

AGENDA
INTERCITY TRANSIT AUTHORITY - CITIZEN ADVISORY COMMITTEE
JOINT MEETING
September 18, 2013
5:30 P.M.

CALL TO ORDER

- | | | |
|------------|--|----------------|
| 1) | APPROVAL OF AGENDA | 1 min. |
| 2) | INTRODUCTIONS - Attendees provide self-introductions | 10 min. |
| 3) | PUBLIC COMMENT
<i>Public Comment Note: This is the place on the agenda where the public is invited to address the Authority on any issue. The person speaking is requested to sign-in on the General Public Comment Form for submittal to the Clerk of the Board. When your name is called, step up to the podium and give your name and address for the audio record. If you are unable to utilize the podium, you will be provided a microphone at your seat. Citizens testifying are asked to limit testimony to three minutes.</i>

<i>The Authority will not typically respond to your comments this same evening; however, they may ask some clarifying questions.</i> | 5 min. |
| 4) | TRAVEL TRAINING PROGRAM OUTREACH (Emily Bergkamp) | 20 min. |
| 5) | CAC BYLAW AMENDMENT (Michael Van Gelder) | 5 min. |
| 6) | 2014 DRAFT BUDGET/2013-2019 STRATEGIC PLAN CALENDAR AND BUDGET PROGRESS TO DATE (Ben Foreman) | 15 min. |
| 7) | COMMENT ON SUSTAINABLE THURSTON DRAFT PLAN
(Ann Freeman-Manzanares) | 10 min. |
| 8) | CAC SELF-ASSESSMENT
(Martin Thies/Michael Van Gelder/Ann Freeman-Manzanares) | 20 min. |
| 9) | 2014 - 2019 STRATEGIC PLAN (Ann Freeman-Manzanares) | 30 min. |
| 10) | AUTHORITY/CAC ISSUES | |

ADJOURNMENT

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 4
MEETING DATE: September 18, 2013**

FOR: Intercity Transit Authority and Citizen Advisory Committee
FROM: Emily Bergkamp, Dial-A-Lift Manager, 705-5893
SUBJECT: Travel Training Program Outreach

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- 1) **The Issue:** Provide the ITA and CAC an update on the Travel Training Program.
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- 2) **Recommended Action:** Information only.
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- 3) **Policy Analysis:** The Dial-A-Lift Manager will provide updates to the ITA at least twice per year, and more often as requested.
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- 4) **Background:** Travel Training is a vital program of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so.
- Emily Bergkamp, Dial-A-Lift Manager, selected two interns to provide travel training service while veteran travel trainer Jane Bohannon has been recovering from an on-the-job injury. Interns Erin Pratt and Curt Daniel have done a wonderful job of continuing this vital service to our community. Both will showcase videos they created for specific audiences to promote travel training, increase awareness of people with special needs and help train operators.
-
- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** Goal #1, *"Assess the transportation needs of our community."* Goal #2, *"Provide outstanding customer service."* Goal #3, *"Maintain a safe and secure operating system."* Goal #4, *Provide responsive transportation options."*
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- 8) **References:** N/A.

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 5
MEETING DATE: September 18, 2013**

FOR: Intercity Transit Authority and Citizen Advisory Committee
FROM: Michael Van Gelder, Chair - Citizen Advisory Committee
SUBJECT: CAC Bylaw Amendment

- 1) **The Issue:** Review proposed amended CAC bylaw language.

- 2) **Recommended Action:** Discuss recommended changes and/or entertain additional amended language. If consensus is reached at this meeting the amendment may be voted upon at the October 21, 2013 CAC meeting.

- 3) **Policy Analysis:** The CAC bylaws may be amended by a majority vote of the Citizen Advisory Committee members at any meeting of the CAC. Copies of the proposed revisions or amendments must be provided to CAC and Authority members thirty days in advance of the meeting at which the changes are to be acted upon.

- 4) **Background:** The Citizen Advisory Committee recently reviewed its bylaws. During the review, the wording under "Purpose and Authority" triggered a discussion as to its meaning as well as whether it was an accurate or realistic statement. CAC members were asked to suggest revisions. The following is a result of that conversation and CAC member suggestions submitted via email.

PURPOSE AND AUTHORITY

To advise the Intercity Transit Authority concerning transportation issues, to advocate for transportation choices and to represent the public in accomplishing Intercity Transit's mission and goals.

