT SINGLE  
RESPONSE.IF RESPONDENT SAYS  
"RETURNING HOME," PROBE: What was the  
purpose of the trip you were returning from?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	11	2.5	4.1	4.1
	Medical appointment (other than dialysis or rehabilitation).	91	21.0	34.2	38.3
	Dialysis	6	1.4	2.3	40.6
	Physical therapy/rehabilitation	11	2.5	4.1	44.7
	Visiting/recreation/social/out for a meal	26	6.0	9.8	54.5
	Errands (grocery shopping, bank, drug store, hair appointments)	56	12.9	21.1	75.6
	Employment	13	3.0	4.9	80.5
	Senior center program	6	1.4	2.3	82.7
	Church/temple	15	3.5	5.6	88.3
	Civic purpose or meeting/committee meeting	2	0.5	0.8	89.1
	Volunteer	4	0.9	1.5	90.6
	Adult day program	5	1.2	1.9	92.5
	School/college/vocational training	9	2.1	3.4	95.9
	Don't know/refused	11	2.5	4.1	100.0
	Total	266	61.3	100.0	
Missing	System	168	38.7		
Total		434	100.0		

#### Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		423	97.5	97.5	97.5
	Art program.	1	0.2	0.2	97.7
	Court.	1	0.2	0.2	97.9
	Death in the family.	1	0.2	0.2	98.2
	DMV.	1	0.2	0.2	98.4
	Fitness center.	1	0.2	0.2	98.6
	Return home.	2	0.5	0.5	99.1
	Train Station.	3	0.7	0.7	99.8
	Visit Farmers Market.	1	0.2	0.2	100.0
	Total	434	100.0	100.0	



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

This next question is more general in nature, not just related to the specific trip we have been discussing. In the past month, did you call Dial-A-Lift for information or customer service (e.g., for any reason other than to make a reservation)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	37	8.5	14.1	14.1
	No	219	50.5	83.3	97.3
	Don't know	7	1.6	2.7	100.0
	Total	263	60.6	100.0	
Missing	System	171	39.4		
Total		434	100.0		

What was the main purpose of your most recent call?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	2	0.5	5.0	5.0
	No show or cancellation issues	6	1.4	15.0	20.0
	Question related to a ride you were taking (i.e., Where's my	11	2.5	27.5	47.5
	Change reservation (pick up, drop off, date, or time)	3	0.7	7.5	55.0
	Request information	8	1.8	20.0	75.0
	Complaint	1	0.2	2.5	77.5
	Request a pass	1	0.2	2.5	80.0
	Confirm a previous reservation	4	0.9	10.0	90.0
	Application/eligibility	1	0.2	2.5	92.5
	Change address	2	0.5	5.0	97.5
	Can't remember/refused	1	0.2	2.5	100.0
	Total	40	9.2	100.0	
Missing	System	394	90.8		
Total		434	100.0		

Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		432	99.5	99.5	99.5
	Called Dial-A-Lift to speak to Emily Burkamp about expanding its service area.	1	0.2	0.2	99.8
	Wanted transportation.	1	0.2	0.2	100.0
	Total	434	100.0	100.0	



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Length of time on hold before speaking to a customer service agent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	13	3.0	35.1	35.1
	Good	19	4.4	51.4	86.5
	Only Fair	3	0.7	8.1	94.6
	Don't know/refused	1	0.2	2.7	97.3
	Not applicable (didn't have to hold)	1	0.2	2.7	100.0
	Total	37	8.5	100.0	
Missing	System	397	91.5		
Total		434	100.0		

#### The length of time it took to finish the entire call

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	27	6.2	71.1	71.1
	Good	10	2.3	26.3	97.4
	Not applicable (didn't have to hold)	1	0.2	2.6	100.0
	Total	38	8.8	100.0	
Missing	System	396	91.2		
Total		434	100.0		

#### The courtesy of the customer service agent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	27	6.2	73.0	73.0
	Good	8	1.8	21.6	94.6
	Poor	1	0.2	2.7	97.3
	Not applicable (didn't have to hold)	1	0.2	2.7	100.0
	Total	37	8.5	100.0	
Missing	System	397	91.5		
Total		434	100.0		

#### The skill of the customer service agent in handling your question or dealing with your problem

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	28	6.5	75.7	75.7
	Good	6	1.4	16.2	91.9
	Poor	1	0.2	2.7	94.6
	Don't know/refused	1	0.2	2.7	97.3
	Not applicable (didn't have to hold)	1	0.2	2.7	100.0
	Total	37	8.5	100.0	
Missing	System	397	91.5		
Total		434	100.0		

C-16

# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**What is the main reason you don't ride Dial-A-Lift more often? Any other reasons? DO NOT READ RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	50	11.5	20.1	20.1
	Have other transportation/use as a backup	38	8.8	15.3	35.3
	Only use for doctor's appointments	28	6.5	11.2	46.6
	Don't travel much/unable to travel	77	17.7	30.9	77.5
	Other transportation easier/more convenient/comfortable/fast	38	8.8	15.3	92.8
	Cost/can't afford to travel	3	0.7	1.2	94.0
	Travel outside DAL service area	2	0.5	0.8	94.8
	Disability no longer requires DAL	4	0.9	1.6	96.4
	Not taking trips where used DAL	1	0.2	0.4	96.8
	Want to save it for those who need it	2	0.5	0.8	97.6
	Bad experience with DAL	6	1.4	2.4	100.0
	Total	249	57.4	100.0	
Missing	System	185	42.6		
Total		434	100.0		

#### Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		384	88.5	88.5	88.5
	Dial-A-Lift is not available at times we would like to take it.	1	0.2	0.2	88.7
	I forget to make the appointment on a regular basis.	1	0.2	0.2	88.9
	I only have a conditional pass for the winter/spring months.	1	0.2	0.2	89.2
	Insufficient vehicles in Yelm.	1	0.2	0.2	89.4
	Lack of flexible scheduling on Sundays.	1	0.2	0.2	89.6
	MAIN TRANSPORTATION	1	0.2	0.2	89.9
	Must schedule too far in advance.	1	0.2	0.2	90.1
	Need care giver for spouse.	1	0.2	0.2	90.3
	No additional need.	25	5.8	5.8	96.1
	Personal vehicle available in the day.	1	0.2	0.2	96.3
	Restricted access of to two destinations due to weight of groceries.	1	0.2	0.2	96.5
	Schedule conflict with employer.	3	0.7	0.7	97.2
	Service area.	3	0.7	0.7	97.9
	Timing issues.	4	0.9	0.9	98.8
	Too limited a time frame in which I can make reservations. Effectively, I only have a three day window. I usually can not make a reservation for the next two days, as all spaces are full. This means that I need to call 3 times a week, just to schedule a one week time block. The process for setting up a repeating ride is also cumbersome.	1	0.2	0.2	99.1
	Two-day window to get the service and not knowing when I am going somewhere.	1	0.2	0.2	99.3

C-17

## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

Wait time are way too long, sometimes forget appointment cause of blindness.	1	0.2	0.2	99.5
Wait time too long.	1	0.2	0.2	99.8
Want to schedule further in advance.	1	0.2	0.2	100.0
Total	434	100.0	100.0	

**The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid A mobility impairment - whether you use a wheelchair or can	141	32.5	100.0	100.0
Missing System	293	67.5		
Total	434	100.0		

**The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid A developmental disability or cognitive/mental impairment (i	59	13.6	100.0	100.0
Missing System	375	86.4		
Total	434	100.0		

**The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Frailty or a problem with energy (if asked for examples say,	48	11.1	100.0	100.0
Missing System	386	88.9		
Total	434	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blindness or low vision	52	12.0	100.0	100.0
Missing	System	382	88.0		
Total		434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hearing impairment	4	0.9	100.0	100.0
Missing	System	430	99.1		
Total		434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused (DO NOT READ)	5	1.2	100.0	100.0
Missing	System	429	98.8		
Total		434	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify) (DO NOT READ)	28	6.5	100.0	100.0
Missing	System	406	93.5		
Total		434	100.0		





