

**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**AGENDA**  
**June 26, 2023 - Virtual Meeting**  
**5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 254 353 689 252  
 Passcode: zELPxv; or call in (audio only) +1 929-229-5501,805070841# United States,  
 New York City Phone Conference ID: 805 070 841#

**CALL TO ORDER**

- |              |  |                                  |
|--------------|--|----------------------------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>  | <b>1 min.</b>                    |
| <b>II.</b>   | <b>INTRODUCTIONS</b><br>A. Intercity Transit Authority Representative ( <i>Sue Pierce</i> )  | <b>1 min.</b>                    |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b><br>A. July 5, 2023, ITA Meeting - ( <i>Cancelled, Holiday</i> )<br>B. July 19, 2023, ITA Meeting- ( <i>Lloyd Peterson</i> )<br>C. August 2, 2023, ITA Meeting - ( <i>Doug Riddels</i> )                                  | <b>3 min.</b>                    |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES - May 15, 2023</b>  | <b>1 min.</b>                    |
| <b>V.</b>    | <b>NEW BUSINESS</b><br>A. Bicycle Community Challenge ( <i>Duncan Green</i> )<br>B. CAC Recruitment Ad hoc Committee ( <i>Emily Bergkamp</i> )   | <b>20 min.</b><br><b>20 min.</b> |
| <b>VI.</b>   | <b>OLD BUSINESS</b><br>A. Hybrid Meeting Discussion  | <b>20 min.</b>                   |
| <b>VII.</b>  | <b>CONSUMER ISSUES - All</b>   | <b>10 min.</b>                   |
| <b>VIII.</b> | <b>REPORTS</b><br>A. May 17, 2023, ITA Meeting ( <i>Jihan Grettenberger</i> )<br>B. June 7, 2023, ITA Meeting ( <i>Nikki Crist</i> )<br>C. June 21, 2023, ITA Meeting ( <i>Ty Flint</i> )<br>D. General Manager's Report ( <i>Emily Bergkamp</i> ) | <b>10 min.</b>                   |
| <b>IX.</b>   | <b>NEXT MEETING - July 17, 2023</b>  | <b>1 min.</b>                    |
| <b>X.</b>    | <b>ADJOURNMENT</b>   | <b>1 min.</b>                    |

**Attendance Report Attached.**

*Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.*

*For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com).*

*If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 705-5857.*

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

**Minutes**  
**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**May 15, 2023 – Virtual Meeting**

**CALL TO ORDER**

Chair Smit called the virtual May 15, 2023, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

**Members Present:** Chair Nicole Smit; Harrison Ashby; Clair Bourgeois; Nikki Crist; Ursula Euler; Ty Flint; Betty Hauser; Doug Riddels; Rachel Weber, and Eliane Wilson.

**Absent:** Vice Chair Jihan Grettenberger; Alejandro Garcia; Marie Lewis; Lloyd Peterson; Marilyn Scott, Trina Primm; Allison Spector; Edwina Waehling.

**Staff Present:** Amanda Collins; Emily Bergkamp; Eric Phillips; Nick Demerice; Zach Heinemeyer; Peter Stackpole; Michael Maverick; Jessica Gould; Kerri Wilson; Jason Agüero; and Ramon Beltran.

**APPROVAL OF AGENDA**

It was M/S/A by DOUG RIDDELS and TY FLINT to approve the agenda.

**INTRODUCTIONS**

Smit introduced Authority member, Mayor Debbie Sullivan, as the ITA representative attending the meeting.

**MEETING ATTENDANCE**

- A. May 17, 2023, ITA Meeting – Jihan Grettenberger
- B. June 7, 2023, ITA Meeting – Nikki Crist
- C. June 21, 2023, ITA Meeting – Ty Flint

**MOTION TO APPROVE MINUTES**

It was M/S/A by CLAIR BOURGEOIS and DOUG RIDDELS to approve the April 17, 2023, minutes.

- A. **Cybersecurity Program Update** - (*Jason Agüero*) Agüero introduced himself as the Deputy Director and Chief Information Technology Officer for Intercity Transit. Agüero shared that Intercity began developing the Cybersecurity Program two years ago to improve its preventative measures and response to potential threats. Cybersecurity has evolved in the post-pandemic world, especially with the popularity of remote work which changes the way agency staff access technology resources. The Cybersecurity Program addresses important questions such as, “What are we doing around cybersecurity?” and “How are we protecting our technical resources and protecting the data of people?” Intercity Transit maintains sensitive data in many systems since it’s needed to do the work of the agency. In addition, Intercity maintains personal information related to its employees that must remain

secure. There have been increasing threats all around the country and Washington state. The Attorney General's Office reported historic highs for data breaches in 2021 with 6.3 million breach notifications sent to Washingtonians. In 2022, 4.5 million data breach notifications were sent. These notifications are mandatory in response to state law that requires agencies to notify individuals when their data has been compromised.