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

The CAC is advisory to the Transit Authority, and provides customer feedback to ~~not~~ the agency.

The CAC bylaws require proposed revisions or amendments be provided to the CAC and Authority members thirty days in advance of the meeting at which the changes are to be acted upon. If revisions can be agreed to at this meeting, the CAC may act upon the changes at their October 21 meeting.

5) Alternatives:

- A. Accept the proposed language.
 - B. Alter the language.
 - C. Continue to work on revisions.
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6) Budget Notes: N/A.

7) Goal Reference: The CAC works with the Authority to meet all goals of Intercity Transit.

8) References: Citizen Advisory Committee Bylaws with proposed changes.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE**
Bylaws

PURPOSE AND AUTHORITY

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

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

| The CAC is advisory to the Transit Authority, and provides customer feedback to ~~not~~ the agency.

COMPOSITION

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

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

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

TERMS

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

ATTENDANCE

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

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

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

MEETING SCHEDULE

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

AGENDA

The CAC Chair will determine the agenda in conjunction with the Staff Liaison. Any member wishing to add an item for substantive discussion at the meeting may do so by contacting the CAC Chair or Staff Liaison at least ten days prior to the meeting date. CAC members may add items to the agenda at the beginning of a meeting with the

understanding, that depending on the requirement for additional information, such items may be discussed in a general way with substantive discussion and decision scheduled for a future meeting.

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

MINUTES

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

QUORUM

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

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

OFFICERS/TERM OF OFFICE

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

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

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

Section 1. *Chair*

The Chair shall:

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

Section 2. *Vice Chair*

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

Section 3. *Authority Work Session Representation*

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

MEETING PROTOCOL

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

PRODUCTS

It is anticipated the CAC will have a product in the form of a recommendation and/or a summary of the various points of view to the Authority following study and discussion of an issue. The recommendation and/or points of view will be forwarded to the Authority through the Staff Liaison, using the appropriate agenda forms and process. The CAC will seek Authority feedback regarding disposition of the recommendation and/or points of view. *(Amended 07/16/01)*

SELF ASSESSMENT

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

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

USE OF THE OPERATING GUIDELINES

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

AMENDMENTS

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

ADOPTED this 17th day of July, 2000.

**Amended: February 19, 2001
July 16, 2001**

**March 5, 2008
February 14, 2011**

December 16, 2002
December 20, 2004
February 14, 2005
February 6, 2008

November 2, 2011
February 13, 2012

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 6
MEETING DATE: September 18, 2013**

FOR: Intercity Transit Authority and Citizen Advisory Committee

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

SUBJECT: 2014 Draft Budget/2013-2019 Strategic Plan Calendar and Budget Progress to Date

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- 1) **The Issue:** Update the Authority on the timing for the 2014 budget process and also the timing for the 2014 - 2019 strategic plan process. The cash flow projection for 2014 - 2019 will also be presented.
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- 2) **Recommended Action:** Informational Only.
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- 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and comment on the draft budget as it is being formulated. The draft budget documents will rest heavily on the 2014-2019 Draft Strategic Plan (SP) that the Authority is proposed to finalize and adopt on November 6, 2013. The SP states the Authority's wishes as to service levels which are the prime driver of our proposed expenses for 2014. The 2014 budget, which flows from the Strategic Plan, is tentatively schedule for Authority adoption on December 4, 2013.
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- 4) **Background:** The attached draft budget calendar outlines the various steps that will be taken to ensure the Authority can comfortably adopt Intercity Transit's 2014 - 2019 Strategic Plan on November 6, 2013, and the 2014 Budget on December 4, 2013. As always this budget calendar is considered a "draft," or a living document, and will probably be subjected to changes to reflect the needs of the Authority and/or staff.
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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal Reference:** The annual budget impacts all four goals.
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- 8) **References:** 2013 Draft Budget/2013-2018 Strategic Plan Calendar. Further materials will be presented at the meeting.

