

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA
August 15, 2011
5:30 PM**

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 2 min. |
| | A. Virgil Clarkson, Deputy Mayor - City of Lacey | |
| | B. New CAC Members - Self Introductions | |
| III. | MEETING ATTENDANCE | 5 min. |
| | A. September 7, 2011, Regular Meeting <i>(Meta Hogan)</i> | |
| | B. September 21, 2011, Joint Meeting <i>(No Rep Needed)</i> | |
| IV. | APPROVAL OF MINUTES - June 20, 2011 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Surplus Van Grant Program <i>(Carolyn Newsome)</i> | 15 min. |
| | B. Intercity Transit Discounted Bus Pass Program - Six Month Progress Report <i>(Mike Harbour)</i> | 20 min. |
| | C. Strategic Plan Issues <i>(Mike Harbour)</i> | 30 min. |
| | D. Attendance Policy <i>(Rhodetta Seward)</i> | 20 min. |
| VI. | REPORTS | |
| | A. June 22, 2011, Special Meeting <i>(Don Melnick)</i> | 3 min. |
| | B. July 20, 2011, Special Meeting <i>(Rob Workman)</i> | 3 min. |
| | C. August 3, 2011, Regular Meeting <i>(Roberta Gray)</i> | 3 min. |
| VII. | PUBLIC COMMENT | 10 min. |
| VIII. | MEMBER & STAFF COMMENTS | 5 min. |
| IX. | NEXT MEETING - September 21, 2011 - Joint Meeting with ITA | |

ADJOURNMENT

J:/cac/agenda/2011aug15

**MINUTES
INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
June 20, 2011**

CALL TO ORDER

Vice Chair Jacqueline Reid called the June 20, 2011, meeting of the Citizen Advisory Committee (CAC) to order at 5:30 p.m. at the administrative offices of Intercity Transit.

Members Present: Gerald Abernathy; Steve Abernathy; Berl Colley; Wilfred Collins; Valerie Elliott; Jill Geyen; Catherine Golding; Roberta Gray; Faith Hagenhofer; Meta Hogan; Julie Hustoft; Don Melnick; and Jacqueline Reid.

Excused: Joan O'Connell, Linda Olson, Kahlil Sibree, and Rob Workman.

Staff Present: Mike Harbour, Rhodetta Seward, Dennis Bloom, Duncan Green, Mark Jones, and Shannie Jenkins.

Others Present: Authority Member, Joe Baker.

APPROVAL OF AGENDA

It was M/S/A by Melnick and Elliott to approve the agenda.

INTRODUCTIONS

A. Authority member, Joe Baker, City of Yelm Councilman, was introduced.

S. Abernathy arrived.

Vice Chair Reid recognized Colley and Olsen for their many years of service to the CAC. A proclamation and gift was presented to Colley. Members and staff shared their appreciation. Chair Olson will be presented with her gift and proclamation at a future date.

MEETING ATTENDANCE

A. **June 22, 2011, Work Session** – Melnick volunteered to attend.

B. **July 6, 2011, Regular Meeting**– Steve Abernathy.

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APPROVAL OF MINUTES – May 16, 2011, Minutes

It was M/S/A by Hagenhofer and Elliott to approve the minutes of May 16, 2011, as presented.

NEW BUSINESS

A. Bicycle Commuter Contest Results – This is Green’s third year directing the Bicycle Commuter Contest (BCC). Intercity Transit administered the BCC for six years. In spite of weather conditions, the BCC again set several new records. 1,452 people registered for the BCC, and 1,108 of them returned their mileage logs, recording nearly 14,000 practical trips by bicycle in May. Last year and this year, Green focused on improving participant follow-through and mileage reporting. In May, 76% of the mileage logs were returned.

The BCC goals are:

- To encourage people of all ages and abilities to try bicycling as a means of transportation.
- To reward and celebrate those who make that choice- whether it is every day, or for one day.
- To connect new practical cyclists to available education, resources and support.
- To convey rider feedback to local jurisdictions about bicycling infrastructure needs.
- To engage employers and agencies and encourage them to support transportation choices.
- To connect our local practical cycling community with others around the country, and to set an example for communities that are not as far along as Intercity Transit staff may be.
- To stimulate and support our local economy through partnerships with our sponsors.

The BCC also partners with local jurisdictions to promote National Bike Month. Olympia, Lacey, Tumwater, Yelm, Tenino, and Thurston County all make Bike Commute Month proclamations each May.

The BCC runs on a very small budget, which is augmented by registration fees, t-shirt sales, and sponsorship contributions. This year the BCC had 57 sponsors and supporters, mostly local businesses who contributed over \$23,000 in cash, services, coupons, gift cards, and merchandise for prizes. We engage volunteers from the community to help with the events. Over 25 volunteers led neighborhood rides on Earth Day, repaired bikes at the popular Wrencher’s Ball event, and several will help at the Award Ceremony, 9:30 a.m., Saturday June 25 at the Farmer’s Market.

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B. Preliminary October Service Changes – Bloom explained the routes being considered for future service adjustments: Route 60 (Panorama City/Lilly Road), Route 603/605 (Olympia Express) and DASH. Effective dates for any changes will be October 2, 2011.

Route 60 – The biggest delays on this route are associated with routing. It serves both Lilly Road medical facilities and Panorama City. The route faces on-time schedule adherence issues. Buses must deviate through private property for both Panorama City and St. Francis House stops, and both have few riders. Panorama City has approximately seven passengers per day. Another concern is the travel time between Lilly Road and the Lacey Transit Center, via Lilly Road and Pacific Avenue.

Some of the passengers from Panorama City and St. Francis House would qualify for Dial-A-Lift (DAL) services. In the past, we have encouraged people away from DAL, but it may be a tradeoff to keep fixed routes on schedule. Geyen asked what the increased cost is to switch passengers from fixed route to DAL. Bloom stated DAL cost is approximately \$35.00 per hour compared to the fixed route cost of \$4.00 per hour. The tradeoff is the routes would be on time may be worth the cost.

Jones presented graphs showing the average round trip running times as a percent of scheduled running time, both inbound and outbound. We experience scheduling problems from 9:30 a.m. to after 5:00 p.m. We do not have these issues on the weekends. We have always driven into Panorama City, but over the years, we have experienced a decline in passengers. Also Panorama City built up and is not transit friendly, as it previously was. One option is a bus stop placed across the street from Panorama City on Sleater-Kinney Road. Colley asked if anything would run between Martin Way and Pacific Avenue. Bloom responded the bus would go down Martin Way and Pacific Avenue with stops on both ends of Lilly Road. Gray asked if there was any effort to create DAL service to the interior of Panorama City and the St. Francis House facilities, so passengers do not have to walk far. Both facilities have their own vehicles, and Intercity Transit suggested the facilities provide transportation to the bus stops.

Melnick asked if this has been a long standing problem. Jones confirmed there is a gradual increase of population and traffic in the Lacey area. G. Abernathy asked what we are eliminating between Martin Way and Pacific Avenue. Jones reported there is one stop by the new fire station off Lilly Road with very few boardings. There are more boardings by Albertsons on Pacific Avenue and Lilly Road, which is around the corner from Route 66. Gray voiced concerns regarding the schedule for St. Francis people, feeling they may get confused if we change times on weekdays and weekends. Melnick feels taking the stop off Panorama City would not hurt, and we could work with the facility to collaborate a solution.

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Olympia Express - Pierce Transit recently approved the elimination of its remaining Olympia Express service, Routes 601 and 602, starting October 3, 2011. Presently, Pierce Transit operates eight trips on weekdays. Route 601 has two round trips between Gig Harbor/Tacoma/Lakewood/Olympia. Route 602 has two round trips each direction between Tacoma/Lakewood/Lacey/Olympia. Intercity City staff reviewed options for schedule adjustments, and will continue to work with Pierce Transit staff to find commute alternatives. The Olympia Express Routes 603 and 605 will be impacted by these reductions.

Bloom and Jones presented charts showing current Olympia Express trips and boardings, with suggested adjustments. Service options for Intercity Transit to consider are:

- a) No change. Do not adjust or add service to compensate for the loss of Pierce Transit service.
- b) Adjust the current Intercity Transit trip schedule to fill major service gaps created by the loss of Pierce Transit service.
- c) Provide back-up buses for overcrowded Intercity Transit trips. Consideration of fleet availability would need to be resolved.
- d) Consider a future increase in Intercity Transit's Olympia Express service for 2012 or later, depending on financial reserves and customer demand.