The first step completed by Intercity was to hire a Cybersecurity Program Manager who then worked to fulfill two goals:

1. To Formulate a Cybersecurity Policy, and
2. Conduct a Cybersecurity Assessment.

Aguero's presentation provides foundational knowledge about what cybersecurity is, reviews the results of the agency's cybersecurity assessment, and discusses what actions the agency has taken thus far to improve cybersecurity and next steps.

Cybersecurity, as defined by the US Department of Homeland Security Cybersecurity & Infrastructure Security Agency (CISA) is the art of protecting networks, devices, and data from unauthorized access of criminal use and the practice of ensuring confidentiality, integrity, and availability of information. As an agency, Intercity Transit defines an effective Cybersecurity Program as meeting the following criteria: senior management provides clear direction on how to address cybersecurity; all departments identify their valuable information assets and the technology used to handle it; cybersecurity staff assess the risk of each information asset and develop policies to encourage secure use; and information services staff implement reasonable controls to automate security. Aguero commented that automating security is crucial because it is not feasible for staff to provide 24/7 monitoring.

Intercity Transit engaged two nationally recognized cybersecurity experts. **Nationwide Cybersecurity Review (NCSR)**, which is sponsored by CISA and focuses on supporting state and local agencies based on the Cybersecurity Framework from the National Institute of Standards and Technology. The second expert was engaged through coordination with the Washington State Transit Insurance Pool (WSTIP), **Cyber Quotient Evaluation (Aon CyQu)** which is a private leading cybersecurity risk management company. These experts completed assessments of Intercity Transit's current cybersecurity measures and the agency scored 1.8/7 on the NIST CSF Function. Aguero points out that the lower score is in part due to the lack of Intercity Transit's formal Cybersecurity Policy. Information services staff were informally performing activities and processes to identify, protect, detect, respond to, and recover from a cybersecurity incident. However, those actions were undocumented and/or not formally approved by senior management. On the scoring key, Aguero stated Intercity Transit could only score up to a two because of the lack of formal policy.

The NCSR scorecard is one of the best cybersecurity review organizations in the nation. The review went into a high-level of detail, but it's not something that can be shared because of the sensitive nature of the information. In addition to the assessment, Intercity Transit receives weekly report cards from CISA. In March 2021, Aguero hired the Cybersecurity Program Manager and shortly thereafter enrolled the agency into the Department of Homeland Security program that conducts external testing on a weekly basis to check security parameters. In 2021, at the onset of testing we reported 76 vulnerabilities and 10 vulnerable hosts in the agency's environment. Currently, in a recent report from April 2023 the report showed 0 vulnerabilities and 0 vulnerable hosts. This progress is a testament to the work of the Information Services (IS) department staff. Aguero especially recognized

Rob Rinehart and his leadership over the past two years. While the vulnerabilities are constantly changing, IS staff are also constantly mitigating vulnerabilities that are reported. One of the functions of a Cybersecurity Program Manager is to monitor the reports and respond to identified vulnerabilities.

Intercity Transit was also selected as a pilot agency to work with AON CyQU. The Washington State Transit Insurance Pool (WSTIP) administers insurance to many transit agencies in the state, so they are in the business of reducing risk by providing cybersecurity insurance to their partner agencies. Intercity Transit was selected as one of five agencies to participate and conduct another assessment. The agency also received \$15,000 to assist with implementing the recommendations from the assessment. Aguero shared an overview of the assessment report reviewing access control, endpoint systems, network security, and physical security. The report was reviewed with AON CyQu consultants to determine how to prioritize recommendations and utilize the program funding.

Between the two assessments, Intercity Transit received lower scores because of the lack of formal program policies for Cybersecurity. The Cybersecurity Program Manager and IS leadership staff have spent two years developing a comprehensive Cybersecurity agency policy. Aguero encouraged CAC members to review the 33-page policy if there was additional interest, signed by the General Manager on February 15, 2023. Work began on the policy in 2021 and was drafted over several years, including a legal review conducted by the agency's general counsel and review by the Senior Management Team. Aguero was proud to see the policy finalized and enacted after many years of effort by IS staff.

In March 2023, Intercity Transit also conducted a tabletop exercise led by the Department of Homeland Security CISA division staff from Seattle, WA to practice a simulated cyber incident onsite with Intercity Transit staff. The exercise included third party observers that provided feedback. At the conclusion of the exercise Aguero received a scorecard to review the agency's performance. In the coming months, Intercity Transit will meet again with those who were present during the exercise to review feedback and create an agency after-action report.