2014 Budget and 2014 Through 2019 Strategic Plan Schedules

WHEN	Who	Lead	Budget	Lead	Strategic Plan
Thursday, August 29 2013	Capital Group	Ben	Develop Capital program for budget and strategic plan		
Friday, August 30, 2013	Budget Coordinating Committee	Ben/Leslie/Ann	Prepare for 1st Budget Team Meeting		
Friday, September 6, 2013	1st 2014 Budget Team Meeting	Ben/Leslie/Ann	Kickoff Meeting - 1.) Identify budget issues. 2.) Review TDP and Budget Target. 3.) Review Capital Projects. 4.) Review Budget Schedule. 5.) Present Salary, Wages and Benefits (including uniforms, tool allowance and tuition reimbursement for ATU and IAM) 6.) Address GWI 7.) Address Training and Development.		
Wednesday, September 18, 2013	Joint Intercity Transit Authority/CAC Meeting	Ben	1.) Budget Calendar 2.) Cash Flow Projection 2014 - 2019	Ann	Strategic Plan Discussion
Friday, September 27, 2013	Budget Team Action Point	Budget Team	Other Operating Expenses, Non-recurring Operating Expenses, Capital Expenses and New Projects (staffing, capital and operating) project sheets complete and entered in budget tool. Training and Development write ups are due at this time.		
Wednesday, October 2, 2013	Intercity Transit Authority - Board Meeting	Ben	Set Public Hearing Date for Budget for Wednesday, November 7, 2013	Ann	1.) Strategic Plan Issue Discussion 2.) Set Public Hearing Date for the Strategic Plan for Wednesday, October 17, 2013

2014 Budget and 2014 Through 2019 Strategic Plan Schedules

WHEN	Who	Lead	Budget	Lead	Strategic Plan
Thursday, October 3, 2013	2nd 2014 Budget Team Meeting	Ben/Leslie/Ann	1.) Discuss any changes/clarifications to items discussed at the 1st Budget Team meeting. 2.) Identify remaining dollars available. 3.) Begin discussion/agreement new projects.		
Monday, October 7, 2013	Budget Team Action Point	Budget Team	Projections for 2013 need to be completed and entered into the budget tool so we can generate our estimated 2013 expenses.		
Tuesday, October 8, 2013	3rd 2014 Budget Team Meeting	Ben/Leslie/Ann	1.) Discuss any changes/clarifications to items discussed at the 1st and 2nd Budget Team meetings. 2.) Continue discussion/agreement new projects. 3.) Conclude Budget Team Activities		
Monday, October 14, 2013	4th 2014 Budget Team Meeting - if necessary	Ben/Leslie/Ann	Conclude Budget Team Activities		
Wednesday, October 16, 2013	Intercity Transit Authority Workshop - Special Meeting	Ben /Leslie	Draft Budget Presentation/Budget Books Available to the Authority	Ann/Dennis	Draft Strategic Plan Public Hearing
Monday, October 21, 2013	CAC	Ben	Draft Budget Presentation	Ann	Strategic Plan - Issue Discussion
Wednesday, October, 23, 2013	Public	Leslie	Budget Books Available to the Public		
Wednesday, November 6, 2013	Intercity Transit Authority - Board Meeting	Ben	Draft Budget Public Hearing	Ann	Approve 2014-2019 Strategic Plan
Wednesday, December 4, 2013	Intercity Transit Authority - Board Meeting	Ben	Adopt 2014 Budget		

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 7
MEETING DATE: September 18, 2013**

FOR: Intercity Transit Authority and Citizen Advisory Committee
FROM: Ann Freeman-Manzanares, 705-5838
SUBJECT: Comment on Sustainable Thurston Draft Plan

1) **The Issue:** Encourage members to comment on the Sustainable Thurston Draft Plan.

2) **Recommended Action:** Encourage participation in this public process.

3) **Policy Analysis:** N/A.

4) **Background:** The Sustainable Thurston Draft Plan, Creating Places Preserving Spaces: A Sustainable Development Plan for the Thurston Region is available for public comment through 5 p.m., October 2, 2013. Staff from the Thurston Regional Planning Council presented information on the plan at the May 20 CAC and August 21 ITA meetings.

Each member of the CAC and ITA is encouraged to comment on the plan individually. Information on the plan and public comment process is available at the link listed under the reference section of this document. In addition, staff is preparing to make comment on the plan as well. If you wish to share your comments with staff, please do so by September 25. Staff will provide information at a future meeting.

5) **Alternatives:**
A. Encourage members to submit comment on the plan individually.