We will continue to monitor ridership and service between Thurston and Pierce Counties. The intent is to assess schedule and ridership needs in serving stops in Lakewood and downtown Tacoma.

Elliott commented the suggested changes match up closely with the Pierce Transit cuts. Gray asked if these changes would affect freeway connections. The change in schedule is pretty close to the present time schedule. Elliott asked what the seat capacity is on our buses. Jones confirmed our buses hold 37 passengers, with standing room. Gray asked if we considered not having all the 600 routes go into Tacoma, and have them transfer at a park-and-ride. Bloom responded we will monitor the service change, but then we would have to force a transfer at the park and ride, which can be a long wait.

Dash - Ridership on the Dash is down 11.2% compared to last year. Bloom presented graphs comparing ridership during the legislative session, non-session and Saturdays. Potential changes include:

- No Change.
- Trim unproductive trips during off-session.
- Shorten span of service during off-session.
- Shorten span of service for the third bus during session.
- Eliminate the third bus during legislative session.
- Eliminate Saturday service during the least productive time frame.

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- Eliminate Saturday service April – December.
- Do a combination of change.
- Eliminate Dash service.
-

Results are estimated at \$85 per hour.

Geyen asked if in general, ridership decreases when the bus is not offered at a consistent day and time. Bloom reported we try to keep schedules as simple and regular as possible to encourage ridership. G. Abernathy commented, in the past we talked about totally eliminating Dash service, but business owners' did not want that because they benefit from the service. The City of Olympia has been very supportive of Dash. Even though fixed routes go down Capitol Way in both directions, Dash is the only bus that goes onto the Capitol Campus. Melnick asked if the Dash is used primarily by people going to lunch or going to Farmer's Market. Bloom confirmed when looking at the ridership, it definitely goes up during the lunchtime, and it does have considerable ridership during session.

Hustoft departed.

Melnick asked if we are looking at charging for service or asking businesses to subsidize. Bloom reported in the past, the Authority was against this option. Gray suggested people ride the regular route to downtown or the market, and the Dash could service just the campus. Bloom commented state workers receive the star pass for free. Most ridership is visitors and tourists going between the Capitol and the Farmer's Market. Hagenhofer asked about eliminating service totally between 6:30 – 7:30 p.m. Golding feels a lot of state workers do not know about the free star pass and would like to see more publicity. Bloom says we have transit coordinators who keep in contact with the state agencies. He will pass Golding's concerns on to Marketing.

Criteria considered for evaluating service is:

- Route productivity.
- Duplication of service.
- Service to vulnerable populations.
- Marketing or other benefits.

C. Results of Self-Assessment – Seward reported we had 83% participation this year, with three assessments not returned which was the lowest return from the CAC in the committee's history.

Some points of interest:

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- With the inclusion of the youth position now to the CAC, this was not a major focus this year on the assessment as in years past other than members are looking forward to having the representative on board.
- The CAC continues to feel their meetings are run well.
- There were mixed results on whether they felt heard or make a difference. Some feel they do; others feel they may but aren't sure, while others don't believe they do. This seemed like a good discussion topic to take to the Authority and ask for feedback from the Authority.

Some members voiced concerns that some of the percentages appeared lower than last year. Seward explained that less people participated which may skew the results. Some were down from last year, such as running good meetings. Last year, 100% of the members thought meetings were run well. This year, it's at 73%, and this could be just one person voting differently.

The results will be shared with the Authority at the joint meeting which will probably be planned for September.

D. Elections – Seward reported four CAC members were nominated at the May 18, 2011, meeting. The nominations for Chair are: *Steve Abernathy; Meta Hogan; Faith Hagenhofer; and Joan O'Connell*. Seward went over the agreement made at the meeting which was one ballot will be cast, and the member with the most votes will be elected Chair. The member with the second most votes will be elected Vice Chair. In case of a tie, members will receive a second set of ballots, and cast a second vote. Ballots were cast and results are: Chair – Steve Abernathy and Vice Chair – Faith Hagenhofer.

E. Update on CAC Recruitment – G. Abernathy reported the interview panel for the CAC recruitment had a dilemma because there were two excellent youth candidates. A decision was made and recommendation to the Authority to appoint three adults to the CAC and consider appointing two youth. One would be appointed for the youth position, and one would serve one year of a 3-year adult term. He would not be available to complete the 3-year term due to a college commitment. The recommendation will be considered by the Authority on Wednesday, June 22, 2011. The members who were reappointed to a 3-year term are: Hogan, Workman, and Gray. New members will assume their new positions on July 18, 2011.

REPORTS

A. May 18, 2011, Work Session – Golding provided a brief report on the Authority work session, noting the main topic of discussion was the Urban Corridor update.

B. June 1, 2011, Regular Meeting – Reid provided a brief report on the Authority meeting. She indicated the highlights were included in the packet.

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MEMBER & STAFF COMMENTS: Hagenhofer asked about advertising availability of bus passes to high school students. Harbour indicated we do transport quite a few high school students.

Elliott inquired about the double-decker buses Community Transit uses. Harbour responded Community Transit is experimenting with the double-decker buses, and no information has actually been released on them yet.

Melnick shared he heard a presentation by the Lacey Planning Commission regarding across the nation, elementary schools are being built inside the community to cut down on bus costs.

Golding inquired about the bus stop at the Evergreen State College changing to every 15 minutes, indicating she hadn't noticed the change take effect. Harbour confirmed the present schedule runs every 15 minutes from 6:30 -10:00 a.m. and 2:00 - 6:00 p.m.

Golding would like to see more advertisement encouraging ridership. Harbour suggested Meg Kester, Marketing and Communications Manager, attend a future meeting to share the marketing process via radio, cable television, newspaper, and other sources.

Gray suggested looking at bike racks that carry more bicycles. She also informed staff there will be a surge of interest in the Boston Harbor area regarding annexation into the PTBA.

NEXT MEETING: July 18, 2011

ADJOURNMENT

It was M/S/A by Melnick and G. Abernathy to adjourn the meeting at 7:25 p.m.

Prepared by Shannie Jenkins, Executive/HR Assistant

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-A
MEETING DATE: August 15, 2011**

FOR: Citizen Advisory Committee

FROM: Carolyn Newsome, Vanpool Supervisor 360.705.5829

SUBJECT: Surplus Van Grant Program

-
- 1) **The Issue:** To update the Citizen Advisory Committee on the granting of up to four surplus Intercity Transit vanpool vehicles to non-profit or public agencies within the Thurston County Public Transportation Benefit Area (PTBA).
-
- 2) **Recommended Action:** Information only.
-
- 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 needs for group transportation.
-
- 4) **Background:** On September 3, 2003, the Intercity Transit Authority adopted resolution 07-03 creating the Surplus Van Grant program. This program makes up to four surplus vanpool vehicles available 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.

Staff sent notices to 45 community groups, prepared a press release, and utilized the Thurston Regional Planning Council's list of community service groups to announce the program. A pre-application open house will be held Friday, August 19 and Thursday, August 25 for interested parties.

A selection team comprised of Meta Hogan, Citizen Advisory Committee member, Ann Freeman-Manzanares, Development Director and Carolyn Newsome will evaluate the applications. Selection criteria include trips provided, community benefit, coordination of services and ability to maintain vehicle and service. Based on the selection criteria, the review team will make recommendations to the General Manager for the October Authority meeting.

Past recipients of the program include Senior Services for South Sound, Habitat for Humanity, Behavioral Health Resources, Union Gospel Mission, Boy and Girls Clubs of Thurston County, Pacific Peaks Girls Scout Council and Bread and Roses.

In their quarterly program updates, grantees reported the vans enabled them to start new programs like the Korean Elders and Inclusion programs at Senior Services and also

provide transportation for staff and clients supporting current programs like Thurston County Food Bank's Gleaning program. Behavioral Health Resources uses their granted vans to transport clients to outings, job interviews and socialization events. South Sound Habitat for Humanity uses the van to assist homeowners in making home ownership a reality.

A key aspect of this program is the vehicles must be used for transportation-related purposes for citizens who live within the PTBA boundaries. Vehicles for this program are available with the retirement of vanpool vehicles in August 2011.

5) **Alternatives:** N/A

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 \$3,500 per vehicle or a total of \$14,000 for the four vehicles.

7) **Goal Reference:** Goal 4: "*Provide responsive transportation options.*"

8) **References:** 2011 Surplus Van Grant program application.

