

AGENDA
INTERCITY TRANSIT AUTHORITY
April 6, 2016
5:30 P.M.

CALL TO ORDER

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

- 2) **INTRODUCTIONS** **15 min.**
 - A. **Everick Lander, Auto Technician** (*Paul Koleber*)
 - B. **Eric Phillips, Development Director** (*Ann Freeman-Manzanares*)
 - C. **Operators – Class 16-01: Cameron Crass; Michelle Stevens; Tonya Bergum; Lorinda Churches; Brandon Killingbeck; Troy Wisehart; Grant Stevens; Jimmy Wall; Brad Frederickson; Ayub Yasin; Kelly Jacobs; Laura Simmons; Travis Yow; Sean Barrett** (*Mark Sandberg*)

- 3) **RECOGNITIONS** **15 min.**
 - A. **Proclamation and Recognition:**
City of Olympia Councilmember Nathaniel Jones (*Jeff Gadman*)

- 4) **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.

- 5) **APPROVAL OF CONSENT AGENDA ITEMS** **1 min.**
 - A. **Approval of Minutes:** February 3, 2016, Regular Meeting; and February 17, 2016, Work Session; March 16, 2016, Special Meeting

 - B. **Payroll:** February 2016 Payroll in the amount of \$2,021,299.96; and March 2016 Payroll in the amount of \$2,040,696.28

 - C. **Accounts Payable:** Warrants dated February 5, 2016, numbers 20303-20374, in the amount of \$669,684.33; Warrants dated February 19, 2016, numbers 20379-20465, in

the amount of \$352,963.31; Automated Clearing House Transfers for February 2016 in the amount of \$11,142.40 for a monthly total of \$1,033,790.04.

Warrants dated March 4, 2016, numbers 20468-20532, in the amount of \$664,655.01; warrants dated March 18, 2016, numbers 20534-20611, in the amount of \$262,809.95; Automated Clearing House Transfers for March 2016 in the amount of \$7,368.16 for a monthly total of \$934,833.12.

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| 6) | PUBLIC HEARINGS - None | 0 min. |
| 7) | COMMITTEE REPORTS | |
| | A. Thurston Regional Planning Council (<i>Karen Messmer</i>) | 3 min. |
| | B. Transportation Policy Board (<i>Ryan Warner</i>) | 3 min. |
| | C. Citizen Advisory Committee (<i>Michael Van Gelder</i>) | 3 min. |
| 8) | NEW BUSINESS | |
| | A. Landscape & Grounds Maintenance Services (<i>Jeff Peterson</i>) | 5 min. |
| | B. Bus Stop Pad Construction Contract Award (<i>Tammy Ferris</i>) | 5 min. |
| | C. Surplus Van Grant Award (<i>Carolyn Newsome</i>) | 5 min. |
| | D. Customer Satisfaction, Market Segmentation, Vanpool Customer Satisfaction Studies (<i>Dennis Bloom, Donna Feliciano, Carolyn Newsome</i>) | 60 min. |
| | E. Annual Planning Session (<i>Ann Freeman-Manzanares</i>) | 5 min. |
| 9) | GENERAL MANAGER'S REPORT | 10 min. |
| 10) | AUTHORITY ISSUES | 10 min. |
| 11) | EXECUTIVE SESSION - None | 0 min. |

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 coordinator at (360) 705-5857 or ntrail@intercitytransit.com. If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 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) 705-5857.

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
February 3, 2016

CALL TO ORDER

Vice Chair Warner called the February 3, 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 Lacey Councilmember, Jeff Gadman; Vice Chair and Citizen Representative Ryan Warner; Thurston County Commissioner Bud Blake; City of Tumwater Councilmember Debbie Sullivan; City of Olympia Councilmember Clark Gilman; Citizen Representative Karen Messmer; and Citizen Representative Don Melnick.

Members Excused: City of Yelm Councilmember Molly Carmody; Labor Representative Ed Bricker.

Staff Present: Ann Freeman-Manzanares; Emily Bergkamp; Dennis Bloom; Katie Cunningham; Donna Feliciano; Laura Lowe; Jim Merrill; Carolyn Newsome; Jeff Peterson; Pat Messmer.

Others Present: Citizen Advisory Committee (CAC) member Julie Hustoft.

APPROVAL OF AGENDA

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

INTRODUCTIONS

Paul Koleber introduced Michael Fuller and Les Kinglsey, Vehicle Service Workers; and Mark Brown and Lisa Sayaogo, Vehicle Cleaners.

PUBLIC COMMENT - None.

APPROVAL OF CONSENT AGENDA ITEMS

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

A. Approval of Minutes: January 6, 2016, Regular Meeting; and January 20, 2016, Work Session.

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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.

PUBLIC HEARING - None.

COMMITTEE REPORTS

A. Thurston Regional Planning Council (TRPC). Karen Messmer said TRPC met on January 8. Members heard a presentation from Ramiro Chavez, Director of the Thurston County Public Works on the Transportation Benefit District, about the county transportation benefit district plans and the need for maintenance and a dedicated funding source. They also heard about the Transportation Model Update which had a lot of technical data.

TRPC approved the operating budget; and members approved a new organization structure within the staffing of TRPC. There are new section leads under the Director.

B. Transportation Policy Board (TPB). Ryan Warner said the TPB met January 13 and the agenda was similar to the TRPC agenda, including the presentation from Ramiro Chavez. Warner enjoyed getting a county-wide perspective. The members also conducted a modeling discussion.

C. Citizen Advisory Committee. Julie Hustoft said the CAC met January 11, 2016, and she didn't have anything new to report.

NEW BUSINESS

A. Dial-A-Lift Customer Satisfaction Survey Results. Emily Bergkamp reported on the results of the Dial-A-Lift (DAL) Customer Satisfaction Survey. Bergkamp introduced Kathy Chambers, Senior Associate with Moore and Associates. Moore and Associates conducted a survey of current Intercity Transit 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. One survey targeted current riders and the other eligible riders who have not used the service recently. This was the same survey that was used in 2011.

Current Rider Survey

- Received 435 valid surveys of which 1.8% were completed online.
- The profile of a typical DAL Rider shows:
 - Female who self-identifies as Caucasian
 - Has an annual household income less than \$15,000
 - Pays fare using cash and holds a Reduced Fare Permit
 - Has not driven a car in the last month
 - Reports being very satisfied overall with the DAL service

Comparing these results to the survey from 2011, and in terms of overall satisfaction, 77% were very satisfied, and 18% were somewhat satisfied for a total of 95%. This is almost even with the score from 2011; however, there was an increase of seven percentage points on those who stated they were very satisfied.

The survey rated attributes regarding the ease of making a reservation. The percent of respondents rated each attribute as good or excellent. Two attributes improved and one went down:

- The length of time on hold improved;
- Hours ride schedules are available improved;
- The skill of the ride scheduler to meet needs went down.

Customers were asked about a specific trip they took and asked to rate their satisfaction with that particular trip.

- 96% rated excellent compared to 95% in 2011;
- 31% rated good compared to 28%;

Customers rated ride attributes about the survey trip, and everything increased. The biggest jump was Driver skill/care in tying down wheelchair/scooter. However, note that question doesn't apply to all riders, so fewer people provided input on that attribute.

Payment Method Used:

- There is a big shift away from using passes. Instead more customers are paying cash.

Examples of Current Rider Feedback include:

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- “Could not live without it; would be homebound”
- “Very satisfied with service”
- “Pickup window is too long”
- “Would like to see standing reservations or a longer reservation window”
- “Would like more direction about how DAL operates and the pass options available”
- “Using the website can be challenging”
- “Employees are nice and friendly”
- “Need better exchange of information between drivers, such as how to find the back door wheelchair access at the YMCA”

Comments to pay close attention to include:

- The “pickup window was too long.” This is a common complaint with DAL service, especially if the client has to wait outside.
- Want “standing reservations or longer reservation window.” This is also common for riders with reoccurring trips.
- Want “more instruction on how to use DAL.” Information such as how DAL operates, types of passes they can get, and how to use the website. Perhaps having someone dedicated to walk them through the processes.
- Want “better exchange of information between the DAL drivers.” For example how to find the back door wheelchair access at the YMCA. There’s perception information isn’t being shared between Dispatchers and the drivers.

Non-rider survey:

- There were 84 valid surveys out of 100 completed by phone
- Typical respondent was Caucasian female
- Satisfied with interactions with DAL up to this point
- Hasn’t recently utilized regular public transit
- Has other transportation options which contribute to the lack of DAL use.

When the “very satisfied” and “somewhat satisfied” are combined with overall satisfaction, that combined number dropped significantly from 2011. It mostly has to do with those who are somewhat satisfied. Those who are very satisfied are still very satisfied. So these results could reflect those who have had an “if” experience with registration or scheduling.

Reasons for not riding include:

- 46% said there is no need to ride, which is the single largest reason
- 23% don’t ride because of issues with scheduling or registration
- 7% don’t get around
- 10% out of service area

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- 2% hard to access vehicles

Examples of Current Non-Rider Feedback include:

- "Having DAL is a backup plan"
- "Trips take too long," which is a perception issue, especially if they don't ride public transit
- "A great service"
- "Registration process takes too long"
- "Hard to schedule 4-5 days in advance"
- "Wants more instruction on how to use the service"
- "Can't access doctors outside service area"

Chambers noted when you're looking at non-riders, there are things the agency can do something about, and there are things they can't. Some external barriers to riding DAL include things like the availability of other transportation options. If someone has a car and they are able to drive it or they prefer to ride with a friend or family, they won't be motivated to use DAL. The things the agency can do involves keeping lines of communication open during the registration process so people know where they stand, and there is no confusion about registration; and making more resources available, such as having a CSR who can walk riders through the website. Develop a better understanding among non-riders and non-transit users about how DAL works because it's not a taxi or personal service and that's a shift in the mindset of someone not use to taking transit. They need to understand it's a shared ride.

Warner said it's a matter of educating the customers about how transit service works.

Melnick asked what staff took away from this survey that they can start working on now to improve. Bergkamp said staff could do a better job to educate riders on the dynamics of the DAL service. She said she's been working with the ADA Coordinator on the registration process, in particular the form used to obtain medical information. Bergkamp said she's looking into having a DAL CSR available for perhaps "go to" meetings over the phone.

Gadman said for the next survey he'd like to see a better definition of the demographics within the non-riders group. He wants to see if most of the responses are from people whose certifications expired; or who signed up for service expecting it to be like a "taxi" service.

Messmer would like to verify the data about the major shift to using cash. She'd like to know if there is something staff should be aware of, and determine if it's an education issue. For example, do riders know how to purchase passes?

Warner said anyone interested in Dial-A-Lift and the ADA program can go to the FTA website and view the webinar on the ADA Circular program.

B. General Legal Counsel Contract Extension.

Jeff Peterson presented for consideration another one-year contract extension for legal services with Dale Kamerrer. This is the third option to renew within a five-year contract.

It was M/S/A by Councilmember Gadman and Citizen Representative Melnick to 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.

C. Federal Advocacy Services.

Katie Cunningham presented for consideration a one-year contract extension with Gordon Thomas Honeywell Governmental Affairs. This represents the third one-year renewal out of four options to renew.

Sullivan noted when she attended the 2015 APTA Legislative Conference, she experienced firsthand the amount of work Gordon Thomas Honeywell did to make the trip smooth and schedule meetings with the Congressman and Senators from our state but also provided an opportunity to meet with Senators from other states. She feels this firm does an excellent job.

It was M/S/A by Councilmember Gadman and Councilmember Sullivan to 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.

D. Annual Authority Reorganizing Activities.

Clerk of the Board, Pat Messmer, opened the floor to nominations for Chair. **Citizen Representative Karen Messmer nominated City of Lacey Councilmember Jeff Gadman.**

Hearing no further nominations, the Clerk closed the nominations for Chair.

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By show of hands, a unanimous vote of seven was cast in favor to elect Councilmember Gadman as Chair.

The Clerk opened the floor to nominations for Vice Chair. **Commissioner Blake nominated City of Tumwater Councilmember Debbie Sullivan; and Karen Messmer nominated Citizen Representative and current Vice Chair, Ryan Warner.**

Hearing no further nominations, the Clerk closed the nominations for Vice Chair.

By show of hands, there were two votes cast in favor of Debbie Sullivan and five votes cast in favor of Ryan Warner. With five votes, Citizen Representative Ryan Warner was re-elected Vice Chair.

Chair Gadman lead the Authority in discussion of committee assignments.

- Citizen Representative Karen Messmer will represent Intercity Transit on the *Thurston Regional Planning Council* and Councilmember Sullivan will serve as alternate.
- Councilmember Debbie Sullivan will represent Intercity Transit on the *Transportation Policy Board* and Citizen Representative Melnick will serve as alternate.
- Citizen Representative Ryan Warner will serve as representative on Intercity Transit's *Pension Committee*.

GENERAL MANAGER'S REPORT

The Vanpool Promotion went well for October through December, and 97 new vanpool riders were added. That promotion will continue January through June.

Freeman-Manzanaras participated in the EDC retreat; attended the WSTA Legislative conference; and the APTA CEO conference. The APTA conference was well represented from the state of Washington. That conference focused on new technology. They talked about the Federal Transit Association's spare ratio of 20% which has been in place for a while. Those running alternative fueled vehicles and primarily electric vehicles are experiencing vehicle down-times 40% to 60% of the time. This is problematic.

Intercity Transit's state advocate is already hard at work. Staff and others are attending a hearing on a local bill (HB2864) in the House Transportation Committee on Thursday, February 4 at 3:30 p.m.

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Freeman-Manzanares along with Councilmembers Sullivan and Jones will attend the APTA Legislative Conference in Washington D. C. in March.

AUTHORITY ISSUES

Warner participated in the Walk N Roll at Garfield Elementary School which included about 25 students. It was well attended with parents and several law enforcement officers.

Melnick said the Drive Less – Go More campaign continues. On the Panorama campus there is a group known as Resident Council Resident Transit; volunteer Panorama residents that drive residents with mobility problems around campus. The new news is they are now able to drop off and pick up residents at adjacent Intercity Transit bus stops. With Intercity Transit’s assistance, the phone number residents need to dial to be picked up is now posted at the bus stop shelters.

Blake said during the EDC retreat, they compiled a lot of information, and he would like to see those results. Perhaps that information can be incorporated with Intercity Transit programs. Gadman asked if there should be a discussion about having an Authority member sit on the EDC, and include this as a future agenda item.

Hustoft said she took the 62 bus this evening and it was standing room only from the transit center. She asked if perhaps there could be an extra bus for the route during peak hours.

ADJOURNMENT

It was M/S/A by Vice Chair Warner and Citizen Representative Melnick to adjourn the meeting at 6:51 p.m.

INTERCITY TRANSIT AUTHORITY

ATTEST

Jeff Gadman, Chair

**Pat Messmer
Clerk to the Authority**

Date Approved: April 6, 2016

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

Minutes
INTERCITY TRANSIT AUTHORITY
WORK SESSION
February 17, 2016

CALL TO ORDER

Acting Chair, Citizen Representative Karen Messmer, called the February 17, 2016, Work Session of the Intercity Transit Authority to order at 5:30 p.m., at the administrative offices of Intercity Transit.