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

7) **Goal Reference:** This item supports our mission to provide and promote transportation choices that support an accessible, sustainable, livable, healthy, prosperous community. Goal #5 and its associated "Ends Policy" most closely represents this action item. Goal #5, "*Align best practices and support agency sustainable technologies and activities;*" and Goal #5 Ends Policy, "*Resources will be used efficiently with minimal impact on the environment.*"

- 8) **References:** Sustainable Thurston Draft Plan Public Comment website:
<http://www.trpc.org/regionalplanning/sustainability/Pages/SustainableThurstonDraftPlanComments.aspx>

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 8
MEETING DATE: September 18, 2013**

FOR: Intercity Transit Authority and Citizen Advisory Committee
FROM: Martin Thies, Michael Van Gelder, Ann Freeman-Manzanares
SUBJECT: CAC Self-Assessment

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- 1) **The Issue:** Review the results of the Citizen Advisory Committee yearly self-assessment and discuss how the CAC interacts and advises the Authority.

 - 2) **Recommended Action:** Discuss the results of the assessment and how the CAC interacts and advises the Authority.

 - 3) **Policy Analysis:** The CAC conducts a self-assessment annually and presents the results to the Authority at the September joint meeting.

 - 4) **Background:** Each May, the Citizen Advisory Committee conducts a self-assessment and shares the results with the committee at their June meeting, and with the Authority at the joint meeting held in September.

Eighteen members were eligible to complete the assessment. Everyone completed it for 100% participation. The results and comments are included on the attached document.

As a result of this year's assessment, the CAC discussed and recommended a bylaw amendment regarding their purpose. In addition, the assessment encouraged conversation at the July 17 Authority meeting regarding how the Citizen Advisory Committee and the Authority interact and how the Authority utilizes the Committee.

This joint meeting provides a perfect opportunity to discuss what is working well and what could work better.

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

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

7) **Goal Reference:** Supporting a positive working relationship and open communications between the CAC and the ITA helps the agency achieve all goals.

8) **References:** 2013 CAC Self-Assessment Results.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
SELF ASSESSMENT
MAY 2013**

<i>Total Members Eligible to Participate: 18</i>	<i>Members Participating in Survey: 100%</i>
<i>of Participation:</i>	

2013 Results posted in blue
2012 Results posted in black.

	<i>Strongly Agree</i>	<i>Somewhat Agree</i>	<i>Somewhat Disagree</i>	<i>Strongly Disagree</i>	<i>Don't Know</i>
1. We remained faithful to our purpose.	17 94% 19 100%	1 7%			
<p>Comments: The members of the committee are very interested in and committed to IT. Yes, we advised the Authority on policy and ADA issues, as raised or referred. Although the question of purpose comes up often enough, I think it may be a challenge to keep it in minds. I think our group has been very diligent in their regard for advancing the public interest in the services that are provided and expanded. It isn't really clear to me what our purpose is - I made comments following item 8. We are presented with information, discuss it, and offer suggestions that are shared with the Authority. I believe that is our purpose. The Intercity Transit CAC is unique and one of a kind. We work better than any other in the region because we have people who are interested in these issues and are dedicated to improving it in any way they can. I feel that we keep a good eye on what our purpose is, and with the help of IT staff, the CAC continually makes adjustments wherever is necessary to ensure we do remain faithful to our purpose. The CAC continues to reflect the diversity of the community and brings key issues to the ITA to consider for on-going improvements to the service provided in our communities.</p>					

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Don't Know

2. The Citizen Advisory Committee represents the community.	11	61%	6	33%	1	6%		
	14	74%	5	26%				

Comments: I would like to see someone from TESC or SPSCC on the CAC. Yes and no, and through attrition our representation became less diverse during the year. We largely represent ourselves well, and through a diverse set of committee members, we do have a variety of perspectives. However, as committee members, we must continue to reach out to our friends, neighbors, co-workers and others to build our understanding of the community's needs and opinions, myself included. Yes, though the question would more accurately be "Does the CAC represent Thurston County's variety of residents (both inside and outside the PTBA)? We really need to recruit for a handicapped person. We live in a diversified community on a whole, and the CAC is a reflective body and mind of our various communities. I feel we need to continue to focus on keeping representation from known growing constituencies, namely minority and senior populations. It would be good to have another person living with a disability on the Committee, and the suggestion of having a Van Pool person is a good one, even though we may have a hard time finding someone in that category that can make the meetings. The Youth position has been successful. I think most other user groups are covered by someone. We appear to have representative from a large diverse population. I'd recommend extending, or having a separate extended youth position. No persons with obvious disabilities. Always room for improvement. The CAC has evolved over the past seven years to be more representative of the overall community. Hopefully with the new members, a representative from the disabled community will be on the CAC.