Aguero shared that this presentation was a summary of the past two years of work. Shem Sargent, who served as the Cybersecurity Program Manager resigned from Intercity Transit on March 31<sup>st</sup> and Aguero is actively recruiting to fill the vacancy. After a replacement is hired, they will continue the work and implement recommendations from the WSTIP assessment and CISA exercise, as well as finalize a standards document that is partially complete. The important elements of our Cybersecurity Plan include clear roles and responsibilities, delegated to qualified staff, with standardized procedures that define how the agency is going to protect its information. Aguero will continue to build up IT's infrastructure and resilience to recover in the event of a cyber-attack. In addition, the agency is enhancing efforts for cyber security awareness training for system users, who are oftentimes considered a vulnerable entry point for a cyber-attack. Organizations often utilize phishing tests to encourage people to strengthen their defenses against potential threats (cyber hygiene). Ransomware often makes it way through a system through phishing emails or guiding user to download malicious software that looks legitimate. An example of a phishing action could be a text message prompting the receiver to click a link to reset a password and while the user had no reason to take an action to click on the link, the phishing message creates a sense of urgency to perform the requested action. And finally, Aguero said continued efforts around Cybersecurity mitigation will help ensure

Intercity Transit is eligible for continued insurance coverage, which is becoming increasingly difficult and costly to obtain.

*Aguero answered questions.*

*Doug Riddels asked about the WSTIP Pilot Program and when IT was selected for that program.*

*Aguero responded that it was sometime during 2022, but it was a lengthy process because WSTIP had to work through a competitive RFP to select cybersecurity experts and partner agencies.*

*Riddels also asked about staff training protocols and what was in place for all employees.*

*Aguero responded that all employees that have an Intercity Transit account must take cybersecurity awareness training. The online training is due in the month of February and staff receive a certificate upon completion of the training.*

*Eliane Wilson asked if this was the first time Intercity Transit had created a Cybersecurity Program policy?*

*Aguero responded that he has been with the agency for four years and this was the only time his team had completed this work. While Aguero could not speak to the past, he does not have any records of this work being attempted previously.*

*Clair Bourgeois asked if there have been any cybersecurity incidents in the past?*

*Aguero said there was a near-miss previously when a user's password was compromised. That incident was quickly mitigated. But it is not about **if** a cybersecurity event will happen, it is **when** it will happen. It is all about how the agency is going to respond and what preventative measures are in place.*

*Doug Riddels asked if cyber-attacks are common within the transit industry and if there is an example of a transit agency being shut down by ransomware.*

*Aguero provided two recent examples of ransomware attacks where local agencies were impacted, Pierce Transit and City of Lakewood. Pierce Transit is still actively recovering from the incident, but ultimately the agency was able to continue service without interruption during it's recovery effort.*

*Nicole Smit thanked Aguero for his presentation and detail of identifying acronyms for those who may not be familiar with the tech industry.*

- B. Hybrid Meetings – (Emily Bergkamp)** Bergkamp introduced the topic of hybrid meetings by reviewing the background of remote meetings, which became necessary to ensure the safety of staff and volunteers, and to limit the spread of COVID during the pandemic. The Community Advisory Committee followed the direction of the ITA after it revised its bylaws to comply with changes to the Open Public Meetings Act concerning remote attendance. The CAC has been meeting remotely through the pandemic and requested to discuss the possibility of resuming in-person attendance at the April 17<sup>th</sup> meeting during the consumer issues portion of the agenda. Bergkamp encouraged members to

engage in a well-rounded discussion about hybrid meetings and next steps. Intercity Transit staff also researched available technology to assist with implementing hybrid meetings.

*Discussion ensued:*

*Ty Flint shared that he would love to see in-person options to resume since so much is missed on “zoom” style meetings, including chatting with fellow CAC members to build personal connection. Flint stated that there is more value than just a face on a screen and that it’s time to meet in person again. The added benefit of hybrid to help those who can’t attend in person is even better. Overall, Flint is ready to meet in person again.*

*Clair Bourgeois expressed her agreement with Flint. Even though Bourgeois is transit dependent, she feels it’s important to meet in person to provide the full effect of the CAC.*

*Doug Riddels said the flexibility of attending virtually provides a lot of convenience but creates distance amongst members. He is unsure of his position on hybrid meetings. Riddels stated that in his previous experience the folks who attend virtually tend to be less participatory than the ones physically gathering in a room. He is concerned that CAC members who attend virtually may not be noticed or called on as much. Riddels also acknowledged that the Committee’s purpose may not require as much participation as other boards because the meetings are mostly informational. Riddels advocated to poll the CAC so all members can voice their vote and if the large majority were ready to resume in-person meeting to go for it, but it was only 50% in favor of in-person to wait.*

*Bergkamp added that she liked the idea of a poll to encourage additional feedback.*

*Rachel Weber shared that she is currently attending the meeting via call-in because she was riding a bus in Mason County. Weber would enjoy hybrid meetings.*

*Harrison Ashby shared that they are okay with the idea of a hybrid meeting. Ashby stated that it would be nice to meet people in person but feels it’s important to have an option for people who want to attend from home.*