Members Present: Citizen Representative Karen Messmer; City of Tumwater Councilmember Debbie Sullivan (via phone); Thurston County Commissioner Bud Blake (via phone); City of Yelm Councilmember Molly Carmody; Citizen Representative Don Melnick; and Labor Representative Ed Bricker.

Members Excused: Chair and City of Lacey Councilmember Jeff Gadman; Vice Chair and Citizen Representative Ryan Warner; City of Olympia Councilmember Clark Gilman.

Staff Present: Ann Freeman-Manzanares; Jessica Brandt; Donna Feliciano; Dave Finnell; Paul Koleber, Jon Licht; Carolyn Newsome; and Pat Messmer.

Others Present: Jan Burt, Citizen Advisory Committee; Jaily Brown, TRPC; Karen Parkhust, TRPC.

APPROVAL OF AGENDA

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

PUBLIC COMMENT - None.

CITIZEN ADVISORY COMMITTEE REPORT

Jan Burt said the CAC met on February 8 and members received several great presentations: The Surplus Van Grant Program; Regional Transportation Plan; Bus Stop Project Overview; and Bus/Facility Camera Overview. Burt said she was impressed with the camera overview presentation. It showed how having cameras on the buses and at the various agency locations benefits law enforcement and the community in general.

REGIONAL TRANSPORTATION PLAN

Senior Planner with TRPC, Jaily Brown gave a presentation that touched on two topics: (1) Survey activity they did to get ready for the Regional Transportation Plan; and (2) Highlights from the draft plan (to be launched in April).

The Regional Transportation Plan has been in the works for several years and included a survey conducted in 2014 entitled, "What Moves You." Brown reviewed the results of that survey. Highlights include:

- 1,449 responded to the survey
- Top Priorities
 - Me – 60% of the respondents said:
 - Bike Lanes
 - Sidewalks/crosswalks
 - Trails
 - Pavement Repair
 - Community – 60% responded it's all about transit:
 - Intercounty bus and rail
 - Vanpooling, park-and-rides, CTR
 - Paratransit and rural transit
 - Fleet repair
- Survey provided a \$500 budget, and asked what one area would you invest in outside that \$500 budget:
 - 1/3 said commuter rail
 - 1/3 said a combination of lower cost items (i.e. improve pavement)
 - 1/4 said light rail
- What are your long-term objectives?
 - #1 answer – expand travel options
 - #2 – Maintain system
 - #3 – Improve mobility and increase efficiency
 - #4 – Boost economy
- How do you think your transportation needs will change in 10 years?
 - Most said they would walk, bicycle, bus, telework and use the train more in the future, and drive less. Some said they wouldn't carpool, telework, or ride the train. When asked "why" out of 941 responses:
 - Most said they would be retiring
 - Many said they do expect to telework in the future
 - Many came down on both sides regarding children issues – there are people whose kids are out of high school so they think they'll

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drive less; on the flip side, people who have kids starting school expect their transportation needs will include more driving.

- The survey asked if you are willing to pay more in taxes or what do you feel is a priority for the transportation system.
 - 2/3 said they would pay more taxes
 - 300 comments were received all over the board (i.e. I want more transit and I'll pay for it; I don't want more transit, widen the roads instead; I don't like roads, I want trails). Brown said the challenge as a community is finding a consensus on what is important if more revenue needs to be raised.
- Demographics: The survey results revealed respondents live and work in Lacey, Olympia, Tumwater and half of them were between the ages of 35 and 54; and 1/3 were between the ages of 55 and 64. More women responded and majority were Caucasian.
- Brown said they weren't very successful in reaching young people; however, it is difficult for young people to say what their transportation needs will be in ten years.

Carmody said she is concerned the City of Yelm is not being well represented in the survey and are not being heard. She asked if there is an additional survey that can be sent out to those in south Thurston County. Brown said responses were received from all over the county; however, they did speak directly with many workers, who work where most of the jobs are (Lacey, Olympia and Tumwater). Brown said they have conducted other types of surveys like the Sustainable Thurston, and although TRPC doesn't currently have a survey to send out now, she said there will still be opportunities for the citizens of Yelm to share their concerns.

Messmer noted Intercity Transit is currently in the midst of conducting several surveys about their services. It would be useful if our surveys were lined up with TRPC's survey in regards to transit.

Melnick said he's concerned that the survey didn't include the senior community. He noted the senior community is becoming a growing market.

Brown went on to explain how the survey results fits into the Regional Transportation Plan. She said it is a Federal and State requirement; and it is a document that looked out 20 years. Brown reviewed what is "known" about transportation:

- TRPC expects Thurston County to grow to 400,000 by 2040.
- Commuting is expected to double. Currently 15,000 commute into Thurston County; 30,000 commute out of Thurston County mostly traveling to Pierce County. Double those numbers in 25 years.

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- There is an aging demographic. In 20 years nationwide we'll go from 12% of the population being 65 and older to 20% of the population over 65.
- Safety will improve due to new technology. Washington State's strategic highway safety plan is called Target Zero, and calls for reducing highway deaths to zero by 2030.
- TRPC made a clear commitment to sustainability. There are some areas where they need to bend the trends. They are looking at total vehicle miles traveled; vehicle miles traveled per capita; and overall vehicle miles traveled.

Brown reviewed the "unknowns." The younger generation is delaying driving, marriage and having children. It's unknown where they will live and how that affects transportation sources in the future. Technology is also an unknown; and Brown added that a gas tax is not a sustainable method to fund transportation.

Brown reviewed the Regional Work Program.

- Transportation and Maintenance - Understand what's going on and performance measures.
- Health and Human Services - looking at mobility in transit.
- Energy - looking at greenhouse gas tradeoffs; how to evaluate projects i.e. adding lanes versus buses.
- Land Use - emphasis was on public facility sites. Put those facilities on transit corridors.
- Economics - how to enhance public transportation funding.
- Multimodal - has to do with gaps inventories and looking at multimodal level of service and what it looks like at the regional level. Strategy corridors identified.
- Technology - has to do with updating the Transportation Technology Plan; finding smart ways to implement the plan (cameras, GPS systems, automated passenger counters, bus maintenance issues, real-time apps, etc.).

Where do they go from here? The Transportation Policy Board will review the plan in March; the Regional Council will review it in April for adoption in July.

Messmer asked when the next round of public comment will occur. Brown said there will be a 30-day comment period early April through early May. There will be tool called "One Comment" where the public can make their comments and see other people's comments. TRPC will also meet with various groups within the communities.

Messmer said if the Authority members have any concerns about the draft plan, they should contact TRPC.

Bricker left the meeting.

SUSTAINABILITY UPDATE

Environmental and Sustainability Coordinator, Jessica Brandt, provided an update on Intercity Transit's sustainability efforts and the recent ISO-14001 recertification. ISO-14001 is a three-year certification. The agency's sustainability program is called "Moving Green" made up of several key components (Policy, People and Management Tool).

The Environmental & Sustainability Management System (ESMS) is the framework that helps staff decide what to focus on and monitor progress. There is an efficient internal audit function made up of staff which is a form of self-check to ensure the policies and procedures are set in place, which in turn helps prepare for the external audits.

Brandt reviewed the journey Intercity Transit followed to reach ISO Certification.

- Sustainability Committee formed in 2009;
- FTA Training in 2011-2012;
- ESMS Implementation in 2012-2013;
- ISO Audits 2013-2014;
- ISO Certified in 2014;
- Audit Visits 2015 and 2016;
- Certification Expires 2017.

Success is due to three key factors:

- Priority within the organization;
- New way of doing business;
- Required energy and resources.

The Board and staff motivations for a successful program include:

- Increase efficiency
- Reduce risk
- Community leadership
- Go beyond compliance
- Get organized

The Benefits of the program include:

- Employee and community engagement – brought environment issues to the forefront with other staff, obtained their feedback and ideas. Within the community, Intercity Transit has a fantastic relationship with environmental regulators.

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- Proactive environmental management – agency wants to control impacts on the environment whenever possible and be organized. The ESMS systems forced staff to put things in writing and improve record-keeping.
- Institutional knowledge and documentation
- Certification equals proof the system is effective
- Applies to other areas of operation
- Vendors are using our procedures
- Improved systems making our vehicles run more efficiently
- Life cycle approach forces us to document our processes
- Improved testing of products

% Improvement in Fuel Efficiency for 2011-2015

- Dial-A-Lift 11.1%
- Coaches 6.1%
- Vanpool 8.9%

The ISO 14001 standards were updated for 2015. Intercity Transit has until 2018 to meet these new standards. To help with this, a Gap Analysis and training are planned for June of 2016. Staff will spend the remainder of the year making sure to conform to those new standards, so by November 2016 the agency is ready for another audit.

Freeman-Manzanares said staff will come before the Authority on whether to continue with certificate renewal. Staff budgeted in 2016 for the certification audit which was just completed, and are currently \$3,000 under budget. We are now in the process of obtaining feedback from staff and the Authority on how to move forward in obtaining ISO 14001 under the 2015 standards. Over a three-year period we're looking at a cost of \$44,000, with a decision needed in the April/May timeframe.

Brandt introduced staff members involved in the ESMS process to share their experience.

Maintenance Manager, Paul Koleber: Koleber said the ESMS system gives staff the tools to raise the bar above status quo. He likes clear, precise rules and ESMS allows staff to know exactly what is expected.

Training Coordinator, Dave Finnell: Finnell gets involved in the training aspect of ESMS, making sure staff is aware of policies and receives the training needed to perform their jobs. He values the ESMS system because (1) it didn't require new technology – staff is able to use existing systems for reporting and tracking training. Staff is able use existing technology to do their jobs better; (2) ESMS makes people work

as a team with a common goal. It improved teamwork and communications; and improved our way of embracing technology already in place.

Marketing & Communications Coordinator, Donna Feliciano: Feliciano touched upon the communications aspects of ESMS. She displayed several communication pieces created for staff such as pocket cards; posters for staff bulletin boards made up of specific focus areas. ESMS data is communicated with the community that shares our efforts and the results. Feliciano referred to the yard signs that announced the agency's efforts to conserve water thus saving taxpayers' money. Feliciano likes that ESMS "forces the issue" to get projects completed. For example the Emergency Preparedness aspect of ESMS, and she is excited to be in the process of updating the Crisis Communication Plan - it's going to be more compact and user-friendly. She enjoys communicating all aspects of the ESMS program to staff and the community.

Inventory Supervisor, Jon Licht: Licht is responsible for all non-capital purchasing, and fuel purchasing and monitoring fuel delivery; and he's been heavily involved in all aspects of ESMS from the beginning. He said the nature of the ESMS system allows staff to prioritize projects based on the importance to *our* agency. It's not a "cookie cutter" process staff has to conform to based on someone else's standards. Staff chooses what the standards are and makes sure they get documented correctly. ESMS has elevated our environmental and sustainability management to the forefront enabling Intercity Transit management to maintain consistent focus throughout all departments. Everyone and everything is affected. Every process is documented and tested, therefore; there is no question about how things are to be performed.

Melnick said because transit agencies receive a big chunk of operating expenses from taxes, and the public looks at transit differently, he referred to the term known as "Return on Investment (ROI)." The definition of ROI is: *Return on investment (ROI) is the benefit to an investor resulting from an investment of some resource. A high ROI means the investment gains compare favorably to investment cost.* Melnick said it would be essential to show the public the dollar savings as a result of this program.

SURPLUS VAN GRANT PROGRAM

Vanpool Manager, Carolyn Newsome, said the Surplus Van Grant Program kicked off the beginning of February. The program was adopted by the Authority in 2003, and makes up-to-four surplus vanpool vehicles available to non-profit groups within Intercity Transit's service area on an annual basis. The program was implemented to respond to a need in the community, such as requests for charter services or "free vans."

Intercity Transit Authority Work Session

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To promote the program, staff prepared a press release; used social media and Facebook; and conducted an open house in which six groups attended. An aggressive campaign is conducted sending out marketing materials as well as applications to as many local agencies as possible, including those who have received vans in the past.

Newsome cited several examples of the benefits of the program and how it's helped past recipients such as the Thurston Food Bank, the Boys and Girls Clubs, Union Gospel Mission and Grub.

GENERAL MANAGER'S REPORT

Freeman-Manzanares responded to a CAC customer issue brought up at the CAC February 8 meeting. CAC member Jonah Cummings overheard a conversation on the bus between some individuals who were on probation concerned about making their connections on time. Cummings asked if staff has communicated with Probation Officers to offer transportation options for these individuals. A staff member from Village Vans contacted several offices to begin that conversation and make sure they are aware of our services.

House Bill 2864 to increase the sales tax option did not pass out of the House. Sixteen people showed up to testify on behalf of the bill. Freeman-Manzanares thanked those who testified: Authority members Don Melnick, Karen Messmer, Jeff Gadman, Ryan Warner, and Nathaniel Jones. CAC members Walter Smit, Sue Pierce, and Jonah Cummings; Roy Treadway and Berl Colley from Panorama City; Thera Black from TRPC; and former Authority/CAC member Larry Watkinson. CAC member Aria Perez sent a letter to the Committee.

Also present, speaking on behalf of the bill, were staff from SPSCC. SPSCC voted in perpetuity transit fares as part of their fees. They have approximately 70 students from Yelm participating in the Running Start program in which 70% of them are transit dependent. They would like a better connection between Yelm and the Lacey Transit Center.

The Go More/Drive Less pilot program at Panorama continues to develop. The residents sign up for activities, and incorporating what we do into what they already have established, and at that time we can connect them with our Travel Trainers and Bus Buddies. There is also an event scheduled with the Rebels by Bus to Seattle.

Senior Services contacted Intercity Transit and said there is a group of Korean elders in danger of losing their transportation to the senior center. The situation was turned over to Travel Trainer, Curt Daniel who recruited one of our long-time Operators and a native Korean speaker, Chong Sin, to put together a presentation and outreach plan.

Intercity Transit Authority Work Session

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Both have such a passion to serve the community. They are both really quite impressive. Curt and Chong will work with our Marketing staff to enhance their outreach efforts.

AUTHORITY ISSUES

Carmody reached out to her constituents asking them what they need from transit, and the vast majority responded they need more late-night services (many work late); express routes to Yelm from the OTC, the LTC and Tumwater; and service to get to DuPont to connect with Sound Transit.

Melnick is working with Ann and Panorama videographer, Paul Enns, to put together a presentation that Ann would make on Panorama TV to help senior residents appreciate that riding Intercity Transit buses is very safe.

Melnick invited everyone to the 10th Annual Benefit Concert for Homeless and Needy Children at the Washington Center entitled, "A Really Big Shoe Folk Fest" on February 21 at 2 p.m. Proceeds go towards shoes, clothes, food, shelter, etc. for homeless children in Tumwater, Olympia, North Thurston, Shelton, Yelm, Rainier, Tenino and Rochester school districts and Community Youth Services.

ADJOURNMENT

It was M/S/A by Councilmember Carmody and Citizen Representative Melnick to adjourn the meeting at 7:56 p.m.