3. Intercity Transit and the community benefited from our input.	15	83%	3	17%			
	16	84%	2	11%			1 5%

Comments: Strongly agree that Intercity Transit benefitted from our input. We prepped presenters for discussions with the Authority, and in other cases, we made substantive suggestions assisting with operations or planning. I'm sure the community benefitted as well, both from more informed decisions by the Authority and improved services from Intercity Transit. Yes, IT handles our consumer issues in a very timely manner. We as members are the voice and reflected minds of our community that advance and monitor the changes needed to be viable in our public transit system. I hope this is the case. We represent a wide variety of users, and hopefully our comments and suggestions have been helpful. With volunteers from the CAC providing input on key issues and helping out with important things such as appearing on the interview panels for the General Manager, there is no doubt we have an impact. I do believe this is true; however, I feel that the CAC could benefit from some sort of tracking that represents this is literal. Documenting the how/when/what CAC did to make an impact on the Authority, IT, and the community. This could potentially help us see where we can expand our efforts and where more efforts may be needed. The CAC continues to bring benefit to the community through suggestions made to improve bus stops to bringing youth members on the CAC. The CAC has been, and continues to bring the community's voice to the board for consideration of service improvements.

4. We add value to the Transit Authority's decisions.	16	89%	2	11%			
	13	68%	6	32%			

Comments: Yes, I believe we provide additional perspectives on the policy issues decided on by the Authority. On at least one occasion, we were asked to discuss a subject that had already been decided by the Board. I wondered what the point was. Attendance at the Authority's work sessions shows they value our input. Since we have members volunteer their time and minds every month without fail, and we have been told and thanked many times by representatives of the Transit Authority for our input - thus I think our time and minds are well spent. I continue to believe we could benefit from knowing the Authority's opinion on this; what do they expect from us? How do they (the Authority) feel we are doing? I believe that they value our opinions and consider them when making decisions. I feel like IT actually places importance in what the CAC does and that we are a valuable free asset for the organization. If the CAC did not bring value, or was viewed as bringing value then the Authority and General Manager would not have included CAC members on the GM interview panels or continue to seek out the CAC input on key matters.

Strongly *Somewhat* *Somewhat* *Strongly* *Don't*
Agree *Agree* *Disagree* *Disagree* *Know*

5. Our meetings are run well.	15	83%	3	17%			
	18	95%	1	5%			
<p>Comments: Yes. Credit to Chair Abernathy for keeping the meetings on task, and to staff for keeping us prepared and arranging for external and internal speakers. Perhaps the allotted times for issues should take into account that we often take more time than allotted. Issues didn't seem to run within the allotted times the majority of the meetings this year. We have a problem running a little over on time. Chairperson and staff do an excellent job of providing advance reading material and keeping us focused during meetings. The leadership has done a great job. Only occasionally do we get off on a tangent, or start offering advice or get involved in something that we have not been asked our opinion about. I remember a few meetings where we spent too much time discussing something that was an "information only" item. We are going to miss Steve. Stay on task but also have FUN when it is warranted. The right balance of conversation, input and deliberation as well as managing the time of the CAC volunteers has been done well. There have been a few times where the topic matters discussed caused over runs on meeting times; however, they have been few.</p>							

6. I feel satisfied with my participation level within the Citizen Advisory Committee.	13 72%	5 28%			
	13 68%	5 26%	1 5%		

Comments: I wish I had more time to devote, but I will during the next year. I appreciate the opportunity to serve, and look forward to the year ahead. There are times when everybody wants to get their two words in and we don't always have enough time for that. I try to articulate my own viewpoints even when I sense they are not the "popular" ones. I speak up when I have a question or comment. Better than last year. I've had the opportunity to serve on the General Manager interview panel as well as the CAC applicant interviews. I love being involved in the CAC and various committees. Absolutely! I have enjoyed every minute of the past seven years I have served. I will miss the group, and participating in the discussions of a service I feel is critical to the mobility of the residents and to the economic vitality of the communities Intercity Transit serves.