*Eliane Wilson shared that she thinks it would be a good idea to move in the direction of hybrid meetings. Wilson could see herself utilizing the option to attend remotely during the bad weather, but the coming months provide a perfect opportunity to meet members in person.*

*Nicole Smit shared that her biggest concern is how to ensure the technology works well for anyone who is attending remotely. Smit does not want any CAC member to be left out and is excited to learn more about the technology piece of hybrid meetings.*

*Amanda Collins shared that she recently attended a Clerks’ conference with the Washington State Transit Association and many other transit agencies across the state have also moved to a hybrid format for authority board and committee meetings. Intercity Transit is not alone with figuring out the best practices to ensure meetings are accessible and that technology works. Collins met with Information Services staff and conducted a test meeting to mimic a hybrid environment. Based on the test utilizing projectors, OWL camera, and speakers, staff were able to conduct a successful hybrid meeting. The remote attendee’s volume was adequate, and the OWL camera picked up room audio well so the remote attendee could hear in-person conversations. Collins stated that remote attendees will be seen in the front of the room and have an ability to be*

*heard. There were some concerns with ambient street noise for in-person attendees, but that noise was not transmitted to the remote attendees. Another concern was related to parking availability on site and throughout construction.*

*Smith asked if the technology tested was the same as what is currently used to introduce new staff members to the ITA.*

*Collins responded that it is the same technology. The ITA has also received public comment from the OWL device during a previously scheduled board meeting. Collins shared that the OWL camera can be programmed to track a speaker but shared that it was a better experience to focus the camera on the whole room so it did not focus on side conversations.*

*Bergkamp added that parking will be an interesting issue to navigate. Just earlier today, Intercity Transit's former building was fenced off in preparation for demolition and upgrades to the south parcel of the maintenance facility. There is some parking in the bus yard for employees and accessible parking for employees who require accommodation. There is also an overflow parking lot for employees located behind the food co-op. Additionally, Collins shared that the length of the boardroom was challenging for sight of remote attendees. Bergkamp shared that another option could be to utilize the boardroom at the Olympia Transit Center where Greyhound service currently arrives, and the lobby area closes at 6pm in the evening. The meeting would start with some members of the public in the lobby area but would be closed soon after. The OTC boardroom might lend itself as a better option for visuals and ease of transportation for those who are transit dependent.*

*Wilson replied that the OTC would be a better option for her.*

*Bourgeois replied that she would prefer the OTC, but that headquarters would be fine as well.*

*Ursula Euler asked about shared parking with other administrative buildings in the area of IT headquarters. Euler said that perhaps after hours these agencies might allow for overflow parking.*

*Bergkamp responded that she appreciated the idea and might reach out to Commissioner Mejia regarding that possibility. She does not know of anyone who has asked about that opportunity yet. Currently, IT operates an employee shuttle at its overflow parking lot and Bergkamp stated she could inquire about shuttle service during CAC meetings.*

*Betty Hauser shared that she has mixed feelings on the hybrid meeting model. Hauser can think of both the good and bad of hybrid versus remote meeting. She is supportive of the downtown meeting location, which is convenient for bus travel.*

*Flint replied that we could take turns between locations with a traveling meeting. He also shared that it will be very important for technology to be working well.*

*Nikki Crist in her previous job, she used the OWL camera, and it worked wonders. Crist's experience using the OWL during hybrid meetings was very successful. It would be important for her to have access to hybrid meetings with her work schedule.*

*Bergkamp summarized that staff will put together a poll for all CAC members to share feedback and do some additional research on the compatibility of using the OWL camera at the OTC.*

*Smit shared that the transition is a slow approach to ensure that everyone could provide feedback.*



## CONSUMER ISSUES

None

## REPORTS

- **April 19<sup>th</sup> ITA Report-** Nicole Smit attended. New staff were introduced to the ITA, approval was granted for purchasing items for the Martin Way Park and Ride project, and a public hearing was scheduled for the Transportation Improvement Project.
- **May 3<sup>rd</sup> ITA Meeting-** Clair Bourgeois attended. Highlights were included in the meeting packet for CAC members to review.
- **General Manager's Report** – Bergkamp provided the General Manager's report including:
  - Bergkamp Invited Eric Phillips to provide additional updates of the Martin Way Park and Ride construction photos. A lot of nighttime construction is coming up, including paving the new ramp sections.
  - Bicycle Community Challenge update, the Earth Day Marketing Ride had 135 participants. On May 3<sup>rd</sup>, over 287 riders logged close to 4800 miles so far. Bergkamp gave a reminder that there are day-use bicycle lockers at the Olympia Transit Center, located south of the main covered bus terminal and are available daily from 5 a.m. to 11 p.m. Riders should bring their own lock to secure their bike and equipment. Lockers are under 24 hours live and recorded video surveillance and all items will be removed and discarded nightly after 11 p.m. Intercity assumes no responsibility for articles lost, stolen, damaged, or discarded. We encourage users to not leave valuables in the lockers.
  - Intercity Transit participated in the pilot study of "SHIFT Onboard." SHIFT stands for "Success and Health Impacts For new bus operators during Onboarding." It is an enhanced training and support program for new bus operators during their first year on the job. SHIFT Onboard involves group activities and discussion during operators' initial training period, followed by collaborative and supportive online challenges. Online challenges include setting health and job success goals, tracking goal progress and job satisfaction, and completing short training topics on health and job success. SHIFT Onboard provides the opportunity for Supervisors to receive training to continue supporting the health and wellbeing of our Operators. Research professionals from the program provided an update to staff on Friday, May 5 and we will invite them to present at the CAC and ITA in the future.
  - Twin Transit hosted the Southwest Washington Regional Transit Partners Meeting at Centralia Community College. Emily Bergkamp and Jonathon Yee attended. The purpose of the meeting was to discuss agency projects, gaps in service and how we can best collaborate in the coming year. Other attendees were from Mason Transit, WSDOT, Cowlitz-Wahkiakum Council of Governments, Rural and Tribal Transit plus their contractor Around the Sound and River Cities Transit.