INTERCITY TRANSIT AUTHORITY

ATTEST

Jeff Gadman, Chair

**Pat Messmer
Clerk of the Board**

Date Approved: April 6, 2016

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

Minutes
INTERCITY TRANSIT AUTHORITY
SPECIAL MEETING
March 16, 2016

CALL TO ORDER

Chair Gadman called the March 16, 2016, Special 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 Lacey Councilmember Jeff Gadman; Vice Chair and Citizen Representative Ryan Warner; City of Tumwater Councilmember Debbie Sullivan; City of Olympia Councilmember Clark Gilman; City of Yelm Councilmember Molly Carmody; Thurston County Commissioner Sandra Romero (Alternate); Citizen Representative Karen Messmer; Citizen Representative Don Melnick.

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

Staff Present: Ann Freeman-Manzanares; Emily Bergkamp; Katie Cunningham; Donna Feliciano; Paul Koleber; Pat Messmer; Carolyn Newsome; Erin Pratt.

Others Present: Carl See, Citizen Advisory Committee; and Scott Schoengarth, Bus Buddy Coordinator.

APPROVAL OF AGENDA

It was M/S/A by Vice Chair Warner and Citizen Representative Messmer to approve the agenda as presented.

PUBLIC COMMENT - None.

CITIZEN ADVISORY COMMITTEE REPORT

Carl See reported he did not attend the February 8 CAC meeting; however, he wished to note that he's observed the increased contribution the new CAC members are making. He said there appears to be many new ideas, creating a new found vibrancy.

NEW FACILITIES TRUCK PURCHASE

Procurement Coordinator, Katie Cunningham, presented for consideration the purchase of one new facilities truck. The increased addition of bus stops and shelters impacts our

Intercity Transit Authority Special Meeting

March 16, 2016

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facilities preventive maintenance program. In order to support facilities staff in the upkeep of our bus stops, pads, shelters, trash cans and solar lights, a new truck is needed. Staff determined that a Ford F350 one-ton extended cab, four-wheel drive truck with a service body will best serve facilities staff in this capacity.

Maintenance Manager, Paul Koleber, provided an update on new technology regarding hybrids, alternative fuels, and the benefits of using propane versus diesel fuel. He cited several benefits of switching to propane-driven vehicles. Koleber said there are eight transit agencies in the state currently using propane driven vehicles in addition to the DOT, and Intercity Transit is keeping track of their efficiency.

It was M/S/A by Citizen Representative Melnick and Councilmember Carmody to authorize the General Manager pursuant to Washington State Contract 03813, to issue a purchase order to Corwin Ford of Pasco for the purchase of one (1) 2016 Ford F350 one-ton, extended cab, four-wheel drive truck and service body in the not-to-exceed amount of \$58,500.00, including tax.

PENSION COMMITTEE APPOINTMENT

Ann Freeman-Manzanares brought before the Authority a recommendation to reappoint Elizabeth Barlow, Vanpool Coordinator, to the Intercity Transit Pension Committee.

It was M/S/A by Vice Chair Warner and Citizen Representative Messmer to reappoint Elizabeth Barlow, Vanpool Coordinator, to the Intercity Transit Pension Committee for a four-year term to end February 2020.

VILLAGE VANS 2015 PROGRAM UPDATE

Village Vans Supervisor, Erin Pratt, provided the annual update on the Village Vans Program for 2015. The program is a grant-funded program. Intercity Transit was one of 19 agencies in the nation to receive the Innovative Public Transportation Workforce Development Grant (Ladders of Opportunity Initiative) for \$200,000. This is a 50% matching grant.

The Village Vans Program began in 2002 and facilitates access to work support activities. The program is divided into two parts: (1) it provides transportation to low income individuals where transportation is a barrier to getting paid employment; (2) it provides hands-on work experience to volunteers. The program currently includes three vans. Each van contains three car seats (to transport mothers and fathers with children who need to go to daycare). Passengers are picked up Monday through Friday starting at 7:30 a.m. with the last ride at 5:30 p.m.

Intercity Transit Authority Special Meeting

March 16, 2016

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Transportation statistics for 2015 include:

- 238 active clients
- 4,200 one-way trips
- 500 rides w/children
- 4,700 Total Trips

The other part of the Village Vans programs is a jobs skills experience program made up of volunteers. The program provides job skills and hands-on experience. The program includes:

- 26 Drivers (they drive low income individuals to work resources and interviews)
- 4 Administrative Assistants
- Volunteers logged in over 5,000 hours
- 85% clients completed the program / became employed
- 3 hired at Intercity Transit

2015 DIAL-A-LIFT, TRAVEL TRAINING, BUS BUDDY UPDATES

Dial-A-Lift Manager, Emily Bergkamp, introduced newly appointed Bus Buddy Coordinator, Scott Schoengarth.

Bergkamp explained that the Dial-A-Lift (DAL), Travel Training and Bus Buddy programs provide greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.

- DAL is an ADA mandated service that provides door-to-door transportation to those who have a disability that prevents them from using fixed-route service. In 2015:
 - There were 162,000 trips - a 5% increase
 - 96% on-time performance
 - 109,000 total phone calls - a 35% increase
 - 3,080 total clients YTD
 - 1,060 eligibility decisions
 - 47 Functional Assessments
 - 357 Re-certifications
 - Approximately 4,300 DAL trips diverted to fixed-route
- Travel Training ensures those who can use fixed-route service receive proper training to successfully ride the system.
 - Employs 2 FTE Travel Trainers at a cost of \$171,747
 - \$41 savings per trip

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March 16, 2016

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- 4,289 converted trips/year to cover cost
- 4,368 trips converted at end of 2015
- The Bus Buddy program is a partnership with Catholic Community Services to provide support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed-route.
 - The program is funded through the Consolidated Grant Program at WSDOT and is funded through 2017 with \$96,000.
 - A Bus Buddy is an experienced trained bus rider who provides free support to seniors, disabled or low-income individuals to enhance their mobility, increasing their independence so they can successfully ride transit.

GENERAL MANAGER'S REPORT

Freeman-Manzanares, Councilmembers Debbie Sullivan and Nathaniel Jones attended the APTA Legislative Conference in Washington D. C. They will provide a summary of that trip at the April 6 Authority meeting.

Freeman-Manzanares said staff recommends moving forward with the next ISO 14001 Certification process and asked if the Authority would support continued work in this area. Intercity Transit passed the first full 3-year certification under the 2004 Standards. There is approximately \$8,000 in the 2016 budget. The overall 3-year budget to pursue certification totals \$44,000 for the professional auditor. This would include a GAP Analysis in August; a pre-audit in November and a regularly scheduled audit in February of 2017.

There was a general consensus among the Authority for staff to move forward with the ISO 14001 Certification process and bring before the Authority at a future meeting.

Freeman-Manzanares reminded the Authority that with their approval, staff entered into short-term state advocacy contract with Gordon Thomas Honeywell. She is asking for Authority direction on whether to pursue a longer-term contract. It's not currently in the 2016 budget, and the estimated cost would be between the \$35,000 to \$50,000 range over a 12-month period. If staff received direction to move forward, they would pursue a firm through a competitive procurement process.

There was a general consensus among the Authority for staff to move forward with the procurement process to enter into a long-term contract with a state advocate.

AUTHORITY ISSUES

Intercity Transit Authority Special Meeting

March 16, 2016

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Chair Gadman announced that Friday, March 18 is National Transit Driver Appreciation Day. Intercity Transit will display posters of appreciation and provide refreshments.

Citizen Representative Messmer said the HUB Junction Dedication is taking place March 17 at 2 p.m. The HUB Junction is the bicycle roundabout located at the intersection of the Chehalis Western Trail and Woodland Trails. There will be a short program followed by a commemorative photo around the HUB.

Messmer said the new Olympia walk map is available with a new feature. It has GIS capability and shaded areas show how long it might take to walk to downtown from various other areas. This may help when mapping out bus routes and make for better connectivity.

Carmody would like to add an agenda item to a work session meeting to discuss bus service from Yelm to the Lacey Transit Center and Tumwater. She has received many comments from the residents of Yelm about how difficult it is to get to Lacey and Tumwater. Freeman-Manzanares will ask Dennis Bloom what a good timeline would be and bring it before the Authority.

Gilman said the TBP approved the draft Regional Transportation Plan 2040 for release for public comment. Gilman is concerned there is a mismatch between the planning language and the executive summary, and the number forecast and budget, and it may be something the Authority may want to consider to advocate on behalf of transit and other active mobility to enhance those parts of the plan. He'd like to see a vote for more transit utilization.

Gilman mentioned how impressed he was with the level of support provided to the Customer Service staff after the incident at the Olympia Transit Center.

ADJOURNMENT

There being no further business to come before the Authority, Chair Gadman adjourned the meeting at 7:33 p.m.

INTERCITY TRANSIT AUTHORITY

ATTEST

Jeff Gadman, Chair

**Pat Messmer
Clerk of the Board**

Intercity Transit Authority Special Meeting
March 16, 2016
Page 6 of 6

Date Approved: April 6, 2016

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

PERIOD DATES: 1/24/16 - 2/6/16						PERIOD DATES: 2/7/16 - 2/20/16					
			PAYDATE 2/12/16						PAYDATE 2/26/16		
	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	73,117.76		3	FIT		EFT	69,904.53	
4	MT		EFT	20,404.90	93,522.66	4	MT		EFT	19,963.08	89,867.61
5	A2/35	Life Ins.	Check Dave 2nd	1,610.73	0.00	5	A2/35	Life Ins.	Check Dave 2nd	3,060.52	0.00
6	D3/31	Disability In	Check Dave 2nd	1,755.33	0.00	6	D3/31	Disability In	Check Dave 2nd	2,249.74	0.00
7	HE/37	Health In1st	Check Dave 2nd	15,832.50	0.00	7	HE/37	Health In1st	Check Dave 2nd	291,285.50	0.00
8	TH/39	Taxed Hlth	Check Dave 2nd	0.00	0.00	8	TH/39	Taxed Hlth	Check Dave 2nd	0.00	0.00
9	CC/61	Child Care	Hfstttr/Brqkmp	384.3		9	CC/61	Child Care	Hfstttr/Brqkmp	384.3	
10	GN/08	Garnish	CHECK last	115.38		10	GN/08	Garnish	CHECK last	134.77	
11						11					
12	CS/09	DSHS	EFT	1,802.56	1,802.56	12	CS/09	DSHS	EFT	1,802.56	1,802.56
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	8,259.73	8,259.73	14	D1/98	D.Dep. #1	ACH WIRE every	8,536.82	8,536.82
15	D2/97	D.Dep. #2	ACH WIRE every	16,071.10	16,071.10	15	D2/97	D.Dep. #2	ACH WIRE every	16,096.19	16,096.19
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	125.00	125.00	17	HS/59	Health Svgs	ACH Wire every	125.00	125.00
18	DC/97	Vgrd EE	Wire	42,699.28		18	DC/97	Vgrd EE	Wire	42,697.89	
19	DC/22	Vgrd ER	Wire	29,420.63	72,119.91	19	DC/22	Vgrd ER	Wire	29,165.07	71,862.96
20	L2/29	401k Ln#2	Wire	5,408.60		20	L2/29	401k Ln#2	Wire	5,398.53	
20	LN/29	401k Ln #1	Wire	8,744.08	14,152.68	20	LN/29	401k Ln #1	Wire	8,744.08	14,142.61
22	TTL VNGRD			86,272.59		22	TTL VNGRD			86,005.57	
23	LI/02	L&I	EFT Quarterly	30,303.20		23	LI/02	L&I	EFT Quarterly	29,714.84	
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	85.50		25	MI/52	Mac.Initlon	Check last	85.50	
26	MS/60	Payroll Corr	check	70.00		26	MS/60	Payroll Corr	check	95.65	
	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	0.00	0.00
29	PA/66	Proj.Asslst	Check last	462.00		29	PA/66	Proj.Asslst	Check last	462.00	
	PN/04	PERS EE	EFT	44,618.98	0.00	30	PN/04	PERS EE	EFT	44,228.45	0.00
31	PN/04	PERS ER	EFT	81,174.48	125,793.46	31	PN/04	PERS ER	EFT	80,480.14	124,708.59
32	TTL PERS			125,793.46		32	TTL PERS			124,708.59	
33	R3/20	ICMA Ln#2	WIRE	563.18	0.00	33	R3/20	ICMA Ln#2	WIRE	631.13	0.00
	RC/24	ICMA EE	WIRE	5,340.20			RC/24	ICMA EE	WIRE	5,350.34	
35	RI/23	ICMA Roth	WIRE	514.61	514.61	35	RI/23	ICMA Roth	WIRE	514.61	514.61
36	RL/21	ICMA Ln#1	WIRE	1,400.15	1,963.33	36	RL/21	ICMA Ln#1	WIRE	1,400.15	2,031.28
37	RR/25	ICMA ER	WIRE	3,157.78	8,497.98	37	RR/25	ICMA ER	WIRE	3,231.94	8,582.28
38	TTL ICMA	10,461.31		10,975.92		38	TTL ICMA	10,613.56		11,128.17	
39	SD/26	457 ST EE	EFT	11,908.27		39	SD/26	457 ST EE	EFT	11,838.59	
40	SR/27	457 ST ER	EFT	7,116.86	19,025.13	40	SR/27	457 ST ER	EFT	7,115.95	18,954.54
41	ST/67	ShTrmDisal	EFT	3,264.43	3,264.43	41	ST/67	ShTrmDisal	EFT	1,038.18	1,038.18
42	UC/45	Un COPE	Check 1st	118.00		42	UC/45	Un COPE	Check 1st	-	
	UA/44	Un Assess	Check last	0.00			UA/44	Un Assess	Check last	603.00	
	UD/42	Un Dues	Check last	5,617.36			UD/42	Un Dues	Check last	5,637.35	
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	3,010.00		45	UT/43	Un Tax	Check last	0.00	
46	UW/62	United Way	Check last	485.50		46	UW/62	United Way	Check last	467.50	
47	WF/64	Wellness	Check last	346.00		47	WF/64	Wellness	Check last	350.00	
48	NET PAY (dir. Deposit)	ACH Wire eve		452,949.17	452,949.17	48	NET PAY (dir. Deposit)	ACH Wire every		442,712.71	442,712.71
	Paychecks			2,477.01			Paychecks			1,640.04	
49	TOTAL TRANSFER (tie to Treasurer Notifications)				\$818,061.75	49	TOTAL TRANSFER (tie to Treasurer Notifications)			\$800,975.94	
50	TOTAL PAYROLL*:			\$882,468.87		50	TOTAL PAYROLL*:			\$1,138,831.09	
51	GROSS EARNINGS:			727,037.07		51	GROSS EARNINGS:			721,253.27	
52	EMPR MISC DED:			145,229.35		52	EMPR MISC DED:			407,596.28	
53	EMPR MEDICARE TAX:			10,202.45		53	EMPR MEDICARE TAX:			9,981.54	
54	TOTAL PAYROLL*:			\$882,468.87		54	TOTAL PAYROLL*:			\$1,138,831.09	
55						55	TOTAL PAYROLL FOR FEBRUARY 2016			\$2,021,299.96	
56	ACH WIRE TOTAL			477,405.00		56	ACH WIRE TOTAL			467,470.72	