Memo

TO: Interested Agencies and Organizations
**FROM: Carolyn Newsome, Vanpool Supervisor,
Intercity Transit**
SUBJECT: Open House and Application for Surplus Vans
DATE: July 29, 2011

We are pleased to announce Intercity Transit's Surplus Van Grant Program for 2011. This program grants up to four 8- or 12-passenger vans to help community agencies enhance transportation service to Thurston County residents. The vans, which were earmarked for retirement and scheduled for auction this year, instead will be awarded to eligible non-profit and government organizations serving the Thurston County Public Transportation Benefit Area (PTBA).

You are invited to attend an open house on **Friday, August 19, 2011, from 1:00pm to 3:30pm** or **Thursday, August 25, 2011, from 10:00am to 11:30am** in the Intercity Transit Board Room, 526 Pattison ST SE, Olympia. This voluntary pre-application workshop will provide an opportunity to ask questions about the application process, selection criteria, and van maintenance, mileage and upkeep. Several of the vans will be available for inspection.

We have attached an application and other information that describes how to apply for this program. Only one vehicle will be awarded per organization. Please note: completed applications must be delivered by Friday, September 16, 2011. The attached application packet provides specific details on the application process and schedule.

If you have any questions about this program, please call Carolyn Newsome at (360) 705-5829 or email at cnewsome@intercitytransit.com.

Intercity Transit

Rules/Requirements and Selection Criteria for Surplus Vans

Background

The Intercity Transit Authority approved Board Resolution 07-03 at their September 3, 2003 regular board meeting, authorizing the surplus van grant program. This annual program provides up to four passenger vans to eligible non-profit organizations and community agencies to enhance transportation service provided within Thurston County's Public Transportation Benefit Area (PTBA). This packet contains the application, rules/requirements and selection criteria for the program.

Vehicle Descriptions

Four surplus vehicles will be granted as described below:

- **One 2005-model 8-passenger van (no wheelchair lift).** Chevy Astro, 4.3-Liter gas engine, automatic transmission, approximately 110,000 miles.
- **Three 2004-model 12-passenger vans (no wheelchair lifts).** Ford Club Wagon, 5.4-Liter gas engine, automatic transmission, approximately 107,000 to 131,000 miles

Vans will be available for inspection following the Pre-Application Open House events, to be held **Friday, August 19, 2011, from 1:00pm to 3:30pm and Thursday, August 25, 2011, from 10:00am to 11:30am** in the Intercity Transit Board Room, 526 Pattison ST SE, Olympia, WA. Call Intercity Transit at 360-786-8585 for transit or driving directions. No reservation is necessary.

Eligibility

All non-profit organizations (with 501(c)(3) status) and agencies that serve residents of the Thurston County PTBA are eligible. The PTBA serves the urban growth areas of Olympia, Lacey, Tumwater and Yelm. **Questions about eligibility, limits of the PTBA and other questions about the program should be directed to: Carolyn Newsome, Vanpool Supervisor, at 360-705-5829, or cnewsome@intercitytransit.com.**

Other Rules and Requirements

- Vans must be used for a transportation-related purpose for residents who live within Intercity Transit's PTBA.
- Only one van will be awarded per agency/organization per year.

- Application must clearly designate the primary applicant, who will be named as buyer on vehicle title, if selected as a recipient.
- Trips must originate in the PBTA and remain within a 150 mile radius of the Intercity Transit's PTBA.
- Trips to or from religious worship, devotion or instruction may not be counted to meet the selection criteria. This restriction does not affect the use of the van once an award has been made.
- Applicants must certify they have the financial and management capacity to insure granted vehicles, if selected as a recipient.
- Applicants must certify they have the financial and management capacity to maintain vehicles in good working condition.
- Applicants must provide a copy of the 501(c)(3) non-profit certification, if applicable.
- Successful applicants will be required to sign an agreement relating to the exchange of vehicles for transportation-related services. A sample agreement is included in this packet.
- Applicants must track ridership, hours and miles of service and provide a quarterly report to Intercity Transit.
- Applicants shall only provide transportation to their clients, members, guest or other similar users with vans supplied under this program. They shall not provide transportation to the general public.
- Applicants shall not use the vehicle for assisting a campaign for election or for the promotion of or opposition to any ballot proposition.

Application Schedule

Aug 19, 2011, 1:00pm–3:00pm	Open House
Aug 25, 2011, 10:00am–11:30am	Open House
Sep 16, 2011	Deadline for submitting applications
Sept 18-22, 2011	Review and scoring of applications by Selection Team
October 5, 2011	Announcement of van grant awards

Application Submittal

A copy of the application is attached. The application is also available on Intercity Transit's website: **www.intercitytransit.com** or via e-mail from Carolyn Newsome at cnewsome@intercitytransit.com. Copies on CD-ROM can be obtained by contacting Carolyn Newsome at 360-705-5829. This application packet is available in other formats/languages by request.

Applications must be received no later than 4:00pm Friday, September 16, 2011. If electronic applications are submitted, a hard copy containing the appropriate certification signatures must also be received no later than 4:00pm Friday, September 16, 2011.

Applications should be sent to:

**Carolyn Newsome, Vanpool Supervisor
Intercity Transit
PO Box 659
Olympia, WA 98507-0659**

E-mail: cnewsome@intercitytransit.com

Selection Criteria Summary

The selection process is competitive and involves review and evaluation using the criteria identified below. In addition to these specific criteria, geographic equity, diversity in population groups served, and previous grant award will be used as balancing factors in making final selections.

CRITERIA:	WEIGHT:
1. Demonstrated Community Benefit	50%
2. Total Number of Trips Provided	20%
3. Clarity and Quality of Application	15%
4. Coordination of Services	10%
5. Ability of Organization to Maintain Service	5%

Selection Criteria

1. Demonstrated Community Benefit

Explain clearly the scope and nature of your agency's transportation need and what data you have to back up that need. Explain how granting your application would serve an unmet public transportation need in Intercity Transit's PTBA. Include what service you currently utilize, what other options are available to your organization and how your program will meet that need and coordinate with other programs to get maximum use.

2. Total Number of Trips Provided

Clearly define and document the number of trips to be provided annually. Give the best estimate you can as to where the trips would go. Trips to or from religious worship, devotion or instruction may not be counted in meeting the selection criteria. This restriction does not affect the use of the van once an award has been made.

3. Clarity and Quality of Application

Applications will be rated on content, clarity, presentation and quality of application proposal – based on legibility, completeness, provision of data and clear definition of transportation needs and planned vehicle use.

4. Coordination of Service

Describe how your current and proposed service coordinates with other transportation services in the area to ensure broad community benefit. Describe why existing Intercity Transit services cannot meet your needs.

5. Ability of Organization to Maintain Service

Describe how the proposed transportation program will be maintained and funded and how the organization will manage the program.

SAMPLE

AGREEMENT RELATING TO THE EXCHANGE OF VEHICLE FOR TRANSIT RELATED SERVICES

THIS AGREEMENT between the Thurston County Public Transportation Benefit Area, (hereinafter called “Intercity Transit”), and

_____,
(hereinafter referred to as the “Vehicle Recipient”) as follows:

In consideration of the mutual promises of the parties, it is hereby agreed as follows:

1. Intercity Transit shall provide to the Vehicle Recipient the following described vehicle:

Make: _____

Year: _____

Model: _____

VIN: _____

2. The Vehicle Recipient shall provide the following services in consideration for the aforementioned vehicle: To provide enhanced transportation services for residents who live within Intercity Transit’s PTBA as described in Section 2, Description of Proposed Vehicles Use, in the application. Use of the vehicle for other purposes is prohibited. If the Vehicle Recipient does not use the vehicle for the above transportation service for a period of one (1) quarter, the Vehicle Recipient shall forfeit the vehicle within thirty days and the vehicle shall be returned to Intercity Transit. Intercity Transit may use any remedy provided by law for breach of this agreement.
3. Intercity Transit is giving the Vehicle Recipient the aforementioned vehicle AS IS, WHERE IS, and WITH ALL FAULTS and WITHOUT RECOURSE regarding the condition of the aforementioned vehicle. Intercity Transit makes NO EXPRESSED or IMPLIED WARRANTIES of MERCHANTABILITY; NO EXPRESS or IMPLIED WARRANTIES of FITNESS; and no EXPRESS or IMPLIED WARRANTIES or GUARANTEES of any kind regarding the aforementioned vehicle.