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Other (please specify) (DO NOT READ)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	407	93.8	93.8	93.8
ADHD.	1	0.2	0.2	94.0
Balance issue.	1	0.2	0.2	94.2
Can't drive anymore.	1	0.2	0.2	94.5
Can't ride the bus.	1	0.2	0.2	94.7
Cancer and chemotherapy.	1	0.2	0.2	94.9
Cancer chemotherapy caused neuropathy in my toes which makes it very difficult to walk.	1	0.2	0.2	95.2
Closest bus.	1	0.2	0.2	95.4
Diabetes.	1	0.2	0.2	95.6
Don't feel comfortable walking more than a block	1	0.2	0.2	95.9
Don't feel like walking.	1	0.2	0.2	96.1
Fall down a lot.	1	0.2	0.2	96.3
Grossly overweight.	1	0.2	0.2	96.5
Had cancer, and bus service only operate on Tuesday and Thursdays.	1	0.2	0.2	96.8
I have back issues---some days I feel I could walk quite a distance, other days I cannot. For example, Friday October 16th; I needed to walk from Curves to where I live and was experiencing pain in my let hip. Truthfully I didn't think I was going to be able to make it. There was a place where I could sit down for which I was thankful. As a person gets older there are limitations on their abilities to do things. I am finding for myself that it is walking.	1	0.2	0.2	97.0
Knee replacement.	1	0.2	0.2	97.2
Leg problem.	2	0.5	0.5	97.7
Lose balance.	1	0.2	0.2	97.9
Neck and arm problems.	1	0.2	0.2	98.2
No disabling conditions.	1	0.2	0.2	98.4
Panic disorder.	1	0.2	0.2	98.6
Seizures.	1	0.2	0.2	98.8
Sometimes don't know where going.	1	0.2	0.2	99.1
The reg bus is a mile away which is bad for her knees.	1	0.2	0.2	99.3
Trouble getting into any vehicle.	1	0.2	0.2	99.5
Unable to get on the bus.	1	0.2	0.2	99.8
Unsure	1	0.2	0.2	100.0
Total	434	100.0	100.0	



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

**IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify) (DO NOT READ)	20	4.6	15.4	15.4
	A mobility impairment - whether you use a wheelchair or can	46	10.6	35.4	50.8
	A developmental disability or cognitive/mental impairment (i	23	5.3	17.7	68.5
	Frailty or a problem with energy (if asked for examples say	15	3.5	11.5	80.0
	Blindness or low vision	20	4.6	15.4	95.4
	Hearing impairment	1	0.2	0.8	96.2
	Refused (DO NOT READ)	5	1.2	3.8	100.0
	Total	130	30.0	100.0	
Missing	System	304	70.0		
Total		434	100.0		

#### Other (please specify) (DO NOT READ)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		417	96.1	96.1	96.1
	Back problem.	1	0.2	0.2	96.3
	Can't walk up step.	1	0.2	0.2	96.5
	Can't walk very far.	1	0.2	0.2	96.8
	Can't walk.	1	0.2	0.2	97.0
	Cancer and chemotherapy.	1	0.2	0.2	97.2
	Cant be out too long in the cold.	1	0.2	0.2	97.5
	Diabetic.	1	0.2	0.2	97.7
	Disability.	1	0.2	0.2	97.9
	Grossly overweight.	1	0.2	0.2	98.2
	Hard to use other bus.	1	0.2	0.2	98.4
	Joint replacement.	1	0.2	0.2	98.6
	Lower back problem.	1	0.2	0.2	98.8
	Neck and back injury.	1	0.2	0.2	99.1
	No vehicle.	1	0.2	0.2	99.3
	Several medical problems.	1	0.2	0.2	99.5
	TBI	1	0.2	0.2	99.8
	Unable to walk.	1	0.2	0.2	100.0
	Total	434	100.0	100.0	

# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Which of the following categories best describes your race or ethnic identification?  
**READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	214	49.3	100.0	100.0
Missing	System	220	50.7		
Total		434	100.0		

Which of the following categories best describes your race or ethnic identification?  
**READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hispanic or Latino	10	2.3	100.0	100.0
Missing	System	424	97.7		
Total		434	100.0		

Which of the following categories best describes your race or ethnic identification?  
**READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Asian	2	0.5	100.0	100.0
Missing	System	432	99.5		
Total		434	100.0		

Which of the following categories best describes your race or ethnic identification?  
**READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Native American or Alaska Native	10	2.3	100.0	100.0
Missing	System	424	97.7		
Total		434	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black or African American	11	2.5	100.0	100.0
Missing	System	423	97.5		
Total		434	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Native Hawaiian or other Pacific Islander	1	0.2	100.0	100.0
Missing	System	433	99.8		
Total		434	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused (DO NOT READ)	12	2.8	100.0	100.0
Missing	System	422	97.2		
Total		434	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	3	0.7	100.0	100.0
Missing	System	431	99.3		
Total		434	100.0		

#### Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		431	99.3	99.3	99.3
	American citizen of European descent.	1	0.2	0.2	99.5
	Filipino and Indian.	1	0.2	0.2	99.8
	Latina-otherwise unspecified.	1	0.2	0.2	100.0
Total		434	100.0	100.0	

## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

#### What is your total annual household income? READ LIST IF NECESSARY.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$7,500	23	5.3	9.5	9.5
	\$7,500 to \$14,999	43	9.9	17.8	27.3
	\$15,000 to \$24,999	37	8.5	15.3	42.6
	\$25,000 to \$49,999	39	9.0	16.1	58.7
	\$50,000 to \$74,999	10	2.3	4.1	62.8
	\$75,000 to \$99,999	4	0.9	1.7	64.5
	\$100,000 to \$149,999	3	0.7	1.2	65.7
	\$150,000 to \$199,999	2	0.5	0.8	66.5
	Refused (DO NOT READ)	33	7.6	13.6	80.2
	Don't know (DO NOT READ)	48	11.1	19.8	100.0
	Total	242	55.8	100.0	
Missing	System	192	44.2		
Total		434	100.0		

#### How do you usually pay for your trips on Dial-A-Lift? (READ LIST)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	16	3.7	6.5	6.5
	Purchase daily, monthly, or yearly pass from Customer Service	87	20.0	35.5	42.0
	Purchase pass from driver	8	1.8	3.3	45.3
	Pay cash	121	27.9	49.4	94.7
	Receive monthly pass through social service agency	1	0.2	0.4	95.1
	State Star Pass	6	1.4	2.4	97.6
	Don't know (DO NOT READ)	4	0.9	1.6	99.2
	Never pay for trips on DAL/Didn't know I had to pay (DO NOT READ)	2	0.5	0.8	100.0
	Total	245	56.5	100.0	
	Missing	System	189	43.5	
Total		434	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	419	96.5	96.5	96.5
Apartment building I live in provides them.	1	0.2	0.2	96.8
Book of pre-paid tickets.	1	0.2	0.2	97.0
Bus pass.	1	0.2	0.2	97.2
Christmas Gift.	1	0.2	0.2	97.5
City Hall.	2	0.5	0.5	97.9
City of Olympia supplies his transit pass.	1	0.2	0.2	98.2
Credit card.	1	0.2	0.2	98.4
Goes to her credit card.	1	0.2	0.2	98.6
Pay monthly.	1	0.2	0.2	98.8
Ralph's Thriftway.	1	0.2	0.2	99.1
Reduced Permit.	1	0.2	0.2	99.3
Thriftway on Fourth Avenue, and somewhere over by Lacey (a little store sells bus passes-don't remember name of it), too.	1	0.2	0.2	99.5
Thriftway.	1	0.2	0.2	99.8
Used to pay with cash but now have a student ID.	1	0.2	0.2	100.0
Total	434	100.0	100.0	

**Do you currently have a Reduced Fare Permit?**  
**INTERVIEWER NOTE: Reduced fares only apply to monthly passes on Dial-A-Lift.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	93	21.4	78.8	78.8
Yes	19	4.4	16.1	94.9
No	6	1.4	5.1	100.0
Don't know	118	27.2	100.0	
Total	316	72.8		
Missing	434	100.0		
System				
Total				

**Have you ridden on regular public transit since you have been disabled (in your adult life)? (Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	102	23.5	41.5	41.5
Yes	142	32.7	57.7	99.2
No	2	0.5	0.8	100.0
Refused	246	56.7	100.0	
Total	188	43.3		
Missing	434	100.0		
System				
Total				



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Have you used regular public transit in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	55	12.7	53.9	53.9
	No	46	10.6	45.1	99.0
	Don't know/refused	1	0.2	1.0	100.0
	Total	102	23.5	100.0	
Missing	System	332	76.5		
Total		434	100.0		

#### Medicaid transportation services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	10	2.3	4.1	4.1
	No	232	53.5	95.1	99.2
	Don't know	2	0.5	0.8	100.0
	Total	244	56.2	100.0	
Missing	System	190	43.8		
Total		434	100.0		



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

#### Veteran's transportation service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	0.2	0.4	0.4
	No	241	55.5	98.8	99.2
	Don't know	2	0.5	0.8	100.0
	Total	244	56.2	100.0	
Missing	System	190	43.8		
Total		434	100.0		

#### Senior Center van/shuttle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	2.1	3.7	3.7
	No	233	53.7	95.9	99.6
	Don't know	1	0.2	0.4	100.0
	Total	243	56.0	100.0	
Missing	System	191	44.0		
Total		434	100.0		