PERIOD DATES: 2/21/16 - 3/5/16						PERIOD DATES: 3/6/16 - 3/19/16					
PAYDATE 3/11/16						PAYDATE 3/25/16					
	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	73,603.41		3	FIT		EFT	71,869.85	
4	MT		EFT	20,616.66	94,220.07	4	MT		EFT	20,226.58	92,096.43
5	A2/35	Life Ins.	Check Dave 2nd	1,638.36	0.00	5	A2/35	Life Ins.	Check Dave 2nd	3,000.73	0.00
6	D3/31	Disability In	Check Dave 2nd	1,771.01	0.00	6	D3/31	Disability In	Check Dave 2nd	2,265.42	0.00
7	HE/37	Health In1st	Check Dave 2nd	16,083.00	0.00	7	HE/37	Health In1st	Check Dave 2nd	292,398.00	0.00
8	TH/39	Taxed Hlth	Check Dave 2nd	0.00	0.00	8	TH/39	Taxed Hlth	Check Dave 2nd	0.00	0.00
9	CC/61	Child Care	Hfstttr/Brqkmp	384.3		9	CC/61	Child Care	Hfstttr/Brqkmp	384.3	
10	GN/08	Garnish	CHECK last	175.74		10	GN/08	Garnish	CHECK last	115.38	
11						11					
12	CS/09	DSHS	EFT	1,802.56	1,802.56	12	CS/09	DSHS	EFT	1,802.56	1,802.56
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	9,143.24	9,143.24	14	D1/98	D.Dep. #1	ACH WIRE every	8,901.77	8,901.77
15	D2/97	D.Dep. #2	ACH WIRE every	17,386.17	17,386.17	15	D2/97	D.Dep. #2	ACH WIRE every	17,386.20	17,386.20
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	125.00	125.00	17	HS/59	Health Svgs	ACH Wire every	125.00	125.00
18	DC/97	Vgrd EE	Wire	45,146.44		18	DC/97	Vgrd EE	Wire	45,547.45	
19	DC/22	Vgrd ER	Wire	29,922.96	75,069.40	19	DC/22	Vgrd ER	Wire	30,228.12	75,775.57
20	L2/29	401k Ln#2	Wire	5,288.67		20	L2/29	401k Ln#2	Wire	5,066.32	
20	LN/29	401k Ln #1	Wire	8,651.68	13,940.35	20	LN/29	401k Ln #1	Wire	8,794.34	13,860.66
22	TTL VNGRD			89,009.75		22	TTL VNGRD			89,636.23	
23	LI/02	L&I	EFT Quarterly	29,658.17		23	LI/02	L&I	EFT Quarterly	30,307.60	
24	MD/51	Mch.UnDue	Check last	1,394.31		24	MD/51	Mch.UnDue	Check last	1,394.44	
25	MI/52	Mac.Initlon	Check last	85.50		25	MI/52	Mac.Initlon	Check last	85.50	
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	0.00	0.00	28	TF/	Tx.Fr.Benefit	Employer	67.00	0.00
29	PA/66	Proj.Asslst	Check last	462.00		29	PA/66	Proj.Asslst	Check last	462.00	
	PN/04	PERS EE	EFT	44,643.91	0.00	30	PN/04	PERS EE	EFT	44,732.50	0.00
31	PN/04	PERS ER	EFT	81,233.64	125,877.55	31	PN/04	PERS ER	EFT	81,416.16	126,148.66
32	TTL PERS			125,877.55		32	TTL PERS			126,148.66	
33	R3/20	ICMA Ln#2	WIRE	631.13	0.00	33	R3/20	ICMA Ln#2	WIRE	631.13	0.00
	RC/24	ICMA EE	WIRE	5,392.51			RC/24	ICMA EE	WIRE	5,476.24	
35	RI/23	ICMA Roth	WIRE	514.61	514.61	35	RI/23	ICMA Roth	WIRE	514.61	514.61
36	RL/21	ICMA Ln#1	WIRE	1,400.15	2,031.28	36	RL/21	ICMA Ln#1	WIRE	1,400.15	2,031.28
37	RR/25	ICMA ER	WIRE	3,223.85	8,616.36	37	RR/25	ICMA ER	WIRE	3,227.54	8,703.78
38	TTL ICMA	10,647.64		11,162.25		38	TTL ICMA	10,735.06		11,249.67	
39	SD/26	457 ST EE	EFT	16,422.43		39	SD/26	457 ST EE	EFT	11,534.35	
40	SR/27	457 ST ER	EFT	7,284.45	23,706.88	40	SR/27	457 ST ER	EFT	6,795.06	18,329.41
41	ST/67	ShTrmDisal	EFT	4,287.66	4,287.66	41	ST/67	ShTrmDisal	EFT	1,000.71	1,000.71
42	UC/45	Un COPE	Check 1st	118.00		42	UC/45	Un COPE	Check 1st	-	
	UA/44	Un Assess	Check last	0.00			UA/44	Un Assess	Check last	600.00	
	UD/42	Un Dues	Check last	5,640.09			UD/42	Un Dues	Check last	5,587.72	
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	3,025.05		45	UT/43	Un Tax	Check last	0.00	
46	UW/62	United Way	Check last	485.50		46	UW/62	United Way	Check last	467.50	
47	WF/64	Wellness	Check last	350.00		47	WF/64	Wellness	Check last	349.00	
48	NET PAY (dir. Deposit)	ACH Wire eve		448,414.25	448,414.25	48	NET PAY (dir. Deposit)	ACH Wire every		444,463.78	444,463.78
	Paychecks			1,958.16			Paychecks			3,012.70	
49	TOTAL TRANSFER (tie to Treasurer Notifications)				\$825,135.38	49	TOTAL TRANSFER (tie to Treasurer Notifications)				\$811,140.42
50	TOTAL PAYROLL*:			\$888,711.57		50	TOTAL PAYROLL*:			\$1,151,984.71	
51	GROSS EARNINGS:			732,941.23		51	GROSS EARNINGS:			731,217.15	
52	EMPR MISC DED:			145,462.01		52	EMPR MISC DED:			410,654.27	
53	EMPR MEDICARE TAX:			10,308.33		53	EMPR MEDICARE TAX:			10,113.29	
54	TOTAL PAYROLL*:				\$888,711.57	54	TOTAL PAYROLL*:				\$1,151,984.71
55						55	TOTAL PAYROLL FOR MARCH 2016				\$2,040,696.28
56	ACH WIRE TOTAL			475,068.66		56	ACH WIRE TOTAL			470,876.75	

Intercity Transit

Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 02/05/2016

Thru Date: 02/05/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020303	2/5/2016	01405	ADVANCE GLASS INC	\$433.24	
00020304	2/5/2016	01465	AFFILIATED COMPUTER SERVICES INC	\$1,166.23	
00020305	2/5/2016	01780	AMALGAMATED TRANSIT UNION 1765	\$15,161.55	
00020306	2/5/2016	01885	AMERICAN LANDSCAPE SERVICES, LLC	\$3,916.80	
00020307	2/5/2016	01960	AMERICAN SEATING COMPANY	\$197.34	
00020308	2/5/2016	02380	ARAMARK UNIFORM SERVICES	\$1,142.37	
00020309	2/5/2016	02580	ASSOCIATED PETROLEUM	\$347.03	
00020310	2/5/2016	02680	ASSOCIATION OF WASHINGTON CITIES	\$14,535.00	
00020311	2/5/2016	02990	B&B SIGN COMPANY LLC	\$414.77	
00020312	2/5/2016	05165	CANDYCE BOLLINGER	\$250.00	
00020313	2/5/2016	05460	CARQUEST AUTO PARTS-OLYMPIA	\$38.07	
00020314	2/5/2016	05740	CED	\$221.30	
00020315	2/5/2016	06205	CJI RESEARCH CORP	\$28,660.00	
00020316	2/5/2016	06610	COMMERCIAL BRAKE & CLUTCH	\$1,416.24	
00020317	2/5/2016	07150	CROSSROADS COLLISION CENTER	\$2,061.10	
00020318	2/5/2016	07220	CUMMINS INC	\$0.00	✓
00020319	2/5/2016	07220	CUMMINS INC	\$2,383.80	
00020320	2/5/2016	08725	ELERT & ASSOCIATES	\$6,401.25	
00020321	2/5/2016	08780	EMERALD SERVICES INC	\$599.53	
00020322	2/5/2016	10477	GALLS, LLC	\$1,905.29	
00020323	2/5/2016	10605	GENFARE	\$171.11	
00020324	2/5/2016	10607	GENUINE AUTO GLASS	\$1,640.60	
00020325	2/5/2016	10660	GILLIG LLC	\$0.00	✓
00020326	2/5/2016	10660	GILLIG LLC	\$13,408.24	
00020327	2/5/2016	11765	INTERCITY TRANSIT PETTY CASH	\$582.80	
00020328	2/5/2016	11810	INTERSTATE BATTERY	\$1,517.12	
00020329	2/5/2016	11905	JANEK CORPORATION	\$753.98	
00020330	2/5/2016	11930	JERRYS AUTOMOTIVE TOWING	\$335.10	
00020331	2/5/2016	12620	KEYBANK NATIONAL ASSOCIATION	\$37.97	
00020332	2/5/2016	12915	KRXY OLYMPIA BROADCASTERS INC	\$1,500.00	
00020333	2/5/2016	13324	LACEY SPRING FUN FAIR	\$500.00	
00020334	2/5/2016	13510	LES SCHWAB TIRE CENTER	\$167.44	
00020335	2/5/2016	14405	MICHAEL G MALAIER, TRUSTEE	\$230.76	
00020336	2/5/2016	14590	MOHAWK MFG & SUPPLY	\$70.64	
00020337	2/5/2016	14750	MULLINAX FORD	\$0.00	✓
00020338	2/5/2016	14750	MULLINAX FORD	\$2,256.58	
00020339	2/5/2016	14900	NAPA AUTO PARTS	\$0.00	✓
00020340	2/5/2016	14900	NAPA AUTO PARTS	\$562.16	
00020341	2/5/2016	15140	NISQUALLY TOWING SERVICE	\$1,838.16	
00020342	2/5/2016	15255	NORTHWEST PUMP & EQUIPMENT	\$90.50	
00020343	2/5/2016	16557	PACIFIC MODULAR, INC	\$707.20	
00020344	2/5/2016	16593	PACIFIC OFFICE AUTOMATION	\$4,668.39	
00020345	2/5/2016	16595	PACIFIC POWER GROUP LLC	\$431.90	
00020346	2/5/2016	16765	PETRO CARD	\$60,025.22	
00020347	2/5/2016	16874	PITNEY BOWES RESERVE ACCOUNT	\$600.00	
00020348	2/5/2016	17505	RAINIER DODGE INC	\$1,207.26	
00020349	2/5/2016	17560	RE AUTO ELECTRIC INC	\$1,635.13	
00020350	2/5/2016	17900	SCHETKY NW SALES INC	\$626.35	
00020351	2/5/2016	17965	SEATTLE AUTOMOTIVE DIST.	\$1,489.96	
00020352	2/5/2016	18068	SHINING EXAMPLE INC	\$303.00	
00020353	2/5/2016	18100	SIGN PROJECT	\$82.70	
00020354	2/5/2016	18195	SMALL & MID SIZED TRANSIT	\$6,869.00	
00020355	2/5/2016	18470	SPORTWORKS NORTHWEST INC	\$203.31	
00020356	2/5/2016	18651	STORMANS (LICENSING)	\$477.50	

Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 02/05/2016

Thru Date: 02/05/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020357	2/5/2016	21870	THURSTON MASON SENIOR NEWS -THE	\$114.00	
00020358	2/5/2016	21930	TIRES INC	\$5,791.87	
00020359	2/5/2016	21950	TITUS-WILL CHEVROLET	\$965.81	
00020360	2/5/2016	21980	TOTAL BATTERY & AUTOMOTIVE SUPPLY	\$127.95	
00020361	2/5/2016	22010	TOYOTA OF OLYMPIA	\$203.44	
00020362	2/5/2016	22420	TUMWATER PRINTING	\$957.23	
00020363	2/5/2016	23400	U S BANK CORPORATE PAYMENT SYSTEMS	\$146,120.45	
00020364	2/5/2016	23405	U S BANK or CORPORATE PAYMENT SYSTEM	\$2,987.49	
00020365	2/5/2016	23660	UNITED WAY OF THURSTON COUNTY	\$945.00	
00020366	2/5/2016	23740	USSC LLC	\$748.71	
00020367	2/5/2016	23755	VALLEY FREIGHTLINER	\$4,354.10	
00020368	2/5/2016	24000	W W GRAINGER INC	\$184.09	
00020369	2/5/2016	24100	WA ST DEPT OF ECOLOGY 1	\$1,514.00	
00020370	2/5/2016	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$110.00	
00020371	2/5/2016	24742	WA ST EMPLOYMENT SECURITY	\$24.76	
00020372	2/5/2016	24750	WA ST GET PROGRAM	\$227.00	
00020373	2/5/2016	24755	WA ST HEALTH CARE AUTHORITY	\$318,067.44	
00020374	2/5/2016	26800	ZUMAR INDUSTRIES INC	\$0.00	<input checked="" type="checkbox"/>
Total:				\$669,684.33	