4. The parties to this Agreement agree that Intercity Transit shall have no liabilities of any sort arising from or related to the vehicle or vehicles covered by this Agreement. The Vehicle Recipient(s) and any successor shall defend, indemnify and hold harmless Intercity Transit, its officers, agents and employees from any claims or suits at law or equity, costs and/or demands of any sort, including reasonable attorneys' fees, arising out of or related to this Agreement, the vehicle or vehicles covered by this Agreement, or any use by any person of such vehicles.
5. If the Vehicle Recipient sells, donates or transfers any vehicle or vehicles covered by this Agreement, the Vehicle Recipient shall require the transferee to execute a binding agreement to defend, indemnify and hold Intercity Transit and its officers, agents and employees harmless as set out in the above provision.
6. The Vehicle Recipient shall be responsible for all licensing, permits and insurance of the aforementioned vehicle. Proof of insurance shall be provided to Intercity Transit as a condition of delivery of the aforementioned vehicle. Vehicle Recipient shall promptly carry out all steps necessary to transfer vehicle title to it from Intercity Transit.
7. The Vehicle Recipient shall provide to Intercity Transit a report, quarterly for one year, containing vehicle odometer readings, number of passengers carried, and description of use of vehicle. Reports will be due January 31, 2012, April 30, 2012, July 31, 2012, and October 31, 2012. Information shall be submitted to Intercity Transit, Attention: Carolyn Newsome, Vanpool Supervisor, PO Box 659, Olympia, WA 98507-0659, or emailed to cnewsome@intercitytransit.com or faxed to 360-357-6184.
8. The Vehicle Recipient will assure they provide transportation services only to their clients, members, guests or other similar users, not the general public, with vans supplied by this program. Grantee will not use the vehicle for assisting a campaign for election or for the promotion of or opposition to any ballot proposition.
9. The Vehicle Recipient will ensure that the trips originate within Intercity Transit's PTBA and remain within a 150 mile radius of the PTBA.

DATED: _____

THURSTON COUNTY
PUBLIC TRANSPORTATION BENEFIT AREA

By: _____

Printed name: _____

Title: _____

ATTEST:

Vehicle Recipient

By: _____

Printed name: _____

Title: _____

Witness

Printed name: _____

INTERCITY TRANSIT
Application for Surplus Vans

Section 1: General Information

1. Name of Primary Applicant
Agency/ Organization: _____

2. Mailing Address: _____

3. Contact Person/Telephone: _____

4. Partner
Agency/Organization: _____

5. Partner
Agency/Organization: _____

6. Type of Applicant(s) (check all that apply):

<input type="checkbox"/> Church	<input type="checkbox"/> Public Agency	<input type="checkbox"/> School/Daycare
<input type="checkbox"/> Community Service Organization	<input type="checkbox"/> Senior Center/ Convalescent Center	<input type="checkbox"/> Other, please specify _____

Section 2: Description of Proposed Vehicle Use

1. Describe the community transportation problem you are proposing to solve with this vehicle and the benefit you want to achieve. Include in your answer the population you will serve, the area of Thurston County you will serve, type of service you will provide, purpose of the transportation, extent of vehicle use and any other information you want us to know. (Attach an additional sheet, if needed.)

2. How many passenger trips do you expect to carry over the course of the next year? For the purposes of this application, a passenger trip is defined as a round trip for one person, i.e. to/from their destination. Please show how you arrived at your estimate and describe the basis of your projection. Trips to or from religious worship, devotion or instruction may not be counted in meeting the selection criteria. This restriction does not affect the use of the van once an award has been made.

The hypothetical example below illustrates the type of information we are looking for in this question. In this example, the van would be utilized to support several programs within one organization.

Samples

Our group expects to utilize the van to provide 1938 passenger trips over the next year based on the following:

- *4 people to food bank each Monday = 4 people x 52 Mondays = 208
Basis: average number of people carried last year in old van*
- *5 people to place of employment each workday = 5 people x 250 work days = 1250
Basis: current number of developmentally disabled clients lacking daily transportation to work*
- *20 seniors on field trip one Saturday per month = 20 people x 12 field trips = 240
Basis: planned new program if a vehicle is available*
- *48 low-income children to a week-long summer camp in June = 48 people x 5 days = 240
Basis: attendance at last year's camp*

3. Describe the profile of the passengers you anticipate serving with this vehicle. Profiles include, but are not limited to, persons with disabilities, senior citizens, persons with low income, at risk youth, and general public.
4. Describe your service area. Include in your answer the percentage of Thurston County residents that you propose to serve.

5. a) Describe how your organization coordinates transportation efforts with other community programs?

b) Describe how your organization coordinates transportation needs with other transportation providers, including Intercity Transit?

6. What method of transportation does your program currently use to meet your organization's transportation needs?

7. a) To what extent does existing bus and Dial-a-Life (DAL) service meet your organization's transportation needs?

b) If current Intercity Transit service does not work for your organization, why not?

8. a) Will the vehicle be used to expand service (such as, establishing a new service, increasing the frequency of an existing service, etc.), to replace an existing service or both?

Expand Service _____ Replace Existing _____ Both _____

b) If the vehicle will be used to expand service, estimate the number of new trips that will be provided and/or explain how the vehicle will be used to expand service. (Attach additional sheets if necessary).

c) If the vehicle will replace existing service, please state the age and mileage of your current vehicle(s) and estimate the number of trips that will be provided with the vehicle.

9. Is this application in coordination with any other agencies? Yes _____ No _____

If yes:

a) List the name of the primary applicant who will be named as buyer on vehicle title if selected as a vehicle recipient, and

b) Briefly explain how the use of the vehicle will be divided among the agencies/ organizations involved. (All participating agencies/organizations are required to sign the certification and should also be identified on Page 1 of this application).

10. Describe how the proposed transportation program will be maintained and funded and how the organization will manage the program and the vehicle.

Section 3: Certification

I certify that, to the best of my knowledge, the information in this application is true and accurate and that this agency/organization has the necessary financial and managerial capability to adequately operate, maintain and insure the vehicle for which this application is being made.

Signature of Lead Agency/Organization

Board Chair/Executive Officer: _____

Typed:

Name/Title: _____ Date: _____

Signature of Partner Agency/Organization

Board Chair/Executive Officer: _____

Typed:

Name/Title: _____ Date: _____

Signature of Partner Agency/Organization

Board Chair/Executive Officer: _____

Typed:

Name/Title: _____ Date: _____

APPLICATION SUBMISSION CHECK LIST



- ✓ **Include the completed application**
- ✓ **Identify the primary applicant**
- ✓ **Get all required signatures**
- ✓ **Include a copy of each agency's 501(c)(3)
Non-Profit Certification (if applicable)**
- ✓ **Deliver by 4:00pm Friday, September 16, 2011**

Return all items to:

**Carolyn Newsome, Vanpool Supervisor
Intercity Transit
PO Box 659
Olympia, WA 98507-0659**

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-B
MEETING DATE: August 15, 2011**

FOR: Citizen Advisory Committee

FROM: Mike Harbour, ext. 5855

SUBJECT: Intercity Transit Discounted Bus Pass Program - Six-Month Progress Report

-
- 1) **The Issue:** To provide the Authority and the Citizen Advisory Committee information on the first six months of the Discounted Bus Pass Program.
-
- 2) **Recommended Action:** This is an information item.
-
- 3) **Policy Analysis:** The Authority requested a progress report on the new Discounted Bus Pass Program be presented after six months of operation.
-
- 4) **Background:** The Intercity Transit Authority adopted Resolution No. 13-2010, Pilot Discounted Bus Pass Program, in late 2010. This program made available discounted monthly bus passes to community agencies to enhance transportation services for low-income Thurston County residents. Adult and Youth monthly passes were made available at 50% of the normal cost.

Intercity Transit made available up to \$200,000 in passes to agencies that would provide a 50% match for the passes. The program was to be a one-year pilot program to be evaluated in mid-2011. This is the evaluation of the program.

The attached table provides data on usage of the program and the results of a survey of participating agencies. Passes valued at \$104,775 were granted to 12 agencies. Agencies provided a match of \$52,387.50 for the passes. Through the first six months, \$19,320 or 80.1% of available passes were utilized. The program did not start until February 2011, so this report is for the first five months of the program. BHR is using significantly fewer passes than anticipated with the other programs using close to the anticipated amounts.

The program is perceived as extremely successful by the participating agencies with all responding the program met their needs. The only change recommended is by one agency which requested they only be billed for passes

used. The program is designed to minimize the time required to administer it; this change could increase Intercity Transit's administration time.

The primary trip purposes have been medical, education and social service related trips. The program addressed the needs identified in the initial applications for passes.