#### Taxi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	32	7.4	13.1	13.1
	No	212	48.8	86.5	99.6
	Don't know	1	0.2	0.4	100.0
	Total	245	56.5	100.0	
Missing	System	189	43.5		
Total		434	100.0		

#### Have you driven yourself in a car in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	4.8	8.6	8.6
	No	224	51.6	91.4	100.0
	Total	245	56.5	100.0	
Missing	System	189	43.5		
Total		434	100.0		





# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Have you ridden in a car with others in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	194	44.7	79.2	79.2
	No	50	11.5	20.4	99.6
	Don't know/can't remember	1	0.2	0.4	100.0
	Total	245	56.5	100.0	
Missing	System	189	43.5		
Total		434	100.0		

**Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift? PROBE: Anything else? INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security issue, please indicate the location of the incident.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	200	46.1	46.1	46.1
30 minute window is excessive.	1	0.2	0.2	46.3
A blessing. Without them, we would be home-bounded.	1	0.2	0.2	46.5
All is well and appreciate the service.	1	0.2	0.2	46.8
All positive. One driver was a bit weird, but they were on time, pleasant. Nothing negative to say about Dial-A-Lift, but it is not for people that do not schedule their times.	1	0.2	0.2	47.0
Better than the other State Services. I would connections with another public transit.	1	0.2	0.2	47.2
Could not live without Dial-A-Lift.	1	0.2	0.2	47.5
A very good service.	1	0.2	0.2	47.7
Would like to be able to pay by credit/debit machine.	1	0.2	0.2	47.9
Very satisfied with the service.	1	0.2	0.2	48.2
For the most part, my experience with Dial-A-Lift is good.	1	0.2	0.2	48.4
Excellent service.	1	0.2	0.2	48.6
An excellent service in every way.	1	0.2	0.2	48.8
Very happy over all with the services of Dial-A-Lift.	1	0.2	0.2	49.1
Very satisfied.	1	0.2	0.2	49.3
Customer states that she is very satisfied with the services	1	0.2	0.2	49.5
I worry that I would miss the Dial-A-Lift van if it came too early.	1	0.2	0.2	49.8



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

I would prefer the SUV which saves more gas.	1	0.2	0.2	50.0
The services are great.	1	0.2	0.2	50.2
Customer wants to know how to prevent from a driver from leaving from appt. when customer is not ready.	1	0.2	0.2	50.5
The wait time is too long between trips.	1	0.2	0.2	50.7
Dial-A-Lift can no longer accommodate me to go to my place of employment, due to the changes concerning the disabled.	1	0.2	0.2	50.9
Dial-A-Lift is an excellent service and we love it!	1	0.2	0.2	51.2
Dial-A-Lift is exceptional, given what they have to deal with.	1	0.2	0.2	51.4
Dial A List is a great service.	1	0.2	0.2	51.6
Driver comes too early.	1	0.2	0.2	51.8
Driver needs to be more on time with pick up, was late for next appointment.	1	0.2	0.2	52.1
Drivers are excellent, friendly and we're lucky to have them. Blessed to have Dial-A-Lift.	1	0.2	0.2	52.3
Drivers are really helpful.	1	0.2	0.2	52.5
Excellent service and I'm really thankful for it.	1	0.2	0.2	52.8
Excellent service and they really helped me. Haven't used it so much due to my improving condition, but it is very good.	1	0.2	0.2	53.0
Excellent service and very good.	1	0.2	0.2	53.2
Excellent service and very helpful especially after last year.	1	0.2	0.2	53.5
Excellent service for my first time use with good values.	1	0.2	0.2	53.7
Fairly good, drivers are very nice to passengers (introducing themselves at the door, etc.). Would recommend Dial-A-Lift transit.	1	0.2	0.2	53.9
Feel lucky to have Dial-A-Lift.	1	0.2	0.2	54.1
Fine service.	1	0.2	0.2	54.4
Generally appreciate it, but there are not enough buses when I need them.	1	0.2	0.2	54.6
God bless Dial-A-Lift people!	1	0.2	0.2	54.8
Good service.	1	0.2	0.2	55.1



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Good service.	1	0.2	0.2	55.3
Grateful for Dial-A-Lift.	1	0.2	0.2	55.5
Grateful for Dial-A-Lift. I don't know what I would do without it.	1	0.2	0.2	55.8
Great service, we appreciate it!	1	0.2	0.2	56.0
I've been pleased with the service.	1	0.2	0.2	56.2
I've had some bad experiences with Dial-A-Lift.	1	0.2	0.2	56.5
I am a firm believer in the buses and I do not know what I would do without them.	1	0.2	0.2	56.7
I am a very satisfied customer and very grateful for this service.	1	0.2	0.2	56.9
I am completely satisfied and very fortunate to have Dial-A-Lift in our area.	1	0.2	0.2	57.1
I am extremely grateful for Dial-A-Lift and would not be able to get to my doctor's appointment.	1	0.2	0.2	57.4
I am glad it is available.	1	0.2	0.2	57.6
I am grateful for Dial-A-Lift. They are like my service dog; they are good to me.	1	0.2	0.2	57.8
I am impressed with Dial-A-Lift; it is very accommodating. I wish you could schedule appointments further ahead of time since I have a tendency to forget.	1	0.2	0.2	58.1
I am learning the system since we just moved to the area. The caller stated that the window to schedule a bus ride 5 days out is sometimes difficult to work around.	1	0.2	0.2	58.3
I am satisfied with the service!	1	0.2	0.2	58.5
I am thankful for the service. I wish Dial-A-Lift would expand its services to Campus Glen and Willamette.	1	0.2	0.2	58.8
I am very happy with it.	1	0.2	0.2	59.0
I am very happy with the service and I am grateful that they have the service.	1	0.2	0.2	59.2
I am very pleased with the service!	1	0.2	0.2	59.4
I am very satisfied with the service and it is a wonderful service for people like me.	1	0.2	0.2	59.7
I appreciate having it and would not get out much if it were not for Dial-A-Lift.	1	0.2	0.2	59.9



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

I appreciate that they are there.	1	0.2	0.2	60.1
I appreciate their service and it was not for family and neighbors I would be using them more. I expect to be using Dial-A-Lift more in the future.	1	0.2	0.2	60.4
I appreciate you are here for us and keep up the good work!	1	0.2	0.2	60.6
I believe it is the policy for the driver to come to the door; I didn't hear the door bell and then noticed that the Dial-A-Lift was there. The driver told me he had called in a 'no show'; I was taken to my destination and was told that ""you would see that I had gotten dropped off and would be picked up."" I called after waiting for quite some time after I was finished and well after the half hour pick up window and was told that the ride had been cancelled (I don't remember that part now) this was quite some time ago. I think it is important for the driver to come to the door, ring the door bell or knock loudly if necessary. No need to call. I do know that a person is only allowed so many 'no shows' and then you can't ride for a while, I believe. I am very grateful for this service. Helps me to get where I need to. I do ask folks I know for help to get errands taken care of; but it is nice to have this service. I do wish that those who answer the phone and the drivers would tell their name. I am sure these folks receive many phone calls or see many folks in a day but if you put on a smile before you pick up the phone or as the person gets on the van be friendly---you never know what impact you may have on a person's day. Thank you all for helping those of us who don't have any way to get where we need to go to get there.	1	0.2	0.2	60.8
I cannot even find the words to express how grateful how I am for Dial-A-Lift.	1	0.2	0.2	61.1
I don't know what I would do without it	1	0.2	0.2	61.3
I don't like the fact that if I miss the bus there's no one else to call	1	0.2	0.2	61.5
I enjoy the service.	1	0.2	0.2	61.8



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

I find every driver to be very friendly and helpful and had some experiences waiting a bit late for buses. However, I am very thankful for Dial-A-Lift.	1	0.2	0.2	62.0
I have anxiety attacks on Saturday night because I am worried about whether I will be picked up on Sunday to make church. Please pick me up at 8:00 am and I will be very happy! She has been late to church on several occasions, and she misses the singing!!!!!!	1	0.2	0.2	62.2
I have had very good experiences with Dial-A-Lift.	1	0.2	0.2	62.4
I just want to say the here is excellent and professional	1	0.2	0.2	62.7
I like dial-a-lift its good service	1	0.2	0.2	62.9
I like it and use it when I need it.	1	0.2	0.2	63.1
I like the service and like to referred my elderly neighborhood people	1	0.2	0.2	63.4
I love Dial-A-Lift, the people who work there. They are good people and provide a good service. Without them, I would not be able to go anywhere.	1	0.2	0.2	63.6
I love it!	1	0.2	0.2	63.8
I love this service, have not met a bad driver everyone is nice and and kind.	1	0.2	0.2	64.1
I really appreciate it, otherwise I would be stuck.	1	0.2	0.2	64.3
I really enjoy their service: kind, helpful and friendly. It is very courteous and I really appreciate it.	1	0.2	0.2	64.5
I think Dial-A-Lift bus drivers should have to wait more than five minutes in the window time for passengers if they are not at the stop instead of just leaving after five minutes. It is a bumpy ride and there seems to be no shocks on the bus.	1	0.2	0.2	64.7
I think it is a great service. I would like more direct routes. I would like to get to my destination on time rather than extremely early.	1	0.2	0.2	65.0
I think it is a wonderful service and the drivers have been courteous.	1	0.2	0.2	65.2