Intercity Transit

Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 02/19/2016

Thru Date: 02/19/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020379	2/19/2016	01405	ADVANCE GLASS INC	\$70.72	
00020380	2/19/2016	01780	AMALGAMATED TRANSIT UNION 1765	\$118.00	
00020381	2/19/2016	01815	AMERICAN CUSTODIAL INC	\$10,055.00	
00020382	2/19/2016	01820	AMERICAN DRIVING RECORDS INC	\$253.72	
00020383	2/19/2016	01960	AMERICAN SEATING COMPANY	\$349.20	
00020384	2/19/2016	02060	AMERISAFE	\$1,461.73	
00020385	2/19/2016	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$726.53	
00020386	2/19/2016	02380	ARAMARK UNIFORM SERVICES	\$1,253.81	
00020387	2/19/2016	02580	ASSOCIATED PETROLEUM	\$2,529.51	
00020388	2/19/2016	02990	B&B SIGN COMPANY LLC	\$349.57	
00020389	2/19/2016	03250	BATTERY SYSTEMS, INC	\$1,557.88	
00020390	2/19/2016	04040	BUD CLARY CHEVROLET	\$28,473.00	
00020391	2/19/2016	04120	BUILDERS HARDWARE CO	\$498.28	
00020392	2/19/2016	05340	CAPITOL COURIER SERVICE	\$324.19	
00020393	2/19/2016	06150	CITY OF YELM	\$125.00	
00020394	2/19/2016	06610	COMMERCIAL BRAKE & CLUTCH	\$1,009.53	
00020395	2/19/2016	07150	CROSSROADS COLLISION CENTER	\$3,803.77	
00020396	2/19/2016	07220	CUMMINS INC	\$0.00	✓
00020397	2/19/2016	07220	CUMMINS INC	\$28,175.80	
00020398	2/19/2016	08780	EMERALD SERVICES INC	\$483.58	
00020399	2/19/2016	08960	ERGOMETRICS & APPLIED PERSONNEL RES	\$255.75	
00020400	2/19/2016	09205	EXTENDED RANGE WEATHER CO INC	\$275.00	
00020401	2/19/2016	09805	FLEET PRIDE	\$373.84	
00020402	2/19/2016	10477	GALLS, LLC	\$0.00	✓
00020403	2/19/2016	10477	GALLS, LLC	\$2,416.30	
00020404	2/19/2016	10605	GENFARE	\$241.73	
00020405	2/19/2016	10607	GENUINE AUTO GLASS	\$217.60	
00020406	2/19/2016	10660	GILLIG LLC	\$0.00	✓
00020407	2/19/2016	10660	GILLIG LLC	\$21,152.18	
00020408	2/19/2016	10758	GORDON THOMAS HONEYWELL LLP	\$9,333.33	
00020409	2/19/2016	10863	GRAYS HARBOR TRANSIT	\$260.00	
00020410	2/19/2016	11702	INSPECTORATE AMERICA CORPORATION	\$1,907.27	
00020411	2/19/2016	11810	INTERSTATE BATTERY	\$356.70	
00020412	2/19/2016	11865	ISLAND SUPERIOR AIR FILTER	\$382.30	
00020413	2/19/2016	11895	J&I POWER EQUIPMENT INC	\$8.17	
00020414	2/19/2016	11905	JANEK CORPORATION	\$302.46	
00020415	2/19/2016	12825	KIRK'S AUTOMOTIVE INC.	\$528.00	
00020416	2/19/2016	12950	KYSER, MICHAEL	\$10.00	
00020417	2/19/2016	13440	LAW LYMAN DANIEL KAMERRER BOGDANOVI	\$470.75	
00020418	2/19/2016	13661	LOOMIS	\$389.09	
00020419	2/19/2016	13750	MAILBOX OF OLYMPIA	\$600.00	
00020420	2/19/2016	13850	MASON TRANSIT AUTHORITY	\$786.00	
00020421	2/19/2016	14590	MOHAWK MFG & SUPPLY	\$176.60	
00020422	2/19/2016	14613	MOORE & ASSOCIATES INC	\$6,137.50	
00020423	2/19/2016	14750	MULLINAX FORD	\$3,542.02	
00020424	2/19/2016	14760	MUNCIE TRANSIT SUPPLY	\$2,778.08	
00020425	2/19/2016	14900	NAPA AUTO PARTS	\$441.70	
00020426	2/19/2016	15140	NISQUALLY TOWING SERVICE	\$518.67	
00020427	2/19/2016	15255	NORTHWEST PUMP & EQUIPMENT	\$154.87	
00020428	2/19/2016	15300	OAK HARBOR FREIGHT LINES INC	\$173.84	
00020429	2/19/2016	16595	PACIFIC POWER GROUP LLC	\$2,046.49	
00020430	2/19/2016	16630	PANORAMA CITY	\$360.00	
00020431	2/19/2016	16765	PETRO CARD	\$26,237.97	
00020432	2/19/2016	16820	PIERCE COUNTY SECURITY	\$15,341.98	

Intercity Transit
Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 02/19/2016

Thru Date: 02/19/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020433	2/19/2016	16873	PITNEY BOWES GLOBAL FINANCIAL SERV LL	\$228.48	
00020434	2/19/2016	17290	PUGET SOUND ENERGY	\$20,217.99	
00020435	2/19/2016	17420	R&R TIRE COMPANY, INC.	\$1,278.40	
00020436	2/19/2016	17505	RAINIER DODGE INC	\$661.79	
00020437	2/19/2016	17560	RE AUTO ELECTRIC INC	\$2,883.75	
00020438	2/19/2016	17760	ROSS AND WHITE COMPANY	\$280.40	
00020439	2/19/2016	17795	ROUTEMATCH SOFTWARE INC	\$13,098.00	
00020440	2/19/2016	17900	SCHETKY NW SALES INC	\$1,140.33	
00020441	2/19/2016	17965	SEATTLE AUTOMOTIVE DIST.	\$913.87	
00020442	2/19/2016	18160	SKILLINGS CONNOLLY INC	\$18,321.78	
00020443	2/19/2016	18470	SPORTWORKS NORTHWEST INC	\$369.50	
00020444	2/19/2016	18610	STEPHAN J PARROTT	\$675.00	
00020445	2/19/2016	18651	STORMANS (LICENSING)	\$47.75	
00020446	2/19/2016	18720	SUPER BEE WHEEL ALIGNMENT	\$104.49	
00020447	2/19/2016	18940	TENNANT COMPANY	\$64.03	
00020448	2/19/2016	21610	TETRA TECH INC	\$35,796.51	
00020449	2/19/2016	21660	THERMO KING NORTHWEST	\$40.47	
00020450	2/19/2016	21850	THURSTON COUNTY TREASURER	\$1,774.21	
00020451	2/19/2016	21930	TIRES INC	\$4,818.44	
00020452	2/19/2016	21950	TITUS-WILL CHEVROLET	\$1,473.33	
00020453	2/19/2016	21985	TOTAL FILTRATION SERVICES	\$332.69	
00020454	2/19/2016	22100	TRANSIT SOLUTIONS, LLC	\$700.02	
00020455	2/19/2016	22325	TTL PARTNERS LLC	\$3,446.00	
00020456	2/19/2016	22420	TUMWATER PRINTING	\$17,969.89	
00020457	2/19/2016	23410	U S BANK VOYAGER FLEET SYSTEMS	\$23,690.20	
00020458	2/19/2016	23755	VALLEY FREIGHTLINER	\$441.72	
00020459	2/19/2016	24000	W W GRAINGER INC	\$534.38	
00020460	2/19/2016	24040	WA ST CONSOLIDATED TECHNOLOGY SERVI	\$107.36	
00020461	2/19/2016	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$110.00	
00020462	2/19/2016	24750	WA ST GET PROGRAM	\$227.00	
00020463	2/19/2016	25380	WASHINGTON GARDENS	\$315.52	
00020464	2/19/2016	25560	WASHINGTON STATE TRANSIT ASSOCIATIO	\$20,000.00	
00020465	2/19/2016	25858	WESTCARE CLINIC LLC PS	\$1,105.00	
Total:				\$352,963.31	

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
02080 AMMANN KARL										
00	2015 FALL	DI	2/5/2016			402.00	402.00	402.00		402.00
00	2015FALLQTR	DI	2/5/2016			1,666.66	1,666.66	2,068.66		2,068.66
00	2016 WIN	DI	2/5/2016			402.00	402.00	2,470.66		2,470.66
03370 BERGKAMP EMILY										
00	2015WTRQTR	DI	2/5/2016			1,666.66	1,666.66	1,666.66		4,137.32
08044 DOENITZ, THOMAS										
00	2016CDL	DI	2/5/2016			85.00	85.00	85.00		4,222.32
10205 FREEMAN-MANZANARES ANN										
00	2015/11-12	DI	2/5/2016			297.57	297.57	297.57		4,519.89
11308 HOFSTETTER SHANNON										
00	01/29/2016	DI	2/5/2016			192.30	192.30	192.30		4,712.19
11770 INTERCITY TRANSIT PROJECT ASSISTANCE										
00	2016 JAN	DI	2/5/2016			974.00	974.00	974.00		5,686.19
11775 INTERCITY TRANSIT WELLNESS										
00	2016 JAN	DI	2/5/2016			705.00	705.00	705.00		6,391.19
15469 O'KORIE, UTCHAY										
00	2015FALLQTR	DI	2/5/2016			1,666.66	1,666.66	1,666.66		8,057.85

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
08550 EASY SPEAKERS CLUB										
00	2015DEC	DI	2/19/2016			132.00	132.00	132.00		132.00
11308 HOFSTETTER SHANNON										
00	02/12/16	DI	2/19/2016			192.30	192.30	192.30		324.30
11785 INTERNATIONAL ASSOCIATION OF MACHINIS										
00	2016 FEB	DI	2/19/2016			2,760.25	2,760.25	2,760.25		3,084.55

Intercity Transit

Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 03/04/2016

Thru Date: 03/04/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020468	3/4/2016	16874	PITNEY BOWES RESERVE ACCOUNT	\$1,600.00	
00020469	3/4/2016	01480	AIR FLOW SYSTEMS INC	\$979.96	
00020470	3/4/2016	01780	AMALGAMATED TRANSIT UNION 1765	\$15,107.71	
00020471	3/4/2016	01885	AMERICAN LANDSCAPE SERVICES, LLC	\$3,916.80	
00020472	3/4/2016	01960	AMERICAN SEATING COMPANY	\$217.45	
00020473	3/4/2016	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$151.11	
00020474	3/4/2016	02380	ARAMARK UNIFORM SERVICES	\$796.31	
00020475	3/4/2016	02480	ASE SUPPLY INC	\$105.97	
00020476	3/4/2016	02580	ASSOCIATED PETROLEUM	\$1,739.82	
00020477	3/4/2016	03250	BATTERY SYSTEMS, INC	\$1,768.75	
00020478	3/4/2016	05740	CED	\$192.84	
00020479	3/4/2016	06060	CITY OF OLYMPIA	\$887.00	
00020480	3/4/2016	06610	COMMERCIAL BRAKE & CLUTCH	\$792.79	
00020481	3/4/2016	07150	CROSSROADS COLLISION CENTER	\$11,183.94	
00020482	3/4/2016	07220	CUMMINS INC	\$0.00	<input checked="" type="checkbox"/>
00020483	3/4/2016	07220	CUMMINS INC	\$32,656.90	
00020484	3/4/2016	10477	GALLS, LLC	\$0.00	<input checked="" type="checkbox"/>
00020485	3/4/2016	10477	GALLS, LLC	\$4,235.78	
00020486	3/4/2016	10607	GENUINE AUTO GLASS	\$1,477.06	
00020487	3/4/2016	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
00020488	3/4/2016	10660	GILLIG LLC	\$8,022.70	
00020489	3/4/2016	11142	HAWK ENVIRONMENTAL SERVICES	\$2,950.00	
00020490	3/4/2016	11615	INDUSTRIAL HYDRAULICS INC	\$866.41	
00020491	3/4/2016	11810	INTERSTATE BATTERY	\$268.63	
00020492	3/4/2016	11825	INTRACOMMUNICATION NETWORK SYSTEM	\$397.12	
00020493	3/4/2016	11895	J&I POWER EQUIPMENT INC	\$8.17	
00020494	3/4/2016	11930	JERRYS AUTOMOTIVE TOWING	\$670.20	
00020495	3/4/2016	13510	LES SCHWAB TIRE CENTER	\$122.52	
00020496	3/4/2016	14405	MICHAEL G MALAIER, TRUSTEE	\$230.76	
00020497	3/4/2016	14750	MULLINAX FORD	\$1,462.84	
00020498	3/4/2016	14760	MUNCIE TRANSIT SUPPLY	\$5,556.16	
00020499	3/4/2016	14900	NAPA AUTO PARTS	\$286.46	
00020500	3/4/2016	15140	NISQUALLY TOWING SERVICE	\$270.00	
00020501	3/4/2016	15255	NORTHWEST PUMP & EQUIPMENT	\$608.32	
00020502	3/4/2016	16593	PACIFIC OFFICE AUTOMATION	\$1,637.61	
00020503	3/4/2016	16595	PACIFIC POWER GROUP LLC	\$389.04	
00020504	3/4/2016	16765	PETRO CARD	\$35,864.18	
00020505	3/4/2016	17505	RAINIER DODGE INC	\$393.42	
00020506	3/4/2016	17560	RE AUTO ELECTRIC INC	\$377.62	
00020507	3/4/2016	17760	ROSS AND WHITE COMPANY	\$255.37	
00020508	3/4/2016	17900	SCHETKY NW SALES INC	\$161.06	
00020509	3/4/2016	17965	SEATTLE AUTOMOTIVE DIST.	\$699.44	
00020510	3/4/2016	18016	SENIOR ACTION NETWORK	\$70.00	
00020511	3/4/2016	18068	SHINING EXAMPLE INC	\$303.33	
00020512	3/4/2016	18355	SOUND TRANSIT	\$25,571.18	
00020513	3/4/2016	18470	SPORTWORKS NORTHWEST INC	\$211.08	
00020514	3/4/2016	21610	TETRA TECH INC	\$60,062.73	
00020515	3/4/2016	21800	THURSTON COUNTY RESOURCE STEWARDS	\$3,345.00	
00020516	3/4/2016	21930	TIRES INC	\$2,486.17	
00020517	3/4/2016	21950	TITUS-WILL CHEVROLET	\$336.69	
00020518	3/4/2016	21985	TOTAL FILTRATION SERVICES	\$218.72	
00020519	3/4/2016	22010	TOYOTA OF OLYMPIA	\$777.51	
00020520	3/4/2016	22100	TRANSIT SOLUTIONS, LLC	\$456.74	
00020521	3/4/2016	23400	U S BANK CORPORATE PAYMENT SYSTEMS	\$109,590.94	

Intercity Transit

Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

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Thru Date: 03/04/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020522	3/4/2016	23530	U S POSTAL SERVICE	\$225.00	
00020523	3/4/2016	23660	UNITED WAY OF THURSTON COUNTY	\$953.00	
00020524	3/4/2016	23755	VALLEY FREIGHTLINER	\$52.41	
00020525	3/4/2016	24000	W W GRAINGER INC	\$173.25	
00020526	3/4/2016	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$159.00	
00020527	3/4/2016	24640	WA ST DEPT OF TRANSPORTATION	\$229.74	
00020528	3/4/2016	24742	WA ST EMPLOYMENT SECURITY	\$19.39	
00020529	3/4/2016	24750	WA ST GET PROGRAM	\$227.00	
00020530	3/4/2016	24755	WA ST HEALTH CARE AUTHORITY	\$318,827.23	
00020531	3/4/2016	25130	WALTER E NELSON CO OF WESTERN WA	\$455.68	
00020532	3/4/2016	25858	WESTCARE CLINIC LLC PS	\$595.00	
			Total:	\$664,655.01	