## **Intercity Transit Community Advisory Committee**

**May 17, 2023**

**Page 8 of 9**

Amtrak Centennial Station celebrated its 30<sup>th</sup> Birthday on Saturday, May 13, 2023. Intercity Transit maintains Centennial Station. Our Facilities and Maintenance team takes great pride in keeping Centennial Station looking its best, but we know the true heroes behind Centennial Station are its volunteers. Centennial Station President and Volunteer Coordinator, William Jackson and his team work tirelessly to open and close the station, provide information, help passengers at the platform, and monitor trains. They play a vital role in our region's mobility and help connect passengers to Intercity Transit's local service so they can enjoy all that our communities have to offer.

Intercity Transit looks forward to our continued care of Centennial Station and supporting the committed team of volunteers who welcome everyone who passes through her doors with a welcoming smile and a helping hand.

- Interviews are now complete for Operator Class 23-03 and job offers have been made. This group of 13 will start their Intercity Transit careers with us on June 5. Bergkamp gave a special thanks to Interim Ops Director Dena Withrow, Cameron Crass Fixed Route Manager, Kevin Karkoski DAL Manager and Hannah Toulme Human Resource Specialist for all their work on the hiring process and interviews.

Intercity Transit is currently recruiting for a Senior Planner that will lead service development research and analysis projects, prepare various reports and plans, and design and implement new and revised schedules, and changes to fixed routes and bus stops. The Senior Planner will use their planning expertise to help develop a Smart Corridors/Transit Signal Priority plan, develop our first Hazard Mitigation Plan, work with local community groups to develop neighborhood micro-services, and conduct analysis that will be used to make important decisions regarding both long-term and short-term services. Completed applications must be submitted to NEOGOV by 5:00pm on Sunday, May 21, 2023.

Intercity Transit is also recruiting a Cybersecurity Program Manager who will monitor networks and report any anomalies, recommend a plan, and deploy any remediations to address vulnerabilities. They will coordinate security activities between the Information Systems division and other divisions and departments and responsible for internal cybersecurity audits, compliance, and remediation. The successful candidate should have the ability to teach and lead while also being part of a dynamic team that likes to have fun and still brings their "A" game every day! This recruitment is open until filled.

- Parfait Bassale will present on building a culture of belonging as an organization. Upper management will attend Friday. Doug Mah, the former Mayor of Olympia describes Parfait's approach to DEI work as "...a unique perspective and innovative approach to discussions that further diversity, equity, and belonging. His style of engagement works with everyone from the CEO to the newly hired line-staff."
- Intercity Transit will operate weekend schedules on Memorial Day, Monday, May 29. Customer Service at the Olympia Transit Center will be open from 7 a.m. to 6 p.m. Please call Customer Service at 360-786-1881 for questions or assistance planning your trip.

**NEXT MEETING: June 19, 2023.**

**ADJOURNMENT at 6:40pm.**

Prepared by Amanda Collins  
C:\Users\acollins\Downloads\April 2023 CAC Minutes.docx

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. 5-A  
MEETING DATE: June 26, 2023**

**FOR:** Community Advisory Committee

**FROM:** Duncan Green, BCC Specialist, 360-705-5874

**SUBJECT:** 2023 Bicycle Community Challenge Update

- 
- 1) **The Issue:** Brief the CAC on the results of the 2023 Bicycle Community Challenge.
- 
- 2) **Recommended Action:** For information and discussion.
- 
- 3) **Policy Analysis:** Intercity Transit made encouragement and promotion of transportation options a key part of its mission. This includes non-motorized alternatives like bicycling. The agency took over the Bicycle Commuter Contest (now the Bicycle Community Challenge) in 2006.
- 
- 4) **Background:** During this year's Bicycle Community Challenge (BCC) and Youth Bike Challenge (YBC), that run for the full month of May, 843 people logged approximately 8,500 rides, covering over 82,000 miles, reducing air and water pollution, and benefitting their own and our community's health and well-being.