All of the applicants expressed appreciation for the program and encouraged its continuation. Most applicants would apply for the same level or slightly more passes. The reduction in usage by BHR would offset this, so current recipients would use approximately the same level of passes in 2012 if the program is continued. It is also anticipated some additional organizations would apply if the program is continued in 2012. Most of these organizations are relatively small and should have a modest budget impact.

-
- 5) **Alternatives:** This is an information item. Staff will ask the Authority at a later date to consider continuing this program in 2012.
-
- 6) **Budget Notes:** The program is significantly under the anticipated level of bus pass usage.
-
- 7) **Goal Reference:** Goal 2: *"Provide outstanding customer service."* Goal 4: *"Provide responsive transportation options."*
-
- 8) **References:** Discounted Bus Pass Program Six-Month Progress Report

INTERCITY TRANSIT
Discount Bus Pass Program
Six-Month Progress Report
August, 2011

BUDGET TO ACTUAL USE COMPARISON

ORGANIZATION	BUDGET	YTD EXPENDITURE	REMAINING
Behavioral Health Resources	\$13,200	\$2475	\$10,725
Capital Clubhouse	\$3300	\$1500	\$1800
Community Youth Services	\$10,800	\$4687.50	\$6112.50
Drexel House	\$5775	\$2625	\$3150
Family Support Center	\$1650	\$750	\$900
New Market Skill Center	\$4950	\$2250	\$2700
Olympia Union Gospel Mission	\$1815	\$825	\$990
Out of the Woods	\$667.50	\$255	\$412.50
PANZA – Camp Quixote	\$825	\$375	\$450
Senior Services of South Sound	\$330	\$150	\$180
Thurston County Veteran’s Fund	\$825	\$375	\$450
WA State DSHS	\$8250	\$2962.50	\$5287.50
	\$52,387.50	\$19,230	\$33,157.50

SURVEY RESULTS

ORGANIZATION	Met Objectives	Addressed Problem	Primary Trip Purpose
Behavioral Health Resources	Yes. Has met objective of helping truly needy find transportation to BHR services.	Yes.	Medical and mental health appointments. 33 people received passes for at least one month. 1242 trips were made in first 6 months for medical and mental health appointments.
Capital Clubhouse	Yes.	Yes.	Medical and social service appointments.
Community Youth Services	Yes. Able to maintain usage of bus passes.	Yes. Able to maintain program.	Passes provided as part of case plans. School, work, court appointments, grocery, daycare, etc.
Drexel House	Yes. Helped move homeless men and women off street to permanent housing.	Yes. Allowed affordable transportation.	Housing and medical.
Family Support Center	Yes. Able to provide additional transportation for clients and families.	Yes. Have doubled number of passes available. Demand still exceeds a supply.	Enroll in programs, housing related, job related.
New Market Skill Center	Yes. School benefits greatly.	Yes.	Travel to and from school.
Olympia Union Gospel Mission	Yes.	Yes. Has allowed organization to continue program.	(1)Job and housing, (2) Social service and legal requirements
Out of the Woods	Yes.	Yes. Allows continuing transportation assistance for homeless families.	Youth – independent travel. Adults – appointments, work-related
PANZA – Camp Quixote			
Senior Services of South Sound	Yes.	Yes. Provides assistance to clients not eligible for senior pass.	Volunteers to travel to center.
Thurston County Veteran’s Fund	Yes. Allowed transportation to be offered to indigent veterans.	Yes.	Multiple – job-related, medical, treatment facilities, grocery.
WA State DSHS	Yes	Yes. We have increasing transportation costs coupled with increasing client load. This program helped address transportation issue.	School and job search.

ORGANIZATION	RECOMMENDED CHANGES	2012 PLANS	PLANS IF PROGRAM DISCONTINUED
Behavioral Health Resources	None.	Same number of passes.	Would reduce number of passes and work to make sure all eligible clients have a Reduced Fare permit.
Capital Clubhouse	None. Continue program.	Same level or increase.	Essential trips would be eliminated unless increased donations are obtained.
Community Youth Services	Bill bus passes only if used. Have had to pay for some unused passes in some months.	If program is not changed, will reduce # of passes by 10%.	Would continue to purchase passes at full cost but likely to reduce number purchased by 50%.
Drexel House	None	Apply for same level of passes.	Would not be able to meet clients' transportation needs. Would provide fewer passes and would require more staff work.
Family Support Center	None – works well.	Apply for same level or a small increase.	Would seek private donors for the program or reduce number of passes purchased.
New Market Skill Center	None	Same number or more.	Not sure.
Olympia Union Gospel Mission	None	Would apply for more passes.	Would try to increase budget for transportation to maintain client transportation.
Out of the Woods	None – very efficient.	Apply for same level.	Would try to find other ways to fund this essential resource.
PANZA – Camp Quixote			
Senior Services of South Sound	None	Would apply for 50% more.	Would try to continue providing assistance to clients.
Thurston County Veteran's Fund	None. Program works well.	Would apply for additional passes.	Would have to shift funds to meet program needs.
WA State DSHS	Expand program. Provide free pass for first month after client gets a job.	About the same.	Would purchase at full price if financially able.

ORGANIZATION	2012 FINANCIAL CONDITION	OTHER COMMENTS	
Behavioral Health Resources	Anticipate some revenue loss in 2012 due to State budget reductions. Have reduced staff by 11 FTE.	None. Thank you for helping our clients find transportation to the critical services they need to maintain stability in the community.	
Capital Clubhouse	About the same.	Keep up the wonderful work.	
Community Youth Services	Have seen reductions in 2011 due to reduced operating revenue and state funding reductions. Two programs were ended and others reduced. Expect further revenue reductions in 2012.	Appreciate the program.	
Drexel House	Secure but will require more fundraising and donations.	None	
Family Support Center	Stable.	None. Intercity Transit staff and OTC staff have been very cooperative working with FSCS.	
New Market Skill Center		This program has made it possible for many of our students to attend school and reach their educational goals.	
Olympia Union Gospel Mission	Stable	No changes – gratitude.	
Out of the Woods	Difficult to predict.	Outstanding program that benefits many. Program is tremendously appreciated.	
PANZA – Camp Quixote			
Senior Services of South Sound	Stable but number of riders in transportation program is down significantly mid-year.	None	
Thurston County Veteran's Fund	Stable – should see slight increase in funding.	Veterans are very appreciative of the program.	
WA State DSHS	Worse. DSHS faced cuts in 2011 and may again in 2012.	Keep routes useful and affordable. Connect transit centers and employers with vanpools.	

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-C
MEETING DATE: August 15, 2011**

FOR: Citizen Advisory Committee

FROM: Mike Harbour, ext. 5855

SUBJECT: Strategic Plan Issues

-
- 1) **The Issue:** To identify and discuss major issues to be addressed in the 2012-2017 Strategic Plan Update.
-
- 2) **Recommended Action:** This is an information item. The Citizen Advisory Committee will be asked to identify primary issues that should be addressed in the Strategic Plan update.
-
- 3) **Policy Analysis:** The Authority adopts a six-year Strategic Plan each year. The plan establishes service levels, the capital program, and policy direction for the Authority. The Authority will be asked to adopt the plan in November 2011.
-
- 4) **Background:** The major issue facing Intercity Transit in updating the Strategic Plan is uncertain, particularly in the area of funding. We established a balance between our service levels and relatively stable funding sources that will allow us to maintain our current levels of service, preventive maintenance and capital replacement program. However, we have inadequate funding to significantly increase service and to undertake major funding programs.

One significant area of uncertainty is the availability of federal funds. The House recently unveiled their new transportation proposal which includes a 30% reduction in available funds. This could eliminate approximately \$600,000 to \$1,200,000 in annual funding depending on whether the Small Transit Intensive Cities program continues. Capital funding may also be more difficult to obtain if funding is reduced. This will affect our ability to replace buses and to expand the Pattison Street Maintenance and Operating facility.

The future of funding from the State of Washington is also uncertain. We receive a relative small amount of funds from the State of Washington - \$350,000 per year in Special Needs funding, vanpool funding, and Regional Mobility funding. The vanpool funding was approximately \$900,000 for 2011 but can vary greatly from year to year with \$600,000 to \$800,000 being our approximate annual need

for new and replacement vehicles. We funded both the Martin Way and the new Hawks Prairie park-and-ride facilities with Regional Mobility funding.

There also continues to be uncertainty in the amount of revenue we can expect from our sales tax. We budgeted a 2% increase in 2011 and are on target to achieve this level. We budgeted a 3.5% growth in 2012 and beyond, and there is uncertainty whether the economy will recover to this degree. A 1% change in sales tax is equivalent to approximately \$300,000 on an annual basis.