Intercity Transit

Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 03/18/2016

Thru Date: 03/18/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020534	3/18/2016	01395	ADA WORKSHOP	\$500.00	
00020535	3/18/2016	01780	AMALGAMATED TRANSIT UNION 1765	\$118.00	
00020536	3/18/2016	01815	AMERICAN CUSTODIAL INC	\$10,055.00	
00020537	3/18/2016	01820	AMERICAN DRIVING RECORDS INC	\$283.04	
00020538	3/18/2016	01960	AMERICAN SEATING COMPANY	\$1,981.53	
00020539	3/18/2016	02320	APPLIED INDUSTRIAL TECHNOLOGIES	\$89.23	
00020540	3/18/2016	02380	ARAMARK UNIFORM SERVICES	\$789.54	
00020541	3/18/2016	02580	ASSOCIATED PETROLEUM	\$2,093.31	
00020542	3/18/2016	02825	AUTO PLUS - OLYMPIA	\$427.55	
00020543	3/18/2016	04120	BUILDERS HARDWARE CO	\$516.96	
00020544	3/18/2016	05340	CAPITOL COURIER SERVICE	\$332.50	
00020545	3/18/2016	06610	COMMERCIAL BRAKE & CLUTCH	\$1,435.65	
00020546	3/18/2016	07150	CROSSROADS COLLISION CENTER	\$4,385.25	
00020547	3/18/2016	07220	CUMMINS INC	\$0.00	<input checked="" type="checkbox"/>
00020548	3/18/2016	07220	CUMMINS INC	\$22,983.10	
00020549	3/18/2016	08780	EMERALD SERVICES INC	\$322.55	
00020550	3/18/2016	09885	FMNA LLC	\$238.23	
00020551	3/18/2016	10180	FREEDMAN SEATING CORPORATION	\$572.74	
00020552	3/18/2016	10477	GALLS, LLC	\$1,089.58	
00020553	3/18/2016	10580	GENE'S TOWING INC	\$209.27	
00020554	3/18/2016	10605	GENFARE	\$137.57	
00020555	3/18/2016	10660	GILLIG LLC	\$0.00	<input checked="" type="checkbox"/>
00020556	3/18/2016	10660	GILLIG LLC	\$12,713.22	
00020557	3/18/2016	10758	GORDON THOMAS HONEYWELL LLP	\$9,333.33	
00020558	3/18/2016	10863	GRAYS HARBOR TRANSIT	\$465.00	
00020559	3/18/2016	11615	INDUSTRIAL HYDRAULICS INC	\$143.94	
00020560	3/18/2016	11702	INSPECTORATE AMERICA CORPORATION	\$2,107.15	
00020561	3/18/2016	11765	INTERCITY TRANSIT PETTY CASH	\$254.05	
00020562	3/18/2016	11810	INTERSTATE BATTERY	\$122.89	
00020563	3/18/2016	13510	LES SCHWAB TIRE CENTER	\$168.57	
00020564	3/18/2016	13590	LLOYD'S REGISTER QUALITY ASSURANCE IN	\$6,756.40	
00020565	3/18/2016	13661	LOOMIS	\$392.93	
00020566	3/18/2016	13740	MAGELLAN BEHAVIORAL HEALTH	\$1,852.20	
00020567	3/18/2016	13850	MASON TRANSIT AUTHORITY	\$926.00	
00020568	3/18/2016	14590	MOHAWK MFG & SUPPLY	\$209.17	
00020569	3/18/2016	14750	MULLINAX FORD	\$1,027.70	
00020570	3/18/2016	14900	NAPA AUTO PARTS	\$304.39	
00020571	3/18/2016	15269	NORTHWEST TRUCK & INDUSTRIAL INC	\$305.79	
00020572	3/18/2016	15585	OLYMPIA FOOD CO-OP	\$130.00	
00020573	3/18/2016	16557	PACIFIC MODULAR, INC	\$489.60	
00020574	3/18/2016	16593	PACIFIC OFFICE AUTOMATION	\$939.13	
00020575	3/18/2016	16765	PETRO CARD	\$44,367.65	
00020576	3/18/2016	16820	PIERCE COUNTY SECURITY	\$15,129.59	
00020577	3/18/2016	16873	PITNEY BOWES GLOBAL FINANCIAL SERV LL	\$228.48	
00020578	3/18/2016	16874	PITNEY BOWES RESERVE ACCOUNT	\$729.00	
00020579	3/18/2016	17290	PUGET SOUND ENERGY	\$19,975.52	
00020580	3/18/2016	17505	RAINIER DODGE INC	\$185.11	
00020581	3/18/2016	17560	RE AUTO ELECTRIC INC	\$3,269.41	
00020582	3/18/2016	17683	REMIX SOFTWARE INC	\$3,600.00	
00020583	3/18/2016	17687	RENTON COLLECTIONS INC	\$803.62	
00020584	3/18/2016	17900	SCHETKY NW SALES INC	\$988.17	
00020585	3/18/2016	17965	SEATTLE AUTOMOTIVE DIST.	\$815.03	
00020586	3/18/2016	18160	SKILLINGS CONNOLLY INC	\$10,571.79	
00020587	3/18/2016	18287	SOFTWARE ONE INC	\$28,112.60	

Intercity Transit

Accounts Payable Check Disbursement List

Checking Account #: 0040007203

ACCOUNTS PAYABLE WARRANTS

From Date: 03/18/2016

Thru Date: 03/18/2016

Check #	Check Date	Ref #	Name	Amount	Voided
00020588	3/18/2016	18610	STEPHAN J PARROTT	\$675.00	
00020589	3/18/2016	18651	STORMANS (LICENSING)	\$47.75	
00020590	3/18/2016	18755	S-SQUARE TUBE PRODUCTS	\$4,217.50	
00020591	3/18/2016	18900	TEKNON CORPORATION	\$2,871.94	
00020592	3/18/2016	21660	THERMO KING NORTHWEST	\$186.22	
00020593	3/18/2016	21930	TIRES INC	\$2,484.18	
00020594	3/18/2016	21950	TITUS-WILL CHEVROLET	\$2,985.19	
00020595	3/18/2016	21980	TOTAL BATTERY & AUTOMOTIVE SUPPLY	\$127.95	
00020596	3/18/2016	22010	TOYOTA OF OLYMPIA	\$795.21	
00020597	3/18/2016	22325	TTL PARTNERS LLC	\$3,446.00	
00020598	3/18/2016	22420	TUMWATER PRINTING	\$451.94	
00020599	3/18/2016	23405	U S BANK or CORPORATE PAYMENT SYSTEM	\$2,101.95	
00020600	3/18/2016	23410	U S BANK VOYAGER FLEET SYSTEMS	\$21,704.95	
00020601	3/18/2016	23740	USSC LLC	\$596.78	
00020602	3/18/2016	23755	VALLEY FREIGHTLINER	\$147.24	
00020603	3/18/2016	24000	W W GRAINGER INC	\$778.24	
00020604	3/18/2016	24040	WA ST CONSOLIDATED TECHNOLOGY SERVI	\$170.76	
00020605	3/18/2016	24140	WA ST DEPT OF ENTERPRISE SERVICES	\$150.00	
00020606	3/18/2016	24742	WA ST EMPLOYMENT SECURITY	\$60.36	
00020607	3/18/2016	24750	WA ST GET PROGRAM	\$227.00	
00020608	3/18/2016	25130	WALTER E NELSON CO OF WESTERN WA	\$450.24	
00020609	3/18/2016	25380	WASHINGTON GARDENS	\$315.52	
00020610	3/18/2016	25858	WESTCARE CLINIC LLC PS	\$340.00	
00020611	3/18/2016	26050	WILLIE WEIR	\$1,500.00	
				Total:	\$262,809.95

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
	05125 CAMPBELL, BRENT									
00	03/10/2016	DI	3/18/2016			145.74	145.74	145.74		145.74
	08550 EASY SPEAKERS CLUB									
00	2016DUES	DI	3/18/2016			672.00	672.00	672.00		817.74
	11308 HOFSTETTER SHANNON									
00	03/11/16	DI	3/18/2016			192.30	192.30	192.30		1,010.04
	11750 INTERCITY TRANSIT EXEC IMPREST ACCOU									
00	2016MAR	DI	3/18/2016			1,421.00	1,421.00	1,421.00		2,431.04
	11785 INTERNATIONAL ASSOCIATION OF MACHINIS									
00	2016MAR	DI	3/18/2016			2,902.75	2,902.75	2,902.75		5,333.79
	17085 PRATT, ERIN									
00	02/9-10/16	DI	3/18/2016			222.07	222.07	222.07		5,555.86

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
11308 HOFSTETTER SHANNON										
00	02/26/16	DI	3/4/2016			192.30	192.30	192.30		192.30
11770 INTERCITY TRANSIT PROJECT ASSISTANCE										
00	2016 FEB	DI	3/4/2016			924.00	924.00	924.00		1,116.30
11775 INTERCITY TRANSIT WELLNESS										
00	2016 FEB	DI	3/4/2016			696.00	696.00	696.00		1,812.30

TRPC Members & Representatives

City of Lacey
Virgil Clarkson

City of Olympia
Nathaniel Jones

City of Rainier
Everett Gage

City of Tenino
David Watterson

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
Bill McGregor

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, April 1, 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.

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 – March 4, 2016
- b. Approval of Vouchers

Low Impact Development – Regional Efforts Underway

PRESENTATION

Thurston County and the cities of Lacey, Olympia and Tumwater are reviewing their respective development codes, as required by the municipalities' National Pollutant Discharge Elimination System (NPDES) Phase II Municipal Stormwater Permit, so as to make low-impact development (LID) the "preferred and commonly-used approach to site development." Communities must adopt their LID-supportive code revisions by December 31, 2016. TRPC staff will present an overview of the efforts to coordinate numerous stakeholders involved in the process, particularly the interjurisdictional review of the municipal codes for the unincorporated Urban Growth Areas.

Journeys Regional Transportation Annual Report

PRESENTATION

Journeys recaps TRPC's transportation work activities for the previous year. Notable transportation projects undertaken by the Council's members are highlighted. It is valuable for reflection, setting the current year's course, updating new members, and informing colleagues and constituents.

State Fiscal Years 2017-2018 Draft Unified Planning Work Program

1st REVIEW

TRPC will consider the draft transportation work program for state fiscal years 2017 and 2018 before being asked to take action on it in May.

DRAFT Regional Transportation Plan (RTP)

ACTION

TRPC will be asked to consider releasing the Draft RTP for public comment.

2016 Legislative Session

DISCUSSION

The State Legislature adjourned their regular session on March 10, 2016 and the Governor immediately convened a Special Session. Staff will report on activities of interest in both the Regular and Special Sessions.

Report from Outside Committee Assignments

INFORMATION

Member Check In

DISCUSSION

Executive Director's Report

INFORMATION

Minutes
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
March 21, 2016

CALL TO ORDER

Chair VanderDoes called the March 21, 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; Quinn Johnson; Ursula Euler; Jonah Cummings; Ron Hughes; Joan O'Connell; Michael Van Gelder; Walter Smit; Mitchell Chong; Lin Zenki; Denise Clark; Carl See; and Julie Hustoft.

Absent: Aariah Perez; Leah Bradley; and Charles Richardson.

Staff Present: Emily Bergkamp; Erin Pratt; and Nancy Trail.

APPROVAL OF AGENDA

It was M/S/A by O'CONNELL and JOHNSON to approve the agenda.

INTRODUCTIONS

VanderDoes introduced Authority member, KAREN MESSMER.

MEETING ATTENDANCE

- A. April 6, 2016, Regular Meeting - Michael Van Gelder
- B. April 20, 2016, Work Session - Victor VanderDoes
- C. May 4, 2016, Regular Meeting - Aariah Perez

APPROVAL OF MINUTES

It was M/S/A by CLARK, D. and HUSTOF to approve the minutes of the February 8, 2016 meeting.

CONSUMER ISSUES

- *Pierce* - DAL drop off at Martin Way Park & Ride and ORCA issues.
- *Hustoft* - sidewalks near bus stops downtown and a new bicycle commuter route from the city of Olympia.
- *Burt* - has an announcement.

NEW BUSINESS

- A. **VILLAGE VANS PROGRAM UPDATE** - (*Erin Pratt*) Pratt introduced herself and relayed that she has worked at Intercity Transit for over 30 years. She started at age 25 as a coach

Intercity Transit Citizen Advisory Committee

March 21, 2016

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operator and did that for 20 years. She then worked as a Dial-A-Lift (DAL) dispatcher and from there became a travel trainer. She recently took on the role of Village Vans Supervisor. She started working here before the Americans with Disabilities Act (ADA), and has seen many changes.

Pratt indicated participants in the Village Vans program can feel the culture of Intercity Transit the minute they walk through the door. The program helps people in two different ways, providing transportation when it is a barrier and with job skills training. Clients provide rides from 7:30 am to 5:30 pm Monday through Friday. In 2015 the program had 238 active clients and provided 4,700 rides for people looking for employment. Trips include transportation to WorkSource, interviews, and daycare because many of the participants are single moms. There are 3 car seats in every van. If participants need a rear facing car seat they must provide it. The program also provides transportation to the food bank and the grocery store to help participants get necessities. Village Vans partners with the YouthBuild program through Community Youth Services to help kids get their high school diploma or GED's by providing transportation. The job skills training program had 26 driver participants and 4 administrative assistant volunteers. Participants volunteered 5,265 hours and 85% of those who completed the program became employed. Three participants were hired at Intercity Transit. Volunteering gets your foot in the door.

Pratt provided a video from the Corporation for National and Community Service lauding the benefits of volunteerism.

Pratt stated Village Vans partners with many local and regional agencies including SPSCC; WorkSource; WorkFirst; Senior Community Service Employment Program (SCSEP) for those 56 years or older; and the Employment Security Department. The program requires a constant balance of having enough volunteers and passengers. Pratt says she is always recruiting both drivers and passengers. The program is funded through a Ladders of Opportunity an FTA Innovative Public Transportation Workforce Development grant. Intercity Transit is one of 19 in the nation to receive the grant.

Pratt relayed that participants receive an Intercity Transit email account; workstation access and assistance with resume and cover letter writing. Pratt shared some personal stories from program participants about the benefits of the program including structure; purpose; personal fulfillment; and professional development. Others have been able to secure employment and stable housing. Participants benefit from the great reputation of the program when applying for jobs. When a person secures employment the whole family benefits and it has a ripple effect in the community.

See arrived.

Pratt indicated one participant had a stroke in her 40's which her left side is affected. She is volunteering as an administrative assistant. She went to the DMV to renew her license and the examiner noticed her arm wasn't upright, and advised she would need to take a driving test. She was very nervous. Carolyn Newsome, Intercity Transit's Vanpool Manager not only talked to her but got in her car and told her what she needed to do on her test and she passed with 94%.

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Pratt shared some personal background on her family. Her grandparents came to the United States from Ireland in 1919 through Ellis Island. Her father was in the military and once retired had a difficult time adjusting to civilian life and could never hold down a job. Her mother began babysitting, and was able to get a job at the employment security department that provided health insurance. She and her siblings were then able to participate in school sports in high school. All of her siblings took jobs in public service including detective, fireman, county clerk, school teacher and public transportation. The job her mother got changed the outlook for the entire family.

Sibree arrived.

Pratt indicated Village Vans is the gift that keeps on giving.

Pratt answered questions.

Zenki - asked how long the program has been going.

Pratt - indicated it started in 2002.

Zenki - remarked that she had seen a van the other day and they look like commuters that are off to work. There is some social stigma towards the unemployed, but this didn't appear that way.

O'Connell - asked if Pratt works with DVR.

Pratt - indicated they meet once per month.

Cummings - asked if Pratt had ever advertised on Craigslist.

Pratt - stated she just used it for the first time this month, and it's the bomb!

O'Connell - asked if the program needed help getting the word out.

Pratt - responded the program always needs more of both drivers and clients. There are more vans available if needed. Insurance requirements allow for only three points on a driving record. People in poverty can't afford to pay their tickets and they move a lot, and that can turn into a huge ball that keeps getting bigger. Intercity Transit also does background checks since volunteers work with public. Village Vans asks volunteers to commit to 20 hours per week.

Clark, D. - asked what kind of advertising Pratt was using.

Pratt - indicated she utilizes her network of partner agencies including DSHS; WorkSource; etc. and posts flyers around town at certain housing areas, libraries, and at the food bank.