7. I am prepared for the meetings.	11 61% 10 53%	7 39% 9 47%			

Comments: The materials presented by Intercity Transit almost always had me feeling very prepared, especially with the last minute changes afforded by using the laptop. The laptop also ensures I am able to take notes. Just a few meetings in which I wanted to have read the materials more closely. I try hard to read advance materials provided and come prepared to comment. I appreciate having the packets ahead of time so that we can read about what will be discussed or presented at the meetings. I tend to at least skim the material before any meeting. Usually! Staff has always kept us well prepared with materials and briefed on the topics to be covered at each meeting.

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Don't Know

8. I feel comfortable contributing at the meetings.	14 78% 17 89%	4 22% 1 5%			1 1%
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Comments: Yes, always a welcoming environment to me for contributing comments. Credit to all the Intercity Transit presenters and attending staff, as well as to our Chair and other fellow committee members. Sometimes I feel I don't know enough about the subject to fully engage in the conversation. Over the years I have yet to see or feel a member's opinion not respected, so I think open and frank discussions make us all comfortable enough to give our input where we deem needed. Everyone has a fair chance to be heard, which is great. I speak up if I have something to say. Still a little nervous speaking in groups but none of that would be the CACs fault. Still too new to know what's going on. Sometimes there's quite a "stack" of folks waiting to chime in - it is really wonderful to have such enthusiastic participation but sometimes feels like you have to just sit on it so the meeting can go forward. Never had a problem in sharing my opinion or feelings on topics discussed.

Are there any topics, specific to Intercity Transit services, you are interested in discussing, getting further clarification on, or having presentations made available at CAC monthly meetings? If so, please share below:

- I am interested in any topics that may affect senior citizens.
- I would suggest more presentations - though perhaps briefer - similar to the one provided by Kathy McCormick - that provides the CAC with more contexts about what is happening in our community and how Intercity Transit fits into it.
- Many citizen groups that think about various community services take time occasionally to go on retreat, in order that they may address their agency and community proactively and with visionary outcomes in mind. This would be beneficial.
- Finding ways to get service to outlying Hawks Prairie area, DuPont and JBLM.
- I often wonder what a benefit it would be if we sent a member to the local colleges to gain their input on how we could better serve their needs plus they would come to understand over time the cost and balances approach to the business of what is proposed and provided. They are our future members and future leaders.
- From time-to-time, I have made specific recommendations for Authority consideration and have yet to receive any acknowledgement of same. While I obviously do not expect that any or all of my recommendations will be accepted, I think it is not unreasonable that I expect some acknowledgement of them.
- Reports - would like to see at every meeting is sustainability reports and customer satisfaction reports, so we have an idea or the State of Intercity Transit at every meeting when considering issues.
- Just a big "Thank You" to the Intercity Transit staff for all of their dedication and hard work. And a big thank you to the ITA for their continued support to this valuable community asset. It's been a fun 7 years!

Name: _____

(Please include your name so staff will know who has completed the form. Thank you.)

**INTERCITY TRANSIT AUTHORITY
CITIZEN ADVISORY COMMITTEE
JOINT MEETING
AGENDA ITEM NO. 9
MEETING DATE: September 18, 2013**

FOR: Intercity Transit Authority and Citizen Advisory Committee

FROM: Ann Freeman-Manzanares, 705-5838

SUBJECT: 2014-2019 Strategic Plan

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- 1) **The Issue:** Begin discussions of the 2014 - 2019 Strategic Plan.

 - 2) **Recommended Action:** This is an information item for discussion purposes.

 - 3) **Policy Analysis:** The Strategic Plan is Intercity Transit's primary policy document and Authority direction determines the level of resources and priorities devoted to specific services and projects. The first year of the Strategic Plan provides specific direction to the next year's budget by setting an expenditure ceiling, a capital program and a desired service level.

 - 4) **Background:** Staff will forward a working paper to the Intercity Transit Authority prior to the meeting outlining the issues identified in the 2014 - 2019 Strategic Plan and actions taken in 2013 or planned in the remainder of 2013. This document is meant to start the discussion on issues to be addressed in the 2014 - 2019 Strategic Plan.

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

 - 6) **Budget Notes:** The Strategic Plan provides the basis for the development of the annual budget. Costs associated with developing the plan are minimal.

 - 7) **Goal Reference:** The Strategic Plan specifies how resources will be allocated to address all of the Authority goals.

 - 8) **References:** 2014 - 2019 Draft Strategic Plan Policy Position Review - to be distributed separately.