This financial uncertainty may require the Authority to consider changes in revenue sources it has some control over – fares and the local sales tax rate. We have 0.1% in sales tax capacity available. This would generate approximately \$3,500,000 per year. Levying this remaining 0.1% would require voter approval.

Addressing this financial uncertainty will be difficult. Staff proposes to develop a range of scenarios in the Strategic Plan Update. These scenarios will examine a range of assumed funding from federal and state sources and from our local sales tax. We will also examine a range of assumptions for fuel prices and other costs. The goal will be to develop a Strategic Plan with enough flexibility to provide the best service possible under a range of alternatives rather than targeting the plan to a single set of assumptions.

Staff developed a white paper that examines current policy positions and identifies those that may need revisions.

-
- 5) **Alternatives:** This is an information item. Staff will present more detail over the next several months and ask for decisions on specific policy issues.
-
- 6) **Budget Notes:** The Strategic Plan provides the policy basis for the annual operating and capital budget.
-
- 7) **Goal Reference:** The Strategic Plan provides the policy direction to address all of the Authority's goals.
-
- 8) **References:** WP #1 – Issue Identification.

**2012 – 2017 Strategic Plan
Working Paper #1
Strategic Plan Review and Issue Identification
July 2011**

Intercity Transit Strategic Plan: Purpose and Major Elements

Intercity Transit develops a six-year Strategic Plan on an annual basis. This practice began in 2001 when Intercity Transit lost Motor Vehicle Excise Tax (MVET) funding. MVET provided approximately 40% of the agency's funding prior to 2001. Service was significantly reduced and the system faced a number of difficult issues. A six-year plan, the 2002-2007 Strategic Plan was developed. This plan called for a reduction in the Public Transportation Benefit Area boundaries, an increase in the sales tax of .3%, and an increase in the fare. The plan also laid out a service increase that would occur in three phases over the six-year period and policy positions in a number of areas.

This plan was updated each year since 200; however, the basic format and approach has been similar for each update. The format for the Strategic Plan is summarized below.

The Strategic Plan consists of seven chapters:

Chapter 1: Background and Purpose includes a summary of major issues facing the Authority, an outline of the plan and historical background.

Chapter 2: Intercity Transit Mission and Vision discusses the organization's adopted mission and vision statements and Authority goals and end policies. This section of the plan may be essentially unchanged from year to year unless the Authority amends the mission or vision statement or adopts new goals. An updated set of goals was adopted in 2009. This chapter also includes a discussion of Intercity Transit's role in the community and a description of design principles. This part of the chapter is changed only when the Authority adopts new design principles or makes other specific policy changes.

Chapter 3: Intercity Transit Policy Positions identifies specific issues the Authority will face during the period of the Strategic Plan and specific actions to address each issue. Twenty issues were identified in the 2011-2016 Strategic Plan. These issues and the actions proposed to address them are listed below. This portion of the plan is updated on an annual basis. The answers to specific issue questions may change little from year-to-year, but the specific actions may vary each year. The issues identified changed little over the past several years and additional effort should be made in the upcoming update to determine if there are additional issues that should be addressed.

Chapter 4: Recommended Service Plan is also updated on an annual basis. The 2011 service plan included a modest service expansion. The 2012-2017 Strategic Plan development process should include a discussion of how hours of service are allocated to various service types. The issue of adding more express service has become more prominent as Pierce Transit eliminated their express service connecting Pierce and Thurston counties. What criteria should be used to determine where additional service hours should be allocated?

Chapter 5: Capital Plan and Other Plan Elements are updated on an annual basis to reflect recent federal or state grant funds or changes in major capital projects. The requirement that capital projects must be included in the Strategic Plan or enter the budget as a “new project” increases the importance of the annual update of this chapter.

Chapter 6: Financial Plan presents the updated six-year financial plan and is the key element of the Strategic Plan. It incorporates changes in revenue and cost estimates and any changes to the capital and service plan. The updated financial plan will show our ability to increase services or undertake new programs during the time period covered by the plan.

Chapter 7: Actions summarizes the actions identified in Chapter 3.

2010-2015 Strategic Plan Issues and Status

Staff recommended few significant policy changes in the 2011 – 2016 Strategic Plan. Service levels were increased in February 2011 and again in June 2011 to address the Pierce Transit service reductions. Additional service could be added in October 2011 to address additional Pierce Transit reductions. Intercity Transit continued to push forward its capital program with work continuing on the expansion of the Pattison Street Operations and Maintenance facility and on the Olympia Transit Center expansion and the construction of the Hawks Prairie park-and-ride facility.

Despite the success of the 2010 election, there may be a need to increase fares during the period of this plan. The Authority should review fares and consider an increase in 2012 or 2013. An increase may not be necessary, but the review should occur.

The Authority will face a number of policy decisions in this plan update as alternative budgets and service plans are developed.

The following were identified as issue areas in the 2011 – 2016 Strategic Plan. They are reviewed here to ensure all potential issues are considered in the update to the plan. Proposed actions in 2011 and in the 2012 to 2015 time period are outlined for each issue. Actions that have taken place or that will take place in 2011 are also described below.

1. What new or expanded local transit services are needed to serve the growing population?

Actions - 2011

- Intercity Transit should implement a modest service increase in February 2011. *A 3.2% service increase was implemented in February 2011.*
- Intercity Transit should continue work toward expanding the maintenance and operating facility. Preliminary engineering and environmental work should be completed in September 2010. Final engineering and design work should occur in 2011 if it appears federal funding for construction may occur in the near future. Staff should continue to pursue additional federal funding opportunities. *Work continues. Value Engineering was completed on this project and final engineering could begin in late 2011. A number of federal grant applications will be submitted in 2011.*

Actions - 2012-2016

- Intercity Transit should continue to pursue federal funds and strive to begin construction of the Pattison Street facility expansion in 2012. *Additional federal funds were obtained for this project and a preliminary design concept adopted. Construction is expected to begin in 2012.*
- Intercity Transit should consider increasing the sales tax to .9% if demand for service requires further expansion. *There is great uncertainty regarding federal and other funding. This issue should be considered if significant changes in funding occur or if fuel prices dramatically increase.*

2. What is Intercity Transit's role in providing regional mobility?

Actions - 2011-2016

- Apply for a Regional Mobility grant to provide no-transfer express service between the Olympia Transit Center and downtown Seattle. This service would also serve the new Hawks Prairie park-and-ride facility and DuPont. *An application was submitted, but it was unsuccessful.*
- Apply for a Regional Mobility grant to provide express service to the Tumwater Town Center area and to enhance service in the I-5 corridor between Thurston County and Lakewood. *An application was submitted, but it was unsuccessful.*
- Funding for phase 2 of the Hawks Prairie facility should be sought in 2010, with construction occurring in the 2011-2013 biennium. *Funding for phase 2 was obtained and work continues on this project with a 2012 completion date.*

Actions - 2012-2016

- Intercity Transit should continue to promote vanpooling and ridesharing to meet regional mobility needs. *Intercity Transit launched a new vanpool marketing program resulting in additional vanpool groups. The number of new groups doubled expectation in the first six months of 2011.*
- There is potential for park-and-ride facilities in the Tumwater and Yelm areas in the period covered by this plan. Additional Regional Mobility funds for these projects should be sought in the 2013-2015 biennium. *These and other projects will be considered.*

3. What role should Intercity Transit play in serving downtown Olympia, downtown Lacey, and the Tumwater Town Center areas?

Actions - 2011

- Examine alternative routing and/or schedule changes to improve ridership. *Changes will be implemented in October 2011.*
- Work with the State to ensure adequate parking is available for the Dash service. *This is ongoing.*
- Continue the provision of park-and-ride spaces during the Legislative session at the Farmer's Market. *This was accomplished.*
- Reduce service levels on the Dash when the legislature is not in session. *This occurred and additional reductions are being considered.*

Actions - 2012-2016

- Intercity Transit should continue to operate the Dash service, and seek State funding to expand the service to other concentrations of State employees or facilities.
- Intercity Transit should continue to increase service and ridership in major corridors and to increase the number of corridors with 15-minute service.
- Develop a marketing program for high-frequency corridor service. The February 2008 service change resulted in both the Capital Way (Olympia Transit Center to Tumwater Town Center) and the Martin Way corridors receiving 15-minute service all-day on weekdays. This marketing program has been delayed due to the financial situation.