B. TRAVEL TRAINING/BUS BUDDY/DIAL-A-LIFT PROGRAM UPDATES AND DIAL-A-LIFT CUSTOMER SATISFACTION SURVEY RESULTS - (Emily Bergkamp) Bergkamp introduced herself as the Dial-A-Lift (DAL) manager and indicated she would provide

Intercity Transit Citizen Advisory Committee

March 21, 2016

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updates on the range of Intercity Transit's accessible services programs including Travel Training, Bus Buddies and DAL. She also indicated she had results to share on the DAL customer satisfaction survey.

Bergkamp introduced Scott Shanegarth, and shared information on his background and experience. Shanegarth is replacing Janina in the Bus Buddies program.

Bergkamp stated the impact of Thurston County's aging population on transportation will be significant. The importance of programs like Travel Training, and Bus Buddies enhance our accessible transportation services and help to reduce the demand of our DAL service.

Bergkamp shared a video celebrating the 25th anniversary of the ADA. Historically shared community spaces weren't accessible and perpetuated negative stereotypes. The ADA has enhanced and made this country greater. The ADA was passed in 1990 and provides civil rights protections for 54 million Americans with disabilities. Bergkamp indicated this affects 1 in 5 Americans. That population equals the population of California and Florida combined. The original folks laid down and crawled up the steps of Congress to get the attention of the government. The ADA is meant to be an extension of the Civil Rights Act of 1964 and applies to transit service under section 504 of the Rehabilitation Act of 1973. Intercity Transit has provided accessible transportation since 1981 and had an ADA plan in place since 1992. The agency needs to make sure facilities and vehicles are accessible as well as have a complimentary paratransit service a minimum of $\frac{3}{4}$ of a mile beyond the boundaries of the fixed route system. The agency must provide equivalent access to demand response service.

Bergkamp shared the dynamics of aging population and that people won't be able to drive forever. In the US the over-65 population is project to increase by 77% by the year 2045 and approximately one-third will have a disability. TRPC's age-based forecasts show 20% of Thurston County's population will be 65 and older by 2030. Older adults don't have a working knowledge of public transportation.

Bergkamp indicated this is why Travel Training is important. It provides that extra little bit of help at a one-on-one pace to teach people everything they need to know about riding the bus, and that they can do it on their own. The program reaches young adults in transition; because they will be working in our community and transportation is essential. Next are seniors, and then people in mobility devices. If these programs can get people comfortable using transit they can use fixed route buses and wouldn't have to rely on DAL. Intercity Transit fixed route accessibility features include ramps and kneeling for boarding. There are voice and text announcements and reader boards for all stops. Training for people with disabilities allows outreach to the community and the ability to serve more people which is vital. People learn individual origin to destination training; orientation to all aspects of bus travel; and travel training gets people out on the bus having fun while they work on their skills. The program offers mobility device training including an invitation to come to the bus yard to help them learn here. Once participants have a relationship with Travel Trainers they will come back for help. Bergkamp provided a video made by The Olympian on the travel training work between Curt Daniel and his client Pam who has low vision issues. Pam wanted her independence back. Curt met with her beforehand and determined what barriers existed between her home and her destination. All participants are asked to attend

Intercity Transit Citizen Advisory Committee

March 21, 2016

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orientation and mobility training first usually provided by the Washington State School for the Blind and this helps people be more successful.

Bergkamp continued on with a program update on the Bus Buddy program. The program is a partnership between Catholic Community Services (CCS) and Intercity Transit. CCS was successful in securing a grant from WSDOT. They are the fiduciary holders of the grant and Intercity Transit provides in-kind support. The grant mandated recipients secure partners in the community. Intercity Transit provides office space for staff, a computer, and bus passes for volunteers. Bus Buddies are well versed in riding transit and have a willingness and desire to help others navigate transit. They work with people who want to ride fixed route and don't have a caregiver who is accustomed to riding transit. Staff connects clients with fixed route Bus Buddies. One program participant, Susan, whose health had worsened and is now in a wheel chair, prefers riding fixed route because it provides service every 15 minutes. DAL doesn't allow for much spontaneity and with fixed route you have more options. Pam works with a Bus Buddy for certain trips, and sometimes she needs an extra set of hands at the grocery store. The program enhances quality of life as does DAL. Individuals are matched based on their experience and how compatible they are.

Bergkamp indicated the program had their kick-off in February 2014 and has had volunteer recognition programs. Currently there are 5 Bus Buddies going strong and they are always looking for volunteers. Some of the metrics that the program uses to show how its' doing are number of clients serviced; how many were new; under the age of 60; and number of volunteers recruited. The program is poised for growth.

Bergkamp provided an update on the DAL program. She indicated that her dad rides DAL. Shortly after she was born he was diagnosed with Multiple Sclerosis (MS). The initial decline was slow but over the years he had lost strength. He transitioned to a wheel chair the summer she got married and rolled her down the aisle. Bergkamp's dad is her secret shopper and he always says Intercity Transit is one of the friendliest systems.

Bergkamp stated DAL is a mandated service by the ADA. Clients apply and recertify every 3 years. It is a shared ride service. The application is on Intercity Transit's website and is now a fillable form. Applications are processed within 21 days. If deemed ineligible applicants can appeal. A client's disability must prevent them from accessing fixed route buses. If they are unable to board, ride or exit ramp equipped bus without assistance; needs to use a ramp but it cannot be deployed safely at their bus stop; or if their disability prevents travel to and from a bus stop under certain conditions. Categories of eligibility include conditional: "conditions" that describe when a client is unable to use fixed route; unconditional: means a client's disability or health condition prevents them from using fixed route; and temporary: a client's abilities and/or limitations are expected to change within a period of time. Clients must plan ahead to book rides 5-1 days ahead of time; and riders can book over the phone 7 days a week.

Johnson left.

Bergkamp provided some statistical information on DAL from 2015. There were 162,000 trips which is a 5% increase in ridership over 2014. The on-time performance is at 96%. DAL staff received 109,000 calls in 2015 which represents a 35% increase. The agency focuses on

Intercity Transit Citizen Advisory Committee

March 21, 2016

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call volume because the federal government looks at phone stats during triennial reviews. The DAL program serviced just under 3,100 clients in 2015; and made 1,060 eligibility decisions. Of those decisions 88% received full eligibility; 1% received conditional eligibility; 6% received temporary eligibility; 43% received temporary travel training; and 1% were ineligible. Staff required 47 functional assessments and handled 357 re-certifications. The assessments help identify the level of need for DAL. Re-certifications allow staff to touch base with clients because medical conditions change over time.

Bergkamp discussed the costs associated with DAL and that it is a very costly service. The average cost of a 1-way trip is \$46.00 versus the average cost of a 1-way fixed route trip of \$5.00. The cost difference between DAL and fixed route service is \$41.00 per trip. In 2015 approximately 4,300 DAL trips were diverted to fixed route and that equates to a cost savings of \$176,300 (\$41.00 x 4,300 trips). This means having two FTE travel trainers almost pays for itself. Bergkamp relayed a quote "The ADA is about equality. Purposeful segregation is not equality... be it in school, on a bus, or on the job. We need to remember that ADA paratransit is available as a support system to fixed route;" and "Getting older is fine. There is nothing you can do to stop it so you might as well stay on the bus," John Byrne.

Bergkamp answered questions.

Smit - asked if there was a required number of volunteer hours for Bus Buddies.

Bergkamp - responded the requirement is 6 hours and relayed that some volunteer at the recruitment table at transit centers, some volunteer for one-on-one assistance, and some do more administrative work.

Cummings - asked about travel training outreach to language schools.

Bergkamp - indicated staff just recently started outreach to non-English speaking populations. There is a driver that helps translate to Korean. Going forward staff will be a little more strategic by utilizing TRPC data to start with most commonly used languages. Staff has done some cross over with some of the exchange students at local colleges.

See - inquired about locating adult family homes, etc. within DAL boundary.

Bergkamp - indicated DAL always comes with fixed route service. Some adult family homes do fall outside the DAL boundary, and folks didn't realize it until they started calling for trips.

Zenki- remarked some are required via their licensing to provide transportation. Panorama has three levels of care and they are required to provide transportation for two of the levels, but not for independent living.

Van Gelder - indicated WSDOT is performing an evaluation on social service providers and locations of facilities and interactions with public transit. A number of agencies have requirements to be on bus lines.

O'Connell – asked if one client could make a reservation for the same ride for two people.

Bergkamp – responded they can do that. DAL clients can ride with guests and personal care attendants (PCA). It is important for staff to know who is included on the trip to make sure there are enough seats.

Hughes – asked if the agency makes an exception if people are located slightly outside the boundary.

Bergkamp – indicated staff is unable to make exceptions. Instead staff works with them to identify a location just inside the boundary for meeting. Staff also tries to identify other community partners who can help provide the transportation. Unfortunately if staff makes an exception for one then it would have to be done for all.

Zenki – remarked federal law prohibits exceptions.

Bergkamp – ADA is an unfunded mandate.

Bergkamp reviewed the results of the DAL customer satisfaction survey and likened it to getting your report card as a child. It gives customers an opportunity to report how the program is doing. She extended thanks to Lin Zenki for all the help she provided with the process. The agency has a consultant conduct the survey work every 3-5 years. A request for proposals is sent out and a vendor selected. The survey work includes gathering data on rider satisfaction; identifying service improvements; creating a profile of DAL clients; identifying barriers; and updating 2011 baseline data.

Zenki – stated she wanted the contract to go to someone local, but was very impressed with the group from California.

Bergkamp indicated the consultant had a lot of experience and understood the population they would be working with, and other vendors weren't as sensitive. The consultant completed a telephone outreach survey and had a complimentary online option. Data was collected in October and November 2015. The survey work included current riders and eligible riders who are not using the service. They completed 435 surveys and identified a "typical" DAL rider as female; Caucasian; household income of less than \$15,000; pays fare using 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. These results are comparable to the 2011 survey results. Survey respondents indicated excellent or good ratings in the making reservations category. The skill of ride schedulers to meet needs went down 2% and is indicative of some new hires and a need for building skills. Overall satisfaction with surveyed trip was up a bit and in ride attributes was up in every category. Comfort and condition categories increased significantly. Driving skills went up to 99% and that means people are feeling safe and well cared for. The responses for payment used indicates most are paying cash and in 2011 most were purchasing passes at customer service. Some of the rider feedback included, "it is a lifeline service." Some constructive criticism received was

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concerning logistics which can be tricky. It was suggest staff create a suggestion box type of process to receive feedback, and provide some education on the pass options available. In the future there may be some type of smartphone payment technology available.

Bergkamp spoke about the non-rider survey completed by 84 eligible individuals not using the service. The results identified the “typical” DAL rider as a white female; satisfied with DAL interactions up to this point; and has other options available which contributes to her not using service. Overall satisfaction went up in 2015; but we fell in the somewhat satisfied category. The reasons for not riding include no need; issues with scheduling; difficulty registering; and outside of the service area. Examples of non-rider feedback included that it is a life preserver for when it is needed; a great service; the registration process takes too long; trips take too long; hard to schedule rides 4-5 days in advance, etc. Some doctor’s offices are located outside the service area. Use of other transportation services within the prior month include travelled in a car as a passenger; using public transportation; and still driving.

Bergkamp indicated a few things came up while talking with ITA including making sure non-users are aware of the travel training service. Also to try and minimize the time it takes to get things back from doctors by bringing the forms to them. It puts the power back in their hands.

Bergkamp answered questions.

Zenki – indicated she was called for survey and thought the surveyor was exceedingly patient, slowed her speech, and it went well even though she dropped phone.

Pierce – asked how Intercity Transit gets DAL drivers?

Bergkamp – indicated each driver is hired as a coach operator and they get their CDL, then they have the ability to bid. She has noticed with DAL drivers it resonates with them to provide service to people and clients are appreciative of the service.

O’Connell – asked if staff had done a comparison on the time it takes for the same route on fixed route compared to DAL just to reframe the comments about DAL rides taking too long.

Bergkamp – appreciated Joan’s comment. If clients call regarding the rides taking too long she tries to bring that information to them and also that travel times per the ADA are to be comparable to fixed route trip. She uses the trip planner on the agency’s website to provide the information. She always says how sorry she is, and that it is a shared ride service in an effort to educate and communicate.

VanderDoes – remarked that normally the wait time doesn’t go over 2 minutes. He always tries to schedule early. He has noticed newer schedulers get better each time. He indicated passes versus cash would decrease the fear of not getting the right change, and clients wouldn’t have to worry about that if debit cards are accepted eventually.

Chong – inquired if there were comments about the pick-up window being too long.

Bergkamp – indicated she has heard that it is too long. Staff will do some investigating with other transit agencies to determine if there is a standard and see how we compare. With paratransit their window is even longer, but that is not a comparable system.

Clark, D. – asked if the cost of the trip is \$46 how much are we charging passengers.

Bergkamp – responded the fare is \$2.50 and fare return is about 15%. DAL is funded by tax dollars and special needs grants. That is why staff tries to use resources very responsibly booking trips together, etc. Staff is also looking at cutting some of the vehicles over to propane. The cost of propane has stayed fairly consistent. Staff is looking at doing a trial on about 5 expansion vehicles. This would help bring down the overhead quite a bit.

VanderDoes – asked why the agency doesn't try natural gas?

Bergkamp – indicated propane is easier to implement and it is on the state contract right now. They are offering to provide a tank for just the cost of fuel.

Clark, D. – asked about the possibility of going hybrid?

Bergkamp – stated hybrid vehicles are more expensive and propane can be converted back. The propane doesn't require the replacement of battery cells which maintenance has found add significant costs.

VanderDoes – remarked at the next meeting the Heartsparkle players will perform at 7:00 pm and three special needs kids will talk about how much they appreciate the service.

Bergkamp – gave one more shout out to Lin Zenki for her assistance with the survey.

CONSUMER ISSUES

- *Pierce* – There are two shelters at the Martin Way Park and Ride and recently she noticed somebody dropped off at 6:30 am at the back shelter where it is darker. She is hoping staff can communicate to the drivers to drop clients off at the one nearest the crosswalk. There is more light at that shelter and it is where people line up to get on the bus.

Bergkamp – stated staff can add a note to the address to pull to the first shelter.

- *Pierce* – asked for information to be relayed to transit folks in Tacoma that Intercity Transit does not accept ORCA. She recently witnessed a situation where a passenger got on in downtown Tacoma to head south and asked about ORCA. She added all her cash to her ORCA card and then got to the Intercity Transit bus and found out they don't take ORCA.

Sibree – asked why Intercity Transit isn't connected to ORCA.

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Messmer – indicated the ITA has looked at the ORCA technology in the past and the technology is aging. It may not be the best technology to invest in at this time.

- *Hustoft* – remarked about the condition of the sidewalks downtown. They are supposed to be 6” deep some are shallow and it makes it hard to get on or off the bus. She identified the specific stops are at Legion and Capitol and Union and Capitol.
- *Hustoft* – inquired about the alternate route for bicycles being planned in downtown Olympia and if staff was participating in the project.

Nancy will check with staff and advise.

- *Burt* – shared news that her agency does a fund raiser and employees select charities to receive the funds. Burt nominated the Build a Bike program and they were selected to receive funds.
- *Cummings* – recommended staff reach out to the transportation benefit district process going on in Olympia. Members of the board mentioned outreach to Intercity Transit.