Bicycling is a significant transportation and public health element in Thurston County, and Intercity Transit's incorporation of bicycling into its trip reduction and alternative commute promotion has been well received. Under the agency's guidance, the program has seen a trend of increasing participation, enthusiastic sponsorship, strong event attendance and media attention. The BCC has broadened and sustained successful partnerships between Intercity Transit, local jurisdictions, the business community, and the general public as well as generating public goodwill. Participation in the BCC has been impacted by the COVID-19 pandemic and changes in commuting habits, but is beginning to rebound.

This is Intercity Transit's eighteenth year administering this countywide event. For the fifteenth consecutive year, Duncan Green directed the BCC and related efforts. He received assistance from the other members of Intercity Transit's Walk N Roll staff and other Marketing and Communications staff.

---

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

---

6) **Budget Notes:** The cost of the Bicycle Community Challenge is largely staff time for one temporary position. The annual budget for the BCC is \$25,000; however, expenditures are usually less than this amount due to sponsorships and in-kind support.

---

7) **Goal Reference: Goal #2:** *“Provide outstanding customer service.”* **Goal #4:** *“Provide responsive transportation options within financial limitations.”*

---

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

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. 5-B  
MEETING DATE: June 26, 2023**

**FOR:** Community Advisory Committee

**FROM:** Emily Bergkamp, Interim General Manager, 360-705-5889

**SUBJECT:** 2023 Community Advisory Committee Recruitment

- 
- 1) **The Issue:** Present timeline and process information for the 2023 Community Advisory Committee (CAC) recruitment.

---

  - 2) **Recommended Action:** Select three members to participate on an ad-hoc committee to interview candidates and make recommendations to the full Authority.

---

  - 3) **Policy:** In 2001, the Intercity Transit Authority chartered a Community Advisory Committee. In 2011, the Authority approved an additional youth position, increasing the number of members from 19 to 20. It was the Authority's direction to conduct an annual recruitment. New members are appointed by the Transit Authority.

---

  - 4) **Background:** The Community Advisory Committee members serve three-year terms and may serve no more than two consecutive three-year terms. The exception is the youth position which is a one-year term. The youth member can apply for a three-year position if they wish. Each fall, staff conducts a recruitment to fill vacancies which may occur throughout the year, through expiration of terms, or if members do not seek reappointment.

The CAC is comprised of 20-members. The goal is to have a group that is representative of the diversity of our community. Each fall, staff conducts a recruitment to fill vacancies which may occur throughout the year, through expiration of terms, or if members do not seek reappointment.

Traditionally, three Authority members, along with three CAC members, will comprise the ad hoc committee which will conduct the interviews and make recommendations to the full Authority for appointment.

Applications are proposed to be available September 1, 2023, and due on October 6, 2023. The Authority will select interviewees on October 18, 2023. Interviews are proposed for November 1, 2023, with candidate selection on November 15, 2023, or December 6, 2023.

---

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

---

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

---

7) **Goal References:** An engaged Community Advisory Committee supports all agency goals.

---

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

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. 6-A  
MEETING DATE: June 26, 2023**

**FOR:** Community Advisory Committee

**FROM:** Emily Bergkamp, Interim General Manager, 360-705-5889

**SUBJECT:** Hybrid Community Advisory Committee Meetings

---

1) **The Issue:** Continue discussion of opportunities for Community Advisory Committee members to attend meetings both in-person and virtually in a hybrid format.

---

2) **Recommended Action:** Determine how and when the CAC would like to proceed with implementing hybrid meetings.

---

3) **Policy:** CAC Bylaws20160701

---

4) **Background:** In 2020, Intercity Transit's Authority (ITA) Board bylaws were revised to comply with the OPMA's laws concerning remote attendance during the COVID-19 pandemic. Remote meetings became necessary to ensure the safety of staff and volunteers, and to limit the spread of COVID-19. The Community Advisory Committee (CAC) followed the direction of the ITA and has been meeting remotely throughout the pandemic. No revisions to the CAC bylaws were made to address the change to remote meetings.

At their May 17, 2023, meeting, CAC members discussed the possibility of resuming in-person attendance options with a hybrid meeting format. Based on feedback staff received from the CAC during this discussion, a poll was created and administered by staff for CAC members to share feedback on several aspects of hybrid meetings, including location, start and end times, and more. Additional research was also completed by staff to review functionality of technology for hybrid meetings. Staff has compiled the results of the survey, which are attached for reference. CAC members have requested the transition be a measured approach to ensure that everyone can provide feedback on the matter before making changes to the meeting format.

---

5) **Alternatives:**



- A. Determine how and when the CAC would like to proceed with implementing hybrid meetings.
- B. Defer this determination to a later date to allow for further discussion and planning.