4. Is there a role for local express service in the current service area?

Actions - 2011-2016

- The Martin Way and Capitol Way corridors appear to be the most feasible corridors for this type of service. Service levels and amenities should continue to be improved in these corridors, and discussion should be held with the Thurston Regional Planning Council, City of Olympia, the City of Lacey, and

Thurston County to investigate how these corridors can be made more transit friendly. The use of CMAQ funds to explore developing “smart” corridors was approved and this effort is under way. Intercity Transit should continue to participate in this effort. *The Authority will be briefed on potential future actions at their September or October meeting.*

5. Should transit priority measures – signal priority, queue bypasses, bus lanes – be considered?

Actions - 2011-2016

- Intercity Transit should work with the Thurston Regional Planning Council, the City of Olympia, the City of Lacey, and Thurston County to explore improvements to the Martin Way corridor to improve pedestrian access to transit stops and increase transit vehicle speeds and reliability. *This work is in progress.*
- Intercity Transit should work with the Thurston Regional Planning Council, the City of Olympia, the City of Lacey, and Thurston County to develop the Martin Way corridor as a “smart corridor.” *This work is in progress.*

6. Should Intercity Transit pursue efforts to coordinate service with local school districts?

Actions - 2011

- Intercity Transit should implement its “Safe Routes to Schools” program. *This work continues.*
- Intercity Transit should continue to work with schools and youth to teach skills for safe biking, walking and transit use. *This work continues.*
- Intercity Transit should continue to co-ordinate the Regional Healthy Kids-Safe Streets Action Plan Steering Team to implement the plan and enhance biking, walking and transit use among youth. *This work continues.*

Actions - 2012-2016

- Intercity Transit staff should continue to market public transportation and the use of transportation alternatives to students through the Smart Moves in Schools and other programs.
- Intercity Transit should work with school districts to encourage the location of schools in areas served by public transportation and to develop safe paths of access between transit routes and school facilities.

7. What level of passenger amenities (bus shelter, benches, lighted stops, passenger information) is appropriate?

Actions - 2011

- Implement solar lighting at selected bus stops. *Twenty shelters now have solar lighting.*
- Complete a review of all Intercity Transit bus stops and determine actions necessary to make all stops ADA-accessible. *This is ongoing and federal funds were obtained in 2011 to address accessibility issues at the highest priority locations.*
- Pursue STP and federal Enhancement program funds to upgrade bus stops and shelters. *This was successful in 2011 with funds obtained to address high priority locations.*

Actions - 2012-2016

- Assess function and value of the real-time passenger information at the Olympia Transit Center and Lacey Transit Center.
- Purchase seating and other amenities for stops without shelters that have the most passenger activity.
- Continue a program of bus stop improvements with a priority on making all stops ADA-accessible.
- Prioritize bus stop improvements by the level of passenger activity, location near facilities housing or serving elderly persons or others with special transportation needs, and the service levels at the stop. An emphasis should also be given to stops located on major corridors.
- Determine if real-time passenger information should be provided at additional stops and implement this as needed.

8. What additional investments in technology should be made beyond the current Advanced Communications System project?

Actions - 2011

- Continue implementation of relatively low cost improvements including implementation of a Trip Planner, telephone system improvements and website improvements and enhancements. *Google Transit was implemented and provides trip planning capability. Additional website improvements have been implemented.*
- Explore feasibility and cost of mobile applications such as Web site access and real-time transit information. *One Bus Away was implemented. This provides real-time information on bus locations.*
- Continue to implement recommendations of Information Service Peer Review conducted in 2008. *A new IS Manager was hired in 2011 and a six-year Information Systems plan will be completed by September 2011.*

Actions - 2012-2016

- Implement additional improvements and enhancements to the Advanced Communications System. *Improvements to Dial-A-Lift software continue.*
- Continue improvements to the Web site. *Additional improvements will be implemented in late 2011.*

9. Should the vanpool program continue to expand to keep pace with demand?

Actions - 2011-2016

- Continue to pursue Vanpool Improvement Program grants to fund new and replacement vehicle purchases for 2011 and beyond. *47 vans were purchased with VIP funds in 2011.*
- Implement a marketing and incentive program to attract new vanpool customers. *The program was implemented and continues. The number of new groups is twice the goal set at the beginning of this program.*

10. Should the Intercity Transit bus replacement program be accelerated to replace older coaches more quickly?

Actions - 2011

- Pursue federal funds to replace the remaining six buses due to be replaced in 2012. *New grant applications will be submitted in 2011.*

Actions - 2012-2016

- Accelerate the purchase of additional replacement buses if federal funds are available. *We are currently pursuing funding of seven vehicles due for replacement.*

11. Are there capital purchases or other projects needed to allow future growth? What is the appropriate timeline for these projects?

Actions - 2011

- Complete design and engineering work for the Olympia Transit Center and begin construction. *This work is underway and additional funds were obtained in 2011 for construction.*
- Complete preliminary environmental and other design work, and begin final engineering for the Pattison Street facility Phase 1 expansion. *Value Engineering is completed, and staff will ask the Authority to approve final engineering in late 2011.*
- Continue the services of a lobbyist at the federal level to assist in pursuit of capital funding earmarks for buses and expansion of the Pattison Street facility. *This was renewed in 2011.*

Actions - 2012-2016

- Continue the pursuit of federal funding to finance the Pattison Street project, new buses and other projects.

12. Should Intercity Transit pursue additional Park-and-Ride facilities beyond the expansion of the Martin Way facility?

Actions - 2011

- Complete design and site preparation work for a 325-space park-and-ride facility at the Thurston County Solid Waste Center in the northeast Lacey area. *Work is on schedule, and construction should begin in early 2012.*
- Pursue Regional Mobility funding for Phase 2 of the park-and-ride facility at the Thurston County Solid Waste Center. *Funding was obtained.*
- Pursue joint use agreements to secure park-and-ride space to serve ridesharing, express bus, and local transit services. *This is tabled.*
- Explore the development of smaller “pocket” park-and-ride facilities. *This is tabled.*

Actions - 2012-2016

- Work with the City of Yelm and the Washington State Department of Transportation to determine the best location for a park-and-ride facility in the Yelm area. Pursue Regional Mobility grant funds for this project at the appropriate time.
- Pursue Regional Mobility grant funds in the 2011-2013 grant cycle to extend express service to the Tumwater area. The grant application should also include funding to renovate and increase the visibility of park-and-ride facilities in the area.
- Explore the development of smaller “pocket” park-and-ride facilities.

13. Issue: How do Village Vans, Community Vans, and the Surplus Van Grant program fit into Intercity Transit’s future plans? Are there other programs of this type that should be considered?

Actions - 2011-2016

- Continue the Village Van, Surplus Van Grant, and Community Van programs. *These programs continue and continue to be successful.*

14. Issue: Are our services – Dial-A-Lift, Travel Training, and Accessible Fixed-Route Buses – adequate to serve persons with disabilities?

Actions - 2011

- Complete Market Research of Dial-A-Lift services to measure customer satisfaction and need for service improvements. *Market research is underway and staff will present results in September 2011.*
- Continue to pursue improvements in scheduling software and use of technology to improve productivity and service. *This is an ongoing effort.*

Actions - 2012-2016

- Continue the effort to make all bus stops accessible, and to provide shelters and other amenities at stops that serve persons with disabilities.
- Apply the principles of Universal Design to all capital purchases and projects, and explicitly consider accessibility and usability by the widest range of individuals in the evaluation of equipment and technology.

15. Is the current fare policy appropriate?

Actions -2011

- Consider fare increase for January 1, 2012. This should be considered in concert with consideration of a service increase. *This issue should be further discussed. January 1, 2012 may be too early to consider a fare increase.*

Actions - 2012-2016

- Monitor costs during the period; consider an additional fare increase if fuel costs increase significantly or if sales tax revenue growth does not improve.

16. Issue: What role should Intercity Transit play in local transportation projects - Commute Trip Reduction, Bicycle Commuter Contest, Car-Free Day, Smart Moves, etc.?