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

I think it is a wonderful service!	1	0.2	0.2	65.4
I think it is great.	1	0.2	0.2	65.7
I think it's a very valuable service	1	0.2	0.2	65.9
I think that the drivers are very kind	1	0.2	0.2	66.1
I think they are a wonderful organization and I can go to the senior center. They have always been there for me.	1	0.2	0.2	66.4
I think they are an excellent service and I appreciate it when I do not have anyone to take me where I need to go.	1	0.2	0.2	66.6
I think they are terrific!	1	0.2	0.2	66.8
I think they are very sufficient and helpful.	1	0.2	0.2	67.1
I think they do a good job.	1	0.2	0.2	67.3
I think we are lucky to have it, and the waiting time is too long.	1	0.2	0.2	67.5
I wait for pick-ups up to an hour-and-a-half. I do not like that.	1	0.2	0.2	67.7
I wish it ran on Thanksgiving!	1	0.2	0.2	68.0
I wish the window was smaller since we get to the destination too early. I hope there is never another incident when the Dial-A-Lift leaves without him. Thank God for Intercity transit and Dial-A-Lift!	1	0.2	0.2	68.2
I wish you guys were nationwide. Kansas has nothing like Dial-A-Lift.	1	0.2	0.2	68.4
I would like Dial-A-Lift to bring back standing reservations since I forget to book trips. Could they extend services on Sunday until 11 pm? Thank you!	1	0.2	0.2	68.7
I'd like the same-day ride instead of calling five-day schedule.	1	0.2	0.2	68.9
Improve timing issues and the bus needs to leave 5 minutes after the scheduled time period.	1	0.2	0.2	69.1
In the last six months, there was a "snotty" Dial-A-Lift driver and she was not helpful at all. I called to complain about her already, though. Other than that we really appreciate it.	1	0.2	0.2	69.4

# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

It has worked out really well for him. Most of the drivers are accommodating and friendly. The drivers get there on time and I've never been late for an appointment.	1	0.2	0.2	69.6
It is a good service! Thank you!	1	0.2	0.2	69.8
It is a good service. It should be easier to schedule regular pick-ups. I tried to book on-line because I was on hold too long. It was never scheduled.	1	0.2	0.2	70.0
It is a great service. The cost is good. It is hard to schedule in advance though. The window around pick-up and delivery takes too long and I have to wait.	1	0.2	0.2	70.3
It is a wonderful service and the drivers are happy and helpful.	1	0.2	0.2	70.5
It is a wonderful service, and I tell everyone it is, too!	1	0.2	0.2	70.7
It is a wonderful service. The drivers are courteous and great people!	1	0.2	0.2	71.0
It is an awesome service and has the best price in town.	1	0.2	0.2	71.2
It is an excellent service and I am very fortunate to have that available to me.	1	0.2	0.2	71.4
It is wonderful and she swears by it. She gets to go one place on her own.	1	0.2	0.2	71.7
It was really great.	1	0.2	0.2	71.9
It would be nice to get something in the mail to explain my pass and how Dial-A-Lift operates.	1	0.2	0.2	72.1
It's a wonderful service and thankful	1	0.2	0.2	72.4
It's been super.	1	0.2	0.2	72.6
It's on the positive side. I am really impressed how they organize and schedule things.	1	0.2	0.2	72.8
Keep up the good work.	1	0.2	0.2	73.0
I like everyone a lot.	1	0.2	0.2	73.3
Love the drivers, the service, and the fact that it is affordable. It is like a lifeline for me, since without Dial-A-Lift, I would be stuck at home.	1	0.2	0.2	73.5



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

Make the bus stops safer. Can't make it to my destination on time due to timing issues.	1	0.2	0.2	73.7
Marvelous service and appreciate everything they done for us. Feel very safe with them. Survey was taken on behalf of the passenger by a friend/spouse.	1	0.2	0.2	74.0
My experience has been great!!	1	0.2	0.2	74.2
My experience with Dial-A-Lift is incredible and is more in tune with what the world needs. I cannot think of enough praise for Dial-A-Lift.	1	0.2	0.2	74.4
NA	5	1.2	1.2	75.6
NA.	2	0.5	0.5	76.0
NA. The survey was taken on behalf of the customer by her parent/guardian.	1	0.2	0.2	76.3
No.	1	0.2	0.2	76.5
No.	10	2.3	2.3	78.8
No.	5	1.2	1.2	80.0
No comment.	10	2.3	2.3	82.3
No comments.	17	3.9	3.9	86.2
No.	1	0.2	0.2	86.4
No, we really appreciate Dial-A-Lift.	1	0.2	0.2	86.6
No, we are very satisfied.	1	0.2	0.2	86.9
Not happy with the computer. It doesn't call me before time for my trip.	1	0.2	0.2	87.1
Not really.	1	0.2	0.2	87.3
Not really bad.	1	0.2	0.2	87.6
Overall happy with Dial-A-Lift and love their service. Look forward to them and very pleased.	1	0.2	0.2	87.8
Overall it is excellent. I would rather them use the bungee cord and not the net for securing my walker. The drivers are friendly and have been riding for twenty years and have not had a serious problem.	1	0.2	0.2	88.0
Picking up from a destination, sometimes the driver takes hours to pick him up.	1	0.2	0.2	88.2





## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

Please expand your routes just a couple of blocks outside your range. Too much time to wait for the bus when going on two miles down the road. Try to provide better turnaround time.	1	0.2	0.2	88.5
Pleased with service, although I think you need more service.	1	0.2	0.2	88.7
Quite satisfied with them and the drivers are always friendly.	1	0.2	0.2	88.9
Really satisfied. The waiting is not bad.	1	0.2	0.2	89.2
Registered using the Web Tool, but when I press submit, it sends an error message and does not send you an email. Something is goofy with the user interface.	1	0.2	0.2	89.4
Satisfied with Dial-A-Lift. Like to see it expand.	1	0.2	0.2	89.6
Satisfied with Dial-A-Lift. Like to see it expand.	1	0.2	0.2	89.9
Schedule issues with Dial-A-Lift, need to revise the routes to make more sense and more rider-friendly, more vehicles on the road.	1	0.2	0.2	90.1
Scheduling issues on Saturdays. Other than that, pretty satisfied with good service.	1	0.2	0.2	90.3
Love it!	1	0.2	0.2	90.6
The drivers are always nice and always smiling.	1	0.2	0.2	90.8
Would like to pick up a little later on Sundays, over all the services are fantastic.	1	0.2	0.2	91.0
Sometimes I arrive too early at a destination (I take a book). Keep up the good work!	1	0.2	0.2	91.2
Sometimes, one scheduler asks you what time you would like to be picked up and this works for me. I do not like when the scheduler picks a time for you; I am too early for my appointments.	1	0.2	0.2	91.5
Sometimes, the bus drivers drive too fast on the freeway; I get nauseous. Also, on the lift, I fell in between the lift and the bus.	1	0.2	0.2	91.7
Terrible bungee cords for holding walker/canes. Reps mess up a lot of address info for rides.	1	0.2	0.2	91.9



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

Thankful for Dial-A-Lift.	1	0.2	0.2	92.2
Thankful for Dial-A-Lift. Passenger had safety issues with some drivers. Would like to speak to a representative regarding that, namely Emily Bergkamp.	1	0.2	0.2	92.4
Did not like the survey since it was hard to remember what happened on that particular day. Would like to see more flexibility in scheduling and more schedulers to take calls on Sunday since there is a long hold time of thirty minutes. Get some shocks for the vans!	1	0.2	0.2	92.6
Have to end the call. Mark everything excellent!	1	0.2	0.2	92.9
The drivers are excellent--friendly and helpful. The buses are nice and clean. The overall service is great!	1	0.2	0.2	93.1
The employees and bus drivers are sweet, but they need to work on their scheduling skills. Give us 6 days in advance, instead of the usual 5-day reservation period.	1	0.2	0.2	93.3
The management of Dial-A-Lift must be marvelous because each of their drivers are happy, helpful, and marvelous. I felt very honored to use Dial-A-Lift when needed. Thank you for your services.	1	0.2	0.2	93.5
The only real problem that I have is that when my errand is only 5 or 10 minutes, I still have to wait quite a while for the return trip. Many places don't have a waiting area or bench where I can wait for up to an hour for my ride back home. Consequently, I don't use the service for a number of errands where it's difficult to wait for an extended period for the return ride. If the drivers could wait for the 5 minutes, that would be helpful.	1	0.2	0.2	93.8
The passenger has witnessed discrimination issues concerning some of the drivers. Hang on to their good drivers.	1	0.2	0.2	94.0
The seat is bad.	1	0.2	0.2	94.2