---

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

---

7) **Goal References:** An engaged Community Advisory Committee supports all agency goals.

---

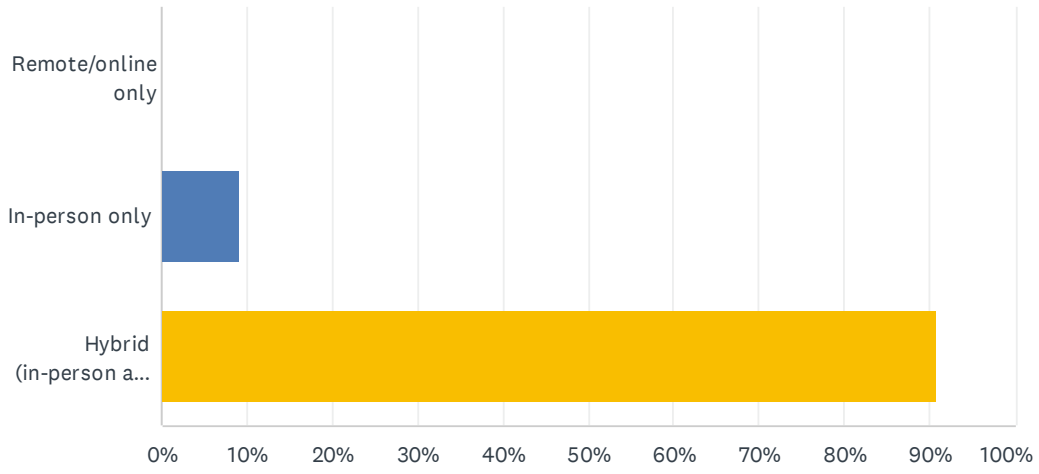
8) **References:** See CAC meeting Format Survey results, which are attached.

## Q1 Name (optional)

Answered: 11 Skipped: 0

## Q2 Preferred format of meeting:

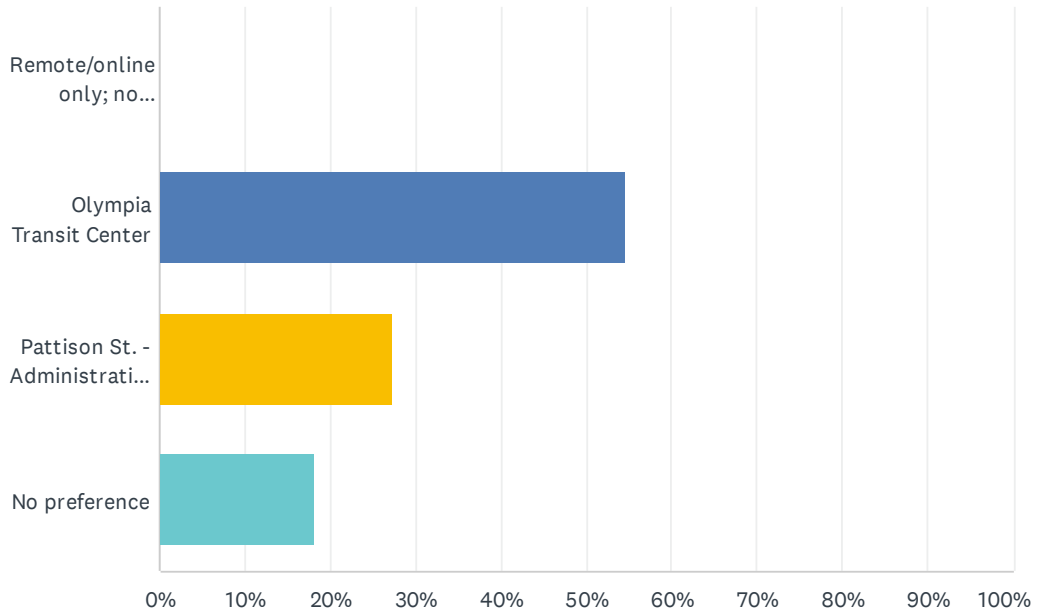
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Remote/online only	0.00%	0
In-person only	9.09%	1
Hybrid (in-person and remote/online attendance allowed)	90.91%	10
<b>TOTAL</b>		<b>11</b>