Actions - 2011-2016

- Intercity Transit should work with the Thurston Regional Planning Council, the State of Washington and the affected local jurisdictions to improve the Commute Trip Reduction Program. *This is an ongoing effort.*
- Intercity Transit should continue to aggressively market alternative transportation to Youth and in schools. *This is an ongoing effort.*
- Intercity Transit should expand its marketing and communications efforts to educate the community about new and existing services and to increase ridership. *This is an ongoing effort.*
- Intercity Transit should continue to coordinate the Bicycle Community Contest and seek grant funding to expand its efforts. *The 2011 BCC was very successful with record number of sponsors and strong participation.*

- Intercity Transit should aggressively market frequency corridor service. *This is a continuing effort that will be increased when the economy improves.*

17. Issue: Should Intercity Transit’s current marketing approach and level of effort be continued?

Actions - 2011

- Intercity Transit should continue to aggressively market its services, and should at a minimum, maintain the current level of marketing and community outreach efforts. *This effort continues.*
- Intercity Transit should explore providing real-time transit information and/or Web information via mobile devices. *One Bus Away was implemented.*

Actions - 2012-2016

- Intercity Transit should aggressively market the high level of service offered in major corridors.

18. Issue: What steps should Intercity Transit take to reduce emissions and the negative environmental impacts of our operations?

Actions - 2011

- Begin participation in the Federal Transit Administration’s Environmental and Sustainability Management System program. *Team has been participating and completed two of four workshops. An intern is assisting with this program.*
- Continue to utilize environmentally friendly chemicals and materials in all operations, and require their use to the maximum extent possible by vendors and contractors. *The ESMS program will improve our capabilities in this area.*
- Update Sustainability Plan and begin implementation of recommendations. *This will be completed in late 2011.*
- Update and revise the agency’s Sustainability Policy. *A revised and updated policy was adopted by the Authority in 2011.*
- Continue partnerships with the Thurston Green Business group and Puget Sound Energy’s Green Power program. *This was completed.*

Actions - 2011-2015

- Continue implementation of Sustainability Plan and update as needed.
- New buildings and facilities should meet LEED – Silver Certification building standards.

19. Issue: What should be Intercity Transit's policy and actions related to expansion of the PTBA?

Actions - 2011

- Staff should approach Thurston County jurisdictions outside of the PTBA boundaries to offer a briefing on the current status of Intercity Transit service and operations. *This was tabled.*
- Staff recommends the Authority maintain its current policy regarding expansion of the PTBA. *"The Intercity Transit Authority should consider annexation of new areas only if representatives of these areas request the Authority take steps to hold an annexation election and demonstrate that there is support for the action in the area to be annexed."* *This policy continues.*
- Staff should work with the Thurston Regional Planning Council and Thurston County to further explore alternatives for providing public transportation services in rural Thurston County. *This work continues.*

20. Issue: What additional steps should Intercity Transit take to increase safety and security for all customers and employees, and to provide the best possible response in the event of community emergencies?

Actions - 2011

- Complete implementation of appropriate actions to control access to the Pattison Street facility. *This issue is still being studied.*
- Continue work with local emergency response agencies and identify needed training or actions to improve capabilities. *This work continues.*

Actions - 2012-2016

- Continue to implement recommendations of Threat and Vulnerability Assessment.
- Develop training for all employees addressing their role in an emergency situation.

**INTERCITY TRANSIT
CITIZEN ADVISORY COMMITTEE
AGENDA ITEM NO. V-D
MEETING DATE: August 15, 2011**

FOR: Citizen Advisory Committee

FROM: Rhodetta Seward, 705-5856

SUBJECT: Attendance Policy

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- 1) **The Issue:** To discuss the current CAC attendance policy and determine if there is need to make any changes.
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- 2) **Recommended Action:** Review the current policy and provide staff direction.
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- 3) **Policy Analysis:** If the CAC determines it would like to address the current policy, it can conduct research; form an ad hoc committee, etc., to identify what final action the committee wishes to take. If such action is a change to the bylaws (operating principles), it would go to the Authority as a recommendation.
-
- 4) **Background:** The CAC changed the attendance rules several years ago trying to accommodate the needs of the members, understanding the varying schedules of its members. As with many community commitments, this is a voluntary position. However, all volunteer positions come with obligations and responsibilities to participate. There was concern expressed regarding absences over the years. It was suggested it may be time to revisit the current policy.

Staff researched all absences, both excused and unexcused from January 2009 through June 2011. Here are some statistics to consider during this time period which covered 45 meetings.

There were 116 absences total for an average of 3.88 (or 4 absences per meeting). Of current members, those with higher absences, we have one with 11 absences, (five excused and six unexcused); another with 11 absences (six excused and five unexcused); another with 8 absences (3 excused and 5 unexcused) ; another with 6 absences (4 excused and 2 unexcused); another with 5 absences (2 excused and 3 unexcused). And then we have other members with a miss here and there. Certain situations are in shorter timeframes, for example, one situation of 11 absences is within 32 meetings rather than the full 45 meetings.

The committee has several options:

- 1) Continue with the policy as written in the operating procedures which is that the member must call staff prior to 5:00 p.m. the day of the meeting to earn an excused absence, and a member may have up to four unexcused absences in a 12-month period. If a member has more than four unexcused absences within a 12-month period, they automatically lose their position on the CAC.
- 2) Appoint an ad hoc committee from the CAC to discuss this further and bring back recommendations to the full CAC.
- 3) Table it to another meeting and time.

5) **Alternatives:** N/A

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

7) **Goal Reference:** N/A

8) **References:** N/A

Authority Meeting Highlights
a brief recap of the Authority Meeting of August 3, 2011

Action Items

Wednesday night, the Authority:

- Declared property listed on Exhibit "A" as surplus. *(Marilyn Hemmann)*
- Canceled the August 17, 2011, work session, and staff will notify the public as required. *(Rhodetta Seward)*
- Approved reducing the Dash hours by 1,318 in October 2011, and staff will provide a quarterly report to the Authority on boardings, hours and costs. *(Dennis Bloom)*
- Approved increasing the Olympia Express hours by 319, in October 2011, representing a minimal addition of service, and staff will provide a report every three months on ridership for those trips added. *(Dennis Bloom)*
- Approved three proposed changes for Route 60, including serving St. Francis House 10 trips a day rather than 21; maintaining service for Panorama City along Sleater Kinney which will reduce route time 1:22 minutes and operate the route along Martin Way versus Lilly Rd/Martin Way/Sleater Kinney/LTC which reduces 4:02 minutes in the route. *(Dennis Bloom)*

Other items of interest:

- Intercity Transit submitted two **FTA discretionary funding grant applications** on July 29th which are undergoing review, and we expect announcement of awards at the end of September. We applied for the Discretionary Livability Fund Opportunity – Bus Livability Program for seven hybrid buses to replace the 1998 coaches; and for the State of Good Repair Initiative for seven replacement buses (hybrids) as well as funding for the construction phase of the Pattison Expansion project.
- By August 23rd, Bob Holman will submit **two more grants for these same projects**: the TIGGER III grant for Greenhouse Gas and Energy Reduction Program and the TIGER #3, Transportation Investment Generating Economic Recovery Grant. We will apply for replacement vehicles and for the Pattison Street Operations & Maintenance Facility Expansion & Final Engineering & Construction project.
- The **ESMS Team** will attend their third training workshop in Roanoke, VA, August 15-18. They are currently working on action plans for Revenue Vehicle Fuel Consumption; Emergency Preparedness Response; Spill Prevention; and Storm

Water Management and Waste Fluid Management. They are working to make sure their objectives, targets and programs are clear, specific and measurable, determining how progress is tracked, how progress is communicated to upper management, and do the individuals with assigned roles and responsibilities know what those are and know the timelines for completion. They are also ensuring they have systems for accountability.

- Meg Kester presented her **Leadership APTA project** in Los Angeles at the end of July. Her topic was “Sustaining Public Transportation: How Transit Leaders Make Public Transportation Relevant, Successful and Sustainable in Today’s Communities.” She will graduate in October in New Orleans, where she will present her project again.
- Open houses are scheduled for August 19, 1-3 p.m. and August 25, 10-11:30 a.m., for the **Surplus Van Grant Program applications**, in Intercity Transit’s boardroom for anyone wishing to receive more information on the process and/or application forms. Newsome will present the information to the CAC on the 15th.
- The **vanpool program** continues to grow with 14 new vanpool groups and 225 new vanpoolers since the beginning of 2011. We have 34 vanpools on the JB LM now.
- The “**Save the Cash**” campaign began in May; in June 37 individuals began to use our service and in July 33 new people began. Staff is following up with surveys.
- In conjunction with our 30th Anniversary, 1,400 citizen feedback surveys were received regarding our operation. 71% indicated transit is extremely important to our community. Staff will provide a report to the Authority and CAC in September.
- **TAD is August 10.** The recognition program begins at noon.
- Mike, Sandra and Ed will be gone October 5 - depending on the agenda items, we may ask the ITA to change the meeting date.

Rhodetta Seward
prepared: August 7, 2011