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

The survey could use some fine tuning. (respondent was very sarcastic)	1	0.2	0.2	94.5
They are really good and friendly!	1	0.2	0.2	94.7
They are the most fantastic people I have ever ridden with and have been excellent to me.	1	0.2	0.2	94.9
They do a good job.	1	0.2	0.2	95.2
They do the best they can do, given with what they have to deal with.	1	0.2	0.2	95.4
They have been very helpful.	1	0.2	0.2	95.6
They treat me like family; it is a really nice service.	1	0.2	0.2	95.9
Treated me very well and I am very appreciative.	1	0.2	0.2	96.1
Useful services to have and very satisfied with services.	1	0.2	0.2	96.3
Very dissatisfied with the services. I cannot run errands because of how the rules for Dial-A-Lift are done. Dial-A-Lift needs to consider more about old people and their concerns.	1	0.2	0.2	96.5
Very friendly and helpful and I like the service.	1	0.2	0.2	96.8
Very good service and much needed.	1	0.2	0.2	97.0
Very good service for me.	1	0.2	0.2	97.2
Very good service. Use it more whenever I need it but it's hard to schedule arrangements for pick-up times.	1	0.2	0.2	97.5
Very good. However, he doesn't like how he has to call a couple of days in advance to set up a ride. Appointments are congested.	1	0.2	0.2	97.7
Very prompt, pleasant and helpful.	1	0.2	0.2	97.9
Very satisfied with Dial-A-Lift.	1	0.2	0.2	98.2
Very satisfied with the service Dial-A-Lift brings. The employees are very nice and friendly and could not ask more from them.	1	0.2	0.2	98.4
Well satisfied with the service and are lucky to have Dial-A-Lift.	1	0.2	0.2	98.6
Without Dial-A-Lift I wouldn't be able to do anything.	1	0.2	0.2	98.8
If we didn't have Dial-A-Lift it would be a hassle.	1	0.2	0.2	99.1



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

They go above and beyond for me, and how patient they are.	1	0.2	0.2	99.3
You are incredible and a life saver! Our life would not be the same without it!	1	0.2	0.2	99.5
You guys give 110% out there.	1	0.2	0.2	99.8
You need to improve how notes can be left about particular location issues. Example: Many of your drivers do not know how to find the back door wheelchair access for the downtown YMCA. There is a particular way to get there that provides safety for the rider, and the driver. The information does not get relayed to each driver.	1	0.2	0.2	100.0
Total	434	100.0	100.0	



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**THANK RESPONDENTS FOR THEIR  
TIME. RECORD PASSENGER  
GENDER. (DO NOT READ).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	305	70.3	73.5	73.5
	Male	106	24.4	25.5	99.0
	Uncertain	4	0.9	1.0	100.0
	Total	415	95.6	100.0	
Missing	System	19	4.4		
Total		434	100.0		

**INTERVIEW COMPLETED WITH:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Passenger	263	60.6	100.0	100.0
Missing	System	171	39.4		
Total		434	100.0		

**INTERVIEW COMPLETED WITH:**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (translated to rider - passenger's opinions)	6	1.4	100.0	100.0
Missing	System	428	98.6		
Total		434	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

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#### INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (attendant was ON trip - attendant's opinions)	17	3.9	100.0	100.0
Missing	System	417	96.1		
Total		434	100.0		

#### INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (attendant was NOT on trip - attendant's opinions)	33	7.6	100.0	100.0
Missing	System	401	92.4		
Total		434	100.0		

#### INTERVIEW COMPLETED WITH:

		Frequency	Percent
Missing	System	434	100.0



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Appendix D

**Non-Rider Survey Simple Frequencies**





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## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

#### Is customer willing to participate?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Customer is on line and able to respond	80	95.2	95.2	95.2
	Other assistance required	4	4.8	4.8	100.0
	Total	84	100.0	100.0	

#### Comments

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		83	98.8	98.8	98.8
	She is willing to participate but she has not been authorized to use the DAL service.	1	1.2	1.2	100.0
	Total	84	100.0	100.0	

#### Dial-A-Lift would very much like to have [Q1]'s opinions represented in the survey. Would you or another person at this number be able to assist her/him in responding to the survey questions?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes, attendant agrees to "translate" the survey for passenger	2	2.4	50.0	50.0
	Passenger has cognitive disability and is unable to respond	2	2.4	50.0	100.0
	Total	4	4.8	100.0	
Missing	System	80	95.2		
Total		84	100.0		

#### Even though you have not ridden Dial-A-Lift before, think of your experience with the program so far, including registration for the service. Which of the following best describes your rating of your overall experience with Dial-A-Lift? READ LIST

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	47	56.0	56.0	56.0
	Somewhat satisfied	8	9.5	9.5	65.5
	Somewhat dissatisfied, or	6	7.1	7.1	72.6
	Very dissatisfied	7	8.3	8.3	81.0
	DO NOT READ: Don't know/refused	16	19.0	19.0	100.0
	Total	84	100.0	100.0	



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### What is the main reason you don't ride Dial-A-Lift? Any other reasons?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	2.4	2.4	2.4
24-hour notice is difficult	2	2.4	2.4	4.8
Allergic reactions	1	1.2	1.2	6.0
Difficulty scheduling trip	3	3.6	3.6	9.5
Disability	1	1.2	1.2	10.7
Hard to access service vehicles	1	1.2	1.2	11.9
Health issues	2	2.4	2.4	14.3
Lack of availability	2	2.4	2.4	16.7
No need	38	45.2	45.2	61.9
Not approved	5	6.0	6.0	67.9
Not registered	9	10.7	10.7	78.6
Out of service area	10	11.9	11.9	90.5
Requires a car seat for two year old	1	1.2	1.2	91.7
Temporary access	1	1.2	1.2	92.9
Too hard to move	1	1.2	1.2	94.0
Too ill	1	1.2	1.2	95.2
Too long of a wait period	3	3.6	3.6	98.8
Unable to access	1	1.2	1.2	100.0
Total	84	100.0	100.0	

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid   A mobility impairment - whether you use a wheelchair or can	49	58.3	100.0	100.0
Missing   System	35	41.7		
Total	84	100.0		



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A developmental disability or cognitive/mental impairment (i	15	17.9	100.0	100.0
Missing	System	69	82.1		
Total		84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frailty or a problem with energy (if asked for examples say	13	15.5	100.0	100.0
Missing	System	71	84.5		
Total		84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blindness or low vision	9	10.7	100.0	100.0
Missing	System	75	89.3		
Total		84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hearing impairment	5	6.0	100.0	100.0
Missing	System	79	94.0		
Total		84	100.0		



## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Refused (DO NOT READ)	1	1.2	100.0	100.0
Missing System	83	98.8		
Total	84	100.0		

The next few questions are about you and your household. These questions will be used to verify that we've interviewed a representative cross-section of Dial-A-Lift riders. Can you please tell me what disability or disabling conditions are the main reasons

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Other (please specify) (DO NOT READ)	12	14.3	100.0	100.0
Missing System	72	85.7		
Total	84	100.0		

#### Other (please specify) (DO NOT READ)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	72	85.7	85.7	85.7
Cancer	1	1.2	1.2	86.9
Diabetes	1	1.2	1.2	88.1
Disability	1	1.2	1.2	89.3
Health issues	5	6.0	6.0	95.2
Old age	1	1.2	1.2	96.4
Out of service area	2	2.4	2.4	98.8
Surgery	1	1.2	1.2	100.0
Total	84	100.0	100.0	



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**IF MORE THAN ONE DISABILITY IN THE PREVIOUS QUESTION, ASK: What would you say is the main disability or disabling condition that causes you to use Dial-A-Lift?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify) (DO NOT READ)	4	4.8	12.1	12.1
	A mobility impairment - whether you use a wheelchair or can	13	15.5	39.4	51.5
	A developmental disability or cognitive/mental impairment (i	4	4.8	12.1	63.6
	Frailty or a problem with energy (if asked for examples say	5	6.0	15.2	78.8
	Blindness or low vision	4	4.8	12.1	90.9
	Hearing impairment	2	2.4	6.1	97.0
	Refused (DO NOT READ)	1	1.2	3.0	100.0
	Total	33	39.3	100.0	
Missing	System	51	60.7		
Total		84	100.0		