REPORTS

- *Burt* – provided the report from the February 17, 2016, Work Session indicating Carolyn talked about surplus vans; they also received a presentation from Jessica Brandt on the sustainability program and learned about the agency’s ESMS program.
- *See* – provided the report from the March 16, 2016, Work Session indicating they received the same update on accessible services that the CAC received tonight. They also received information on the use of propane. The board approved continuing ISO 14001 certification; continuing with a state advocate; provided the new Olympia walk map; and Yelm is exploring additional service to transit centers.

NEXT MEETING: April 18, 2016.

ADJOURNMENT

It was M/S/A by VAN GELDER and BURT to adjourn the meeting at 7:42 pm.

Prepared by Nancy Trail

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INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 8-A
MEETING DATE: April 6, 2016

FOR: Intercity Transit Authority

FROM: Katie Cunningham, 705-5837

SUBJECT: Landscaping and Grounds Maintenance Services

1) **The Issue:** Consideration of a one-year contract extension with American Landscape Services, LLC for landscaping and grounds maintenance services at Intercity Transit facilities.

2) **Recommended Actions:** Authorize the General Manager to enter into a one-year contract extension with American Landscape Services, LLC to provide landscaping and grounds maintenance services at Intercity Transit facilities in an amount not-to-exceed \$47,002, including taxes.

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

4) **Background:** In January 2014 Intercity Transit released a Request for Proposals (RFP) for regularly scheduled landscaping and grounds maintenance services at the following facilities: Pattison Street, Olympia Transit Center, Lacey Transit Center, Martin Way Park-and-Ride, Hawks Prairie Park-and-Ride, and Centennial Station. The RFP resulted in an initial 27-month contract award to American Landscape Services, LLC in April 2014. The contract included three one-year renewal options. This item represents the first one-year renewal.

Intercity Transit is committed to maintaining our properties in a clean, presentable, and healthy condition while encouraging environmentally sensitive maintenance practices. American Landscape Services, LLC is a reputable and experienced local firm that is committed to helping us achieve this level of service.

Based on current contract performance, staff remains confident that American Landscape Services will continue to provide high quality services which meet our property maintenance requirements. The one-year renewal service rates will

remain the same as the original contract, which staff continues to find are fair and reasonable.

Considering the firm's fair and reasonable rates, experience in maintaining public facilities, and high quality contract performance, staff recommends awarding a contract extension to American Landscape Services, LLC.

5) **Alternatives:**

- A. Authorize the General Manager to execute a one-year contract extension with American Landscape Services, LLC to provide landscaping and grounds maintenance services at Transit facilities in an amount not-to-exceed \$47,002, including taxes.
- B. Defer Action. This alternative would result in a lapse in landscaping and grounds maintenance at agency facilities.

6) **Budget Notes:** The cost of this contract extension falls within the 2016 budget of \$65,000.

7) **Goal References: Goal #2:** *"Provide outstanding customer service."*

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

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 8-B
MEETING DATE: April 6, 2016

FOR: Intercity Transit Authority
FROM: Tammy Ferris, 705-5818
SUBJECT: Bus Stop Pad Construction Contract Award

1) **The Issue:** Consideration of a contract award for construction of bus stop pads.

2) **Recommended Action:** Authorize the General Manager to enter into a contract for the construction of 42 bus stop pads with KBH Construction Company, in the not to exceed amount of \$139,400, including taxes.

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

4) **Background:** Intercity Transit issued a Request for Bids on March 3, 2016. Interested contractors attended a pre-bid conference on March 15, 2016.

The 2016 budget includes funding for bus stop enhancements to provide safety and accessibility, with funds designated for the construction of bus stop pads. The Stops and Zones Committee selected the pad locations based on criteria that prioritize sites for accessibility enhancements.

We received nine bids by the submittal deadline of 11:00 a.m., on March 28, 2016. KBH Construction Company was the low bidder and staff found all their bid documentation to be in order. References indicate that the contractor is reputable and competent. Staff recommends award of contract to the lowest, responsive and responsible bidder, KBH Construction Company.

5) **Alternatives:**

A. Authorize the General Manager to enter into a contract for the construction of 42 bus stop pads with KBH Construction Company in the not to exceed amount of \$139,400, including taxes.

B. Defer action. Deferring action may result in missing the best weather for the outdoor construction.

6) **Budget Notes:** The 2016 budget includes \$274,250 for approximately 42 ADA Bus Stop enhancements from design through construction. The project budget includes a Regional TAP Grant of \$150,725 plus \$23,525 local match, and \$100,000 from the

Intercity Transit Facilities/Stop Improvements. Construction services, as well as other project components such as permitting, and design are included in the total project budget.

7) **Goal References:** **Goal #2:** *“Provide outstanding customer service.”* **Goal #3:** *“Maintain a safe and secure operating system.”* **Goal #4:** *“Provide responsive transportation options within financial limitations.”*

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

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 8-C
MEETING DATE: April 6, 2016

FOR: Intercity Transit Authority

FROM: Carolyn Newsome, Vanpool Manager, 705 5829

SUBJECT: Surplus Van Grant Program

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- 1) **The Issue:** Whether to authorize the General Manager to grant up to four surplus vanpool vehicles to non-profit or public agencies within the Thurston County Public Transportation Benefit Area (PTBA).
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- 2) **Recommended Action:** Authorize the General Manager to grant four surplus vanpool vehicles to Catholic Community Services, Community Youth Services, Interfaith Works, and YWCA.
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- 3) **Policy Analysis:** The Surplus Van Grant program supports the Transit Development Plan's goal of strengthening partnerships with local agencies and groups by assisting them in meeting their need for group transportation.
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- 4) **Background:** On September 3, 2003, the Intercity Transit Authority adopted resolution 07-03 creating the Surplus Van Grant program. The program makes up to four surplus vanpool vehicles available each year to non-profit groups in the Thurston County PTBA to meet the transportation needs of their clients not met by Intercity Transit's regular services. Community groups have been granted 37 vans since the program began.

Staff sent notices to community groups, prepared a press release, and utilized the Thurston Regional Planning Council's list of community service groups to announce the program. Staff sent applications to Social Service agency groups and the Vanpool Manager presented the program to the Citizen Advisory Committee. Marketing staff utilized our website and social media to advertise the program. Staff also held two pre-application open houses for interested parties.

A review team, consisting of Ann Freeman-Manzanares, General Manager, Meta Hogan, former CAC member, and Carolyn Newsome, reviewed 10 applications received by the March 18th deadline. Utilizing selection criteria including passenger trips provided, community benefit, coordination of services and ability to maintain vehicle and service, the team is recommending award of vehicles to **Catholic Community Services, Community Youth Services, Interfaith Works, and YWCA.**

Catholic Community Services operates Drexel House, emergency and transitional housing for chronically homeless and disabled single men and women. They will use their van for medical and social services appointments, trips to the food bank and recreational trips for their residents.

Community Youth Services will use their granted van to serve youth and young adults, who have been abused, abandoned, neglected, and are low-income, disadvantaged and experiencing homelessness. The granted van will support their YouthBuild program, providing vocation skills and hands-on skill development. Participants also engage in real-world construction on job sites in Thurston County.

Interfaith Works provides nightly, year-round shelter and advocacy services for highly vulnerable adults experiencing homelessness in Thurston County. The Interfaith Works Emergency Overnight Shelter provides a central location for essential partnerships with other services to provide advocacy, medical care and mental health services to single adults, couples without children and their pets. Interfaith Works provide services for individuals with severe, persistent mental illness, long-term substance abuse and those considered to be “chronically homeless.”

The YWCA inspires girls and young women to engage in college and career decisions that support future financial stability. Van will be used to transport girls to field trips throughout Puget Sound including Microsoft, University of Washington, Intel and other locations centered on science, technology, engineering, math and career and college awareness.

5) **Alternatives:**

1. Grant four surplus vanpool vehicles to Catholic Community Services, Community Youth Services, Interfaith Works, and YWCA.
2. Don't make surplus vans available for the program in 2016.
3. Delay action until a future date.

6) **Budget Notes:** The surplus van program will result in lost revenue to Intercity Transit from the sale of surplus vans. This is estimated at \$4,000 per vehicle or a total of \$16,000 for the four vehicles.

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 #4:** *“Provide responsive transportation options within financial limitations.”*

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

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 8-D
MEETING DATE: April 6, 2016

FOR: Intercity Transit Authority

FROM: Dennis Bloom, Planning, 705-5832
Donna Feliciano, Marketing, 705-5891
Carolyn Newsome, Vanpool, 705-5829

SUBJECT: Customer Satisfaction, Market Segmentation, and Vanpool
Customer Satisfaction Studies

1) **The Issue:** Staff engaged the services of CJI Research last fall to conduct a series of surveys of current fixed route riders, the general public, and vanpool customers. The results and final reports are now complete. The consultant team represented by Hugh Clark (CJI Research) will present their findings.

1) **Recommended Action:** For information and discussion only.

3) **Policy Analysis:** Having current and timely information about our current customers, future customers, and the public is critical to understanding the needs of our various service markets while meeting the agency's mission and vision. The Authority has supported updating our market research and surveying our customers on a regular basis.

4) **Background:** In 2015 the Authority approved a series of market research projects. Following a request for proposals, a professional market research firm was selected to complete three distinct surveys. These were a Fixed Route Customer Survey, a Market Segmentation survey of riders and non-riders, and a Vanpool Customer Satisfaction survey. The survey work itself began late fall and was completed in January 2016. In addition to presenting the latest findings, the research also compares previous survey work for comparison purposes.

Since September 2015, a research team led by CJI Research, worked with staff from Intercity Transit's Planning, Marketing, and Vanpool divisions to prepare, test, and run the different survey instruments. Led by Hugh Clark, the consultant team completed the three surveys, analyzed the data, and prepared a summary report for presentation.

The On-Board Customer Survey gathered data on fixed-route ridership and use of the system, demographics, rider suggestions, and overall satisfaction with our service. The survey received almost 2,600 customer responses and a follow-up

detailed telephone survey of over 400 of those riders was completed by the end of January 2016.

The Market Segmentation research was conducted by phone and designed to measure attitudes toward, and awareness of, Intercity Transit. It also identified market segments, potential users, and opportunities that can inform decisions for future service planning and marketing efforts. The survey of 797 adults within our service district was completed by the end of January 2016.

The Vanpool Customer Satisfaction survey was designed to ask all 1,400 participants in the vanpool program their overall satisfaction with the program. It included survey questions concerning the demographics of riders and satisfaction with our customer service and/or facilities. Vanpool customers were surveyed about how they came to vanpool and why they continue using our service.

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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** The cost of all three research studies was budgeted at \$113,000 and all surveys were produced on 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:** The consultant will provide summary findings at the meeting for the 2015 final reports on the *Customer Survey, Market Segmentation Survey, and Vanpool Customer Satisfaction Survey.*

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 8-E
MEETING DATE: April 6, 2016

FOR: Intercity Transit Authority
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: Annual Planning Session

1) **The Issue:** Select a date; identify topics of interest and potential facilitators for the 2016 Annual Planning Session.

2) **Recommended Action:**
A. Select a date for the 2016 planning session.
B. Begin identifying topics of interest for the session.
C. Offer the names of potential facilitators.

3) **Policy Analysis:** The Authority traditionally conducts a planning session annually to review issues identified by members and staff.

4) **Background:** The Authority typically meets once a year in a day-long session to review issues and plan for the future. Traditionally, Authority members make recommendations regarding potential topics and facilitators; the Authority Chair, Vice-Chair and General Manager select a facilitator and finalize the agenda.

Possible dates to select from include (all Fridays): May 27; June 10; June 24; July 8; July 15; July 22; July 29; August 12; August 19; August 26; or September 23.

5) **Alternatives:**
A. Select a date; identify topics of interest and potential facilitators.
B. Delay the planning session until the fall.
C. Delay a planning session until 2016.

6) **Budget Notes:** The annual planning session costs are included in the 2016 budget.

7) **Goal Reference:** Authority members meeting annually to discuss in length various issues, needs, and future plans for the agency supports all goals of the agency.

8) **References:** List of Consultants/Facilitators.

Intercity Transit Planning Session Consultants Used / Potential Consultants

CONSULTANT USED	YEAR
Paula Dillard Ascent Partners P. O. Box 690 Grapeview, WA 98546 206-919-5538	2015 – board room
Faith L. Trimble The Athena Group AKA - FLT 101 Capitol Way N Suite 300 Olympia, WA 98501 360-754-1954	2014 – board room 2013 – board room 2012 – board room
Organizational Resource Group Rick Kramer 1800 Cooper Point Road SW, Bldg. 14 Olympia, WA 98502 360-352-5104	2010 – All held in board room 2009 2008 2007 2006 2005 2004
Debbie Rough-Mack 4133 Banbridge Loop SE Olympia, WA 98501 360-664-1945	2003 St. Placid Spirituality Center Catered by Elyse's
Healthy Systems Sara S. Grigsby P. O. Box 146 Corbett, OR 97019 503-695-5678	2002 St. Placid Spirituality Center
MJ Briggs & Associates 17219 SE 36th Street Vancouver, WA 98683 360-944-6250	2001 St. Placid Spirituality Center

POTENTIAL CONSULTANTS:

Wendy Fraser – Fraser Consulting
360-556-6056

Tonia Sugarman
Northwest Consulting
1710 Vista
Tumwater, WA 98512
360-790-9426

Intercity Transit Planning Session Consultants Used / Potential Consultants

Creative Community Solutions, Inc.
2203 Overhulse Road NW
Olympia
360-866-9325

Doug Mah & Associates
360-867-8802

Rough-Mack Consulting
4133 Banbridge Loop SE
Olympia
360-259-4285

Sparrowhawk Consulting
510 Bates Street SE
Tumwater
360-412-1700

Jason Robertson - TRPC
2424 Heritage Court SW Suite A
Olympia, Washington 98502

<p>City of Olympia (consultants used)</p>	<p>Larry Dressler Blue Wing Consulting Boulder, CO 303-440-0425</p> <p>Michael Pendleton Consulting Kingston, WA 360-638-1179 mpendleton@telebyte.com</p> <p>Kendra Dahlen FLT Consulting, Inc. (AKA Athena Group) Olympia, WA 754-1954</p>
<p>City of Lacey (consultants used)</p>	<p>Jason Robertson Barney & Worth, Inc. 606 Columbia St. SW., Suite 217 Olympia, WA 98501 360.753.1023 www.barneyandworth.com</p>

Intercity Transit Planning Session Consultants Used / Potential Consultants

	<p>Rhonda Hilyer Agreement Dynamics PO Box 33640 Seattle, WA 98133 260.546.8048 hq@agreementdynamics.com www.agreementdynamics.com/clientlist.html</p> <p>Paula C. Dillard, CEBS, SPHR Ascent Partners 8512 122nd Avenue NE #224 Kirkland, WA 98033-5831 206.919.5538 www.ascentpartners.net</p>
City of Tumwater (consultants used)	<p>Paula Dillard, CEBS, SPHR Practice Leader/Principal Consultant Ascent Partners PHONE: 206-919-5538 pcd@ascentpartners.net www.ascentpartners.net</p>