### Q3 Preferred location of meeting:

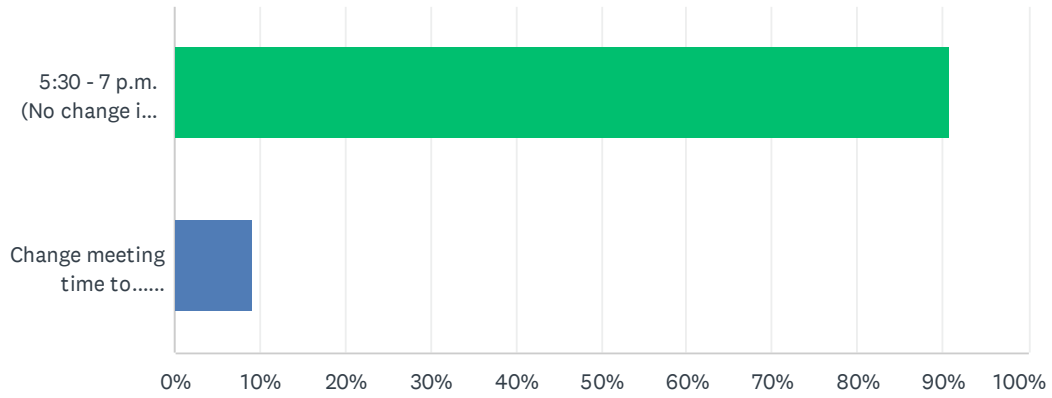
Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
Remote/online only; no physical location	0.00%	0
Olympia Transit Center	54.55%	6
Pattison St. - Administrative Building	27.27%	3
No preference	18.18%	2
<b>TOTAL</b>		<b>11</b>

## Q4 Preferred time of meeting:

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES	
5:30 - 7 p.m. (No change in scheduled meeting time.)	90.91%	10
Change meeting time to... (Please add desired meeting time(s) in the comment box below.)	9.09%	1
<b>TOTAL</b>		<b>11</b>

## Q5 Other comments/suggestions:

Answered: 6 Skipped: 5

**Authority Meeting Highlights**  
***a brief recap of the May 17, 2023, Intercity Transit Authority Meeting***

**Wednesday night, the Authority:**

- Adopted Resolution 01-2023 repealing Resolution 03-2021 Universal Vaccination Requirement.
- Conducted a Public Hearing on the 2024-2027 Transportation Improvement Program.

**Other Items of Interest:**

- Joy Gerchak introduced Kellin King, **Customer Service Representative.**

**Interim General Manager's Report:**

Bergkamp said the Community Advisory Committee met Monday, May 15 and the members discussed conducting hybrid / in-person meetings. Amanda Collins will put together a formal poll to capture all CAC members' preference. Bergkamp noted it was also discussed possibly holding CAC meetings at the OTC2 because several members felt it would be easier to meet there because many ride the bus and it would eliminate transfers.

Bergkamp took a moment to honor the dedication of all Intercity Transit employees throughout the pandemic the past three years. This time wasn't easy for anyone, but we never wavered in our dedication to providing quality public transportation for our community. Although it was a team effort, she will be forever thankful for the frontline workers who showed incredible bravery and courageousness each day during the pandemic. They continued showing up for us in our community, driving, dispatching, providing road support, vehicle and facilities maintenance and kept our work environment clean and transit center safe. Together, we continue to be transit strong.

Bergkamp shared photos provided by Eric Phillips showing the progress at the Martin Way Park-and-ride. Photos included the new sidewalk and bus stop waiting area on I-5 northbound ramp. There will also be amenities for Operators such as Operator only restrooms.

Bergkamp reminded everyone participating in the Bicycle Community Challenge or who regularly bike in our community that there are free day use bike lockers at the OTC. Users need to bring their own lock to secure the bike. The lockers are located south of the main covered bus terminal. They are available from 5 a.m. to 11 p.m. and all items need to be removed nightly by 11 p.m. There is also 24-hour live and recorded video surveillance.

Bergkamp and Jonathon Yee attended the Southwest Washington Regional Transit Partners meeting at Centralia Community College hosted by Twin Transit. The purpose of this meeting was to discuss agency projects, gaps in service, and how we can best collaborate in the coming year. Other attendees included Mason Transit, WSDOT, Cowlitz-Wahkiakum Council of Governments, Rural and Tribal Transit, plus their contractor, Around the Sound and River Cities Transit.

Bergkamp attended a 30<sup>th</sup> year celebration on Saturday, May 13 honoring the Amtrak Centennial Station. Also attending were Mayor Sullivan and Commissioner Mejia. Intercity Transit has maintained the Centennial Station since 1994 and IT's Facilities Maintenance team takes great pride

in keeping Centennial Station looking her best, but we know the true heroes behind Centennial Station are its volunteers, so Centennial Station President and volunteer coordinator William Jackson and his team worked tirelessly to open and close the station, provide information and help passengers at the platform and monitor trains. The volunteers play a vital role in our region's mobility and help connect passengers to IT's local service so they can enjoy all that our community have to offer. Bergkamp gave a shout out to Facilities Manager, Julie DeRuwe and Dean Taylor, Facilities Specialist Supervisor for quickly taking care of issues at the station.

Bergkamp said Authority members are invited to attend the State Transportation Conference, Vendor Expo and State Rodeo, being held in Vancouver, Washington August 12 through 15. Members interested in attending should contact Clerk of the Board, Pat Messmer.

The Olympia Police Department presented Intercity Transit with a Community Partner