#### Other (please specify) (DO NOT READ)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		80	95.2	95.2	95.2
	Back Injury	1	1.2	1.2	96.4
	Must avoid sunlight	1	1.2	1.2	97.6
	Neuropathy	1	1.2	1.2	98.8
	Out of service area	1	1.2	1.2	100.0
	Total	84	100.0	100.0	

**Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	66	78.6	100.0	100.0
Missing	System	18	21.4		
Total		84	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**Which of the following categories best describes your race or ethnic identification? READ LIST.  
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Hispanic or Latino	4	4.8	100.0	100.0
Missing System	80	95.2		
Total	84	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST.  
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Asian	1	1.2	100.0	100.0
Missing System	83	98.8		
Total	84	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST.  
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Native American or Alaska Native	4	4.8	100.0	100.0
Missing System	80	95.2		
Total	84	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST. ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent
Missing System	84	100.0

**Which of the following categories best describes your race or ethnic identification? READ LIST.  
ACCEPT MULTIPLE RESPONSES.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Native Hawaiian or other Pacific Islander	1	1.2	100.0	100.0
Missing System	83	98.8		
Total	84	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**Which of the following categories best describes your race or ethnic identification? READ LIST.  
ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused (DO NOT READ)	1	1.2	100.0	100.0
Missing	System	83	98.8		
Total		84	100.0		

**Which of the following categories best describes your race or ethnic identification? READ LIST.  
ACCEPT MULTIPLE RESPONSES.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	3	3.6	100.0	100.0
Missing	System	81	96.4		
Total		84	100.0		

#### Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		81	96.4	96.4	96.4
	American	2	2.4	2.4	98.8
	European	1	1.2	1.2	100.0
Total		84	100.0	100.0	

**What is your total annual household income? READ LIST IF NECESSARY.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$7,500	8	9.5	10.1	10.1
	\$7,500 to \$14,999	16	19.0	20.3	30.4
	\$15,000 to \$24,999	17	20.2	21.5	51.9
	\$25,000 to \$49,999	9	10.7	11.4	63.3
	\$50,000 to \$74,999	4	4.8	5.1	68.4
	\$75,000 to \$99,999	3	3.6	3.8	72.2
	\$100,000 to \$149,999	1	1.2	1.3	73.4
	\$200,000 or higher	1	1.2	1.3	74.7
	Refused (DO NOT READ)	9	10.7	11.4	86.1
	Don't know (DO NOT READ)	11	13.1	13.9	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		





## 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

### Intercity Transit

#### Final Report

**Have you ridden on regular public transit since you have been disabled (in your adult life)? (Regular public transit examples: bus systems such as Intercity Transit, Pierce Transit, Sound Transit, or other similar systems)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	33	39.3	41.8	41.8
	No	46	54.8	58.2	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

**Have you used regular public transit in the past month?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	13.1	33.3	33.3
	No	22	26.2	66.7	100.0
	Total	33	39.3	100.0	
Missing	System	51	60.7		
Total		84	100.0		

**Medicaid transportation services**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	3.6	3.8	3.8
	No	76	90.5	96.2	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

**Veteran's transportation service**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1	1.2	1.3	1.3
	No	77	91.7	97.5	98.7
	Don't know	1	1.2	1.3	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### Senior center van/shuttle

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	9.5	10.1	10.1
	No	71	84.5	89.9	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

#### Taxi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	16	19.0	20.3	20.3
	No	63	75.0	79.7	100.0
	Total	79	94.0	100.0	
Missing	System	5	6.0		
Total		84	100.0		

#### Have you driven yourself in a car in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	33.3	35.0	35.0
	No	52	61.9	65.0	100.0
	Total	80	95.2	100.0	
Missing	System	4	4.8		
Total		84	100.0		

#### Have you ridden in a car with others in the past month?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	72	85.7	90.0	90.0
	No	6	7.1	7.5	97.5
	Don't know/can't remember	2	2.4	2.5	100.0
	Total	80	95.2	100.0	
Missing	System	4	4.8		
Total		84	100.0		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

**Do you have any other comments about Dial-A-Lift service, that is to say, anything that you would like to tell us about your experiences with Dial-A-Lift? PROBE: Anything else? INTERVIEWER NOTE: If a serious issue is mentioned, especially a safety or security issue, please provide details.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	7	8.3	8.3	8.3
All she hears is good.	1	1.2	1.2	9.5
Always goes by, that's all I know.	1	1.2	1.2	10.7
As soon as she has some she will call to give them.	1	1.2	1.2	11.9
Dial-A-Lift drivers are top of the line, compassionate, very attentive. They seem to take pride in their job. I like how they customize the rides while regular transit does not. Without Dial-A-Lift, I would not have been able to keep my job.	1	1.2	1.2	13.1
Does not come to his area.	1	1.2	1.2	14.3
Doubt will mail application.	1	1.2	1.2	15.5
Expand service into more rural areas.	1	1.2	1.2	16.7
Great people.	1	1.2	1.2	17.9
Great service for elderly people.	1	1.2	1.2	19.0
Has been certified disabled through the government, why is the process so hard to become certified to use DAL service?	1	1.2	1.2	20.2
He has seen the bus but not used it.	1	1.2	1.2	21.4
I am grateful for the service and a life preserver for when I need.	1	1.2	1.2	22.6
I don't want to lose my ability to use Dial-A-Lift. The length of time is pretty long and not dependable.	1	1.2	1.2	23.8
I hear nothing but good stuff about Dial-A-Lift. My friends love it.	1	1.2	1.2	25.0
I hope you continue because a lot of people need it!	1	1.2	1.2	26.2
I think it's a good thing.	1	1.2	1.2	27.4
I think it's wonderful that they have provided it for us.	1	1.2	1.2	28.6
I wish they would get their act together and a little upset with them.	1	1.2	1.2	29.8
I would like the regular buses (Since I live by St. Peters Hospital) to operate until later at night.	1	1.2	1.2	31.0
I would like to learn how to use Dial-A-Lift.	1	1.2	1.2	32.1
If it wasn't for DAL I wouldn't have been able to go anywhere. It is a great service!	1	1.2	1.2	33.3



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Improve the jurisdiction area and make it more available to more people. I would love to take Dial-A-Lift, but someone needs to pick me up. Have some kind of system for out-of-area residents to meet for taking Dial-A-Lift buses.	1	1.2	1.2	34.5
It's a good service when I needed it.	1	1.2	1.2	35.7
It's absolutely wonderful!	1	1.2	1.2	36.9
It's too hard to schedule rides 4 or 5 days in advance.	1	1.2	1.2	38.1
It is a great public service. He loves it!	1	1.2	1.2	39.3
It is inconvenient that DAL does not drive out of county. Yes there are drivers closer but her doctor is out of county and DAL won't take her.	1	1.2	1.2	40.5
It was very easy to use but I did encounter a couple of drivers who did not handle my panic/anxiety attacks well. Instead of helping to diffuse my anxiety attacks they made them worse by not answering my questions.	1	1.2	1.2	41.7
Lack availability.	1	1.2	1.2	42.9
My husband had D-A-L also and his doctor signed for permanent impairment (due to a hip replacement) as well as me (due to being almost completely blind) and DAL just provided the service for three months and cancelled it afterwards. I reapplied for DAL back in November of 2014 and still they haven't called me to notify me of anything. Notes: The bus stop is over 300 ft. from their house. Her husband can't ride public transportation because his wheelchair is too wide for regular buses.	1	1.2	1.2	44.0
No comments.	7	8.3	8.3	52.4
No I heard it's pretty good.	1	1.2	1.2	53.6
No it's a great service.	1	1.2	1.2	54.8
No it's pretty okay.	1	1.2	1.2	56.0
None.	11	13.1	13.1	69.0
Not applicable.	6	7.1	7.1	76.2
Not very effective for people who work.	1	1.2	1.2	77.4
Registration process took too long.	1	1.2	1.2	78.6
Seems that in the last couple of years, it has become more difficult no matter if you book a ride within 5 days or less. As a result, I take less frequent rides with Dial-A-Lift.	1	1.2	1.2	79.8
She feels it is hard to serve people like her but she is glad it is there.	1	1.2	1.2	81.0
She had a father that had a great time with us as a passenger. She just had issues very awful.	1	1.2	1.2	82.1
She loves it and will sign back up.	1	1.2	1.2	83.3



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

Shouldn't take 4 months to be approved for the service.	1	1.2	1.2	84.5
So thankful for them and every driver I encountered has been completely awesome. Everyone on Dial-A-Lift is so helpful and polite.	1	1.2	1.2	85.7
Takes too long to arrive in Dial-A-Lift.	1	1.2	1.2	86.9
The drivers are really nice and the pickup window is a problem sometimes it takes to long!	1	1.2	1.2	88.1
They are wonderful and really like Dial-A-Lift. I wish I didn't have to lose them.	1	1.2	1.2	89.3
They need to get to his location.	1	1.2	1.2	90.5
Things come up and having to give 24 hours' notice is an inconvenience.	1	1.2	1.2	91.7
Unusual case where they needed a ride for this one time use, daughter usually takes him to appointments, she was out of town.	1	1.2	1.2	92.9
Very happy with the sign up process.	1	1.2	1.2	94.0
Waiting to try it.	1	1.2	1.2	95.2
We are excited to use it!	1	1.2	1.2	96.4
We need to get more buses on the road; they wait too long for appointments.	1	1.2	1.2	97.6
Wish it came closer to his home.	1	1.2	1.2	98.8
Would like to have someone go out to house, and show them how to use the service.	1	1.2	1.2	100.0
<b>Total</b>	<b>84</b>	<b>100.0</b>	<b>100.0</b>	

#### THANK RESPONDENTS FOR THEIR TIME.RECORD PASSENGER GENDER. (DO NOT READ)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	56	66.7	68.3	68.3
Male	26	31.0	31.7	100.0
Total	82	97.6	100.0	
Missing System	2	2.4		
<b>Total</b>	<b>84</b>	<b>100.0</b>		

#### INTERVIEW COMPLETED WITH:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Passenger	57	67.9	100.0	100.0
Missing System	27	32.1		
<b>Total</b>	<b>84</b>	<b>100.0</b>		



# 2015 Dial-A-Lift Current Rider and Non-Rider Satisfaction Surveys

## Intercity Transit

### Final Report

#### INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (translated to rider - passenger's opinions)	5	6.0	100.0	100.0
Missing	System	79	94.0		
Total		84	100.0		

#### INTERVIEW COMPLETED WITH:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attendant (attendant's opinions)	4	4.8	100.0	100.0
Missing	System	80	95.2		
Total		84	100.0		

#### INTERVIEW COMPLETED WITH:

		Frequency	Percent
Missing	System	84	100.0



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**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-B**  
**MEETING DATE: February 3, 2016**

**FOR:** Intercity Transit Authority

**FROM:** Jeff Peterson, 705-5878

**SUBJECT:** General Legal Counsel

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1) **The Issue:** Consideration of a one-year contract extension with Dale Kamerrer for the provision of general legal services.

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2) **Recommended Action:** Authorize the General Manager to execute a one-year contract extension with Dale Kamerrer, of Law, Lyman, Daniel, Kamerrer & Bogdanovich, P.S., to provide general legal counsel services at the rate of \$215 per hour.

---

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

---

4) **Background:** Intercity Transit issued a Request for Qualifications and Proposals for General Legal Counsel on December 18, 2012 and the Intercity Transit Authority awarded the contract to Dale Kamerrer in March 2013. The contract was approved for a period of one year with the option of four one-year renewals. This renewal through March 31, 2017 represents the third option to renew.

Dale Kamerrer has been in private practice since 1989 advising and representing governmental clients in municipal law. Dale has experience in governmental liability, civil rights, general negligence, insurance defense, land use, personal injury, public official liability and other pertinent areas. Dale's firm, Law, Lyman, Daniel, Kamerrer & Bogdanovich, specializes in providing legal counsel to municipal corporations and offers a range of experience relevant to the needs of Intercity Transit.

Dale has experience as general legal counsel for the Washington State Transit Insurance Pool and represents many clients including the Washington Counties Insurance Fund, the Washington Cities Insurance Authority, and the Washington Counties Risk Pool. Dale served as Deputy Prosecuting Attorney for Thurston County and Assistant Attorney General in the Tort Claims Division for the State of Washington prior to entering private practice.



Staff recommends offering a one-year renewal of contract based on Dale Kamerrer's strong credentials and agency satisfaction with his work.

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5) **Alternatives:**

- A. Authorize the Chair of the Intercity Transit Authority to execute a one-year contract extension with Dale Kamerrer, of Law, Lyman, Daniel, Kamerrer & Bogdanovich, P.S., to provide general legal counsel services, at a rate of \$215 per hour.
  - B. Defer action. At any time Intercity Transit may be required to seek general legal counsel services. If general legal counsel is not under contract, those services would have to be promptly purchased.
- 

6) **Budget Notes:** General legal counsel has several recurring tasks related to Authority meetings. Otherwise counsel's services are accessed on an as-needed basis. With that in mind, a total not-to-exceed contract cost cannot be predetermined. The 2016 budget identifies \$38,000 specifically for general legal services. Legal services are also charged to specific project budgets.

This contract renewal will remain at the current rate of \$215 per hour.

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7) **Goal Reference:** Through the provision of services, Intercity Transit's general legal counsel supports the fulfillment of all of the agency's goals.

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

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**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-C**  
**MEETING DATE: February 3, 2016**

**FOR:** Intercity Transit Authority

**FROM:** Katie Cunningham, 705-5837

**SUBJECT:** Federal Advocacy Services

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1) **The Issue:** Consideration of a one-year contract extension with Gordon Thomas Honeywell Governmental Affairs for federal advocacy services.

---

2) **Recommended Action:** Authorize the General Manager to execute a one-year contract extension with Gordon Thomas Honeywell Governmental Affairs to provide federal advocacy services on a retainer basis of \$6,000 per month.

---

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

---

4) **Background:** In February 2013 Intercity Transit released a Request for Proposals for federal advocacy services, which resulted in a one-year contract award to Gordon Thomas Honeywell Governmental Affairs (GTHGA) in April 2013. The contract included four one-year renewal options. This item represents the third one-year renewal.

The details of current federal transportation authorization legislation remain uncertain. Debates continue inside and outside of Congress on federal transportation issues and policies related to current administration and future legislation. The Federal Transit Administration welcomes and encourages timely industry input. It remains beneficial for Intercity Transit to have an advocate in Washington DC to ensure our priorities and points of view are considered while legislation and regulations are developed and implemented. It is essential to stay in touch with appropriate members and staff of both houses of Congress to successfully identify and secure funding. This type of advocacy is difficult to perform from the outside.

GTHGA previously represented Intercity Transit on a five-year federal advocacy contract, and the agency has been satisfied with GTHGA's representation of its interests. When funding was available in the past, GTHGA was a valuable partner in assisting the agency to secure funding. As federal funding, policy

rules, and regulations remain uncertain, the need for Intercity Transit interests to stay engaged in Washington DC continues.

Staff believes GTHGA's rates continue to be fair and reasonable their services and recommends a contract renewal is awarded to Gordon Thomas Honeywell Governmental Affairs.

---

5) **Alternatives:**

1. Authorize the General Manager to execute a one-year contract extension with Gordon Thomas Honeywell Governmental Affairs to provide federal advocacy services on a retainer basis of \$6,000 per month.
2. Choose not to renew federal advocacy services at this time. All monitoring and advocating would be a staff exercise.

---

6) **Budget Notes:** The 2016 budget includes \$72,000 for federal advocacy services.

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7) **Goal Reference:** Securing grant funds for the development of capital projects and the purchase of vehicles supports **Goal #2:** *"Provide outstanding Customer Service."* It also supports **Goal #4:** *"Provide Responsive Transportation Options within Financial Limitations."*

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

**INTERCITY TRANSIT AUTHORITY**  
**AGENDA ITEM NO. 7-D**  
**MEETING DATE: February 3, 2016**

**FOR:** Intercity Transit Authority  
**FROM:** Pat Messmer, 705-5860  
**SUBJECT:** Annual Authority Reorganizing Activities

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1. **The Issue:** Election of Authority Chair and Vice Chair as well as committee appointments.

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2. **Recommended Action:**

- A. Election of the Intercity Transit Chair;
  - B. Election of the Intercity Transit Vice Chair;
  - C. Identify and approve Committee Assignments:
    - Thurston Regional Planning Council;
    - Transportation Policy Board;
    - Intercity Transit's Pension Committee.
- 

3. **Policy:** The Intercity Transit Authority bylaws, Article VI. Officers - Chair and Vice Chair, Section 6.2 Term, states, "The Chair and Vice Chair shall be elected from among the members at the first meeting in February of each year."

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4. **Background:** Officers serve a one-year term. There is nothing within the bylaws or past minutes requiring the officers to serve a minimum or a maximum number of consecutive terms. There are no written guidelines regarding how the positions are filled. At the annual reorganization meeting scheduled for each February, it is the responsibility of the Transit Authority to elect a Chair and Vice Chair to lead and represent the Authority for the following year.

The Chair position was held by Nathaniel Jones and the Vice Chair position was held by Ryan Warner. Both served in those roles for one year.

Attached are current committee assignments. The terms of the committee appointments coincide with the terms of the Authority officers. Representations include the Thurston Regional Planning Council (TRPC), Transportation Policy Board (TPB), and Intercity Transit's Pension Committee.

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5. **Alternatives:**

- A. Elect officers and approve committee assignments.

- B. Defer elections and assignments. The current Vice Chair would continue to serve until elections are finalized. If the Vice Chair is absent, the most senior member would serve as the presiding officer. Our most senior officer is Citizen Representative Karen Messmer.

---

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

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7. **Goal Reference:** The Authority and its officers represent the agency. Representation at TRPC and TPB enable the Authority to share its goals, gain support and develop partnerships to help achieve all goals.

---

8. **References:** Committee Assignments and Responsibilities. Intercity Transit Authority Bylaws - referencing 5.8 of Article V - Chair; Article VI. OFFICERS - CHAIR AND VICE CHAIR; and VII. COMMITTEES 7.1 Authority Committees.

**INTERCITY TRANSIT AUTHORITY  
COMMITTEE ASSIGNMENTS  
As of February 2015**

Each year in February, at the reorganizational meeting, the Intercity Transit Authority approves committee assignments, as follows:

**Thurston Regional Planning Council:** General responsibilities include attendance at the monthly Thurston Regional Planning Council meetings and providing a monthly report to the full Authority. Meets the 1st Friday of the month at 8:30 AM.

***Karen Messmer***  
(Alternate: *Debbie Sullivan*)

**Transportation Policy Board:** General responsibilities include attending the monthly Transportation Policy Board meetings and providing a monthly report to the full Authority. No standing dates - generally meets at 7:00 AM on the first Wednesday of the month.

***Ryan Warner***  
(Alternate: *Jeff Gadman*)

**Pension Committee:** The Intercity Transit Pension Committee consists of a Plan Committee (two permanent staff positions, one Authority member, and four employees), and the Executive Committee (two permanent staff positions and the Authority member); the Executive Committee selects services and makes decisions that comply with policy set by the Plan Committee as a whole. Meets quarterly - dates to be announced.

***Joe Baker***

**Ad Hoc Committees:** The Authority Chair may form ad hoc committees to address specific issues.

**Committee of the Whole:** The Authority Chair may form a "Committee of the Whole," composed of all Authority members, to address major issues.

The Olympian is designated as the official newspaper of the Authority for the purpose of publication of legal notices and dissemination of public information announcements.

**5.7 Quorum.** At all meetings of the Authority, five voting members shall constitute a quorum for the transaction of business. (Res. 5-2010)

**5.8 Chair.** The Chair shall open and preside at all meetings of the Authority. In the event of the Chair's absence or inability to preside, the Vice Chair shall assume the duties of presiding over the meetings of the Authority; provided, however, if the Chair is to be permanently unable to preside, the Authority shall select a new Chair for the remainder of the Chair's term. In the absence of both the Chair and Vice Chair, the voting member having served on the Authority the longest shall serve as acting Chair. (Res. 5-2010)

**5.9 Conduct of Meetings.** Unless otherwise governed by the provisions of these Bylaws, the laws of the State of Washington or Authority resolution, Roberts Rules of Order (newly revised) shall govern the conduct of Authority meetings. It is the intent of the Authority to conduct the business in an open environment consistent with the State Open Public Meetings Act.

**5.10 Order of Business and Agenda.** The order of business at regular meetings, work sessions, and special Authority meetings shall be established on a meeting-by-meeting basis according to the issues requiring discussion in any particular month. Prior to any meeting of the Authority, the Clerk of the Authority and the General Manager will confer with the Chair on items of discussion. The Clerk will prepare a written agenda including appropriate attachments and will distribute to all members as soon as possible prior to the meeting, but not less than 48 hours before the meeting. (Res. 02-93; Res. 05-2001; Res. 03-2007)

**5.11 Voting/Authority Decisions.** Every voting member of the Authority shall be entitled to one vote on all issues before the Authority; the nonvoting member is entitled to no vote. All voting members present may vote or abstain; an abstention shall be recorded but not be counted. The act of the majority of the voting members present at a meeting at which a quorum is present shall be the act of the Authority, unless a greater number is required by law. The majority vote must have at least three affirmative votes in order to be an Authority decision. Any member may require that the vote of each member on a particular matter be recorded in the minutes, in which case a roll call will be taken. (Res. 94-89; Res. 2-06; Res.5-2010).

**5.12 Meeting Minutes.** The proceedings of all Authority meetings, work sessions, and public hearings shall be recorded and maintained and shall contain

an accurate accounting of the Authority's official action with reference to all matters properly before it and any public comments made. Minutes of the meetings shall be provided to each Authority member as soon as practicable following each meeting.

The official copy for each meeting shall be approved by the Authority, signed by the Chair and Clerk of the Board and shall become part of the permanent records file, maintained by the Clerk. (Res. 05-2001)

**5.13 Resolutions.** The Authority may require certain action be documented by way of a formal resolution, which shall be prepared by the Clerk of the Board, and once approved by the Authority, shall be signed by the Chair and Clerk. The resolution will be numbered, dated, incorporated in the minutes, and made part of the permanent records file. (Res. 2-06)

**5.14 Compensation.** Voting and nonvoting members of the Authority shall not be compensated for meeting attendance. Any change to Section 5.13, Compensation, of the Intercity Transit Authority bylaws shall require a two-thirds majority vote by the Authority. (Res. 20-81; Res. 63-84; Res. 2-93; Res. 2-98; Res. 4-99; Res. 6-02; Res. 5-2010).

## **VI. OFFICERS - CHAIR AND VICE CHAIR**

**6.1 Election.** The Chair and Vice Chair shall be voting members of the Authority elected by the voting members by majority vote at a regular or special meeting of the Authority. (Res. 5-2010)

**6.2 Term.** The Chair and Vice Chair shall be elected from among the voting members at the first meeting in February of each year. In the event either position becomes vacant, the voting members shall elect a new officer at the next regular meeting to serve until the next February meeting. (Res. 1-91; Res. 5-2010)

**6.3 Duties.** In addition to the powers and duties granted by these Bylaws, the Chair shall have such other powers and duties as shall be prescribed by law or by resolution of the Authority.

In the absence of the Chair, the Vice Chair shall perform the duties of the Chair, and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chair. The Vice chair shall perform other duties as may be assigned to him or her by the Chair or by the Authority. In the absence of the Chair and Vice Chair, the most senior member of the Authority in attendance shall perform the duties of the Chair, and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chair. (Res. 2-93; Res. 1-96)



## **VII. COMMITTEES**

**7.1 Authority Committees.** In order to better facilitate the work of the Authority, the Authority may establish standing and/or ad hoc committees to address specific issues. Each committee shall be composed of not more than four Authority members. Committee Chairs and committee members shall be designated by the Authority Chair, subject to the confirmation by the full Authority. To the extent possible, committee reports to the full Authority shall be in writing.

Terms of standing committees will coincide with the terms of the Authority officers (which recommence annually in February), at which time the Authority will review the responsibilities of the committees. In the event that new committee assignments are not made at the time Authority officers are elected, the incumbent committee members shall serve until replacements are appointed. (Res. 61-84; Res. 76-86; Res. 1-91; Res. 2-93).

**7.2 Special Appointments.** The Chair may appoint Authority members to special intra- and interagency committees and councils as appropriate.

These special appointments will be reviewed annually to coincide with the terms of the Authority officers and the review of Authority committees.

## **VIII. APPOINTED POSITIONS**

**8.1 General Manager.** The Authority shall appoint a General Manager who shall be responsible for the executive and administrative functions of Intercity Transit and who shall have such power and perform such duties as shall be prescribed by law and action of the Authority. (Res. 1-96; Res. 03-2007)

**8.2 Legal Counsel.** Principal Legal Counsel shall be appointed by and shall serve at the pleasure of the Authority.

**8.3 Clerk of the Board.** The General Manager recommends appointment of a Clerk of the Board and the Authority takes official action on the appointment. The Clerk of the Board shall have such power and perform such duties as prescribed by law or action of the Authority. (Res. 1-96; Res. 2-06)

## **IX. GENERAL PROVISIONS**

**9.1 Warrants.** All disbursements of Intercity Transit shall be by warrant drawn by the appropriate administrative director as per Authority resolution or as otherwise directed by law. All requests for warrants shall be signed as directed by Authority resolution. (Res. 68-85; Res. 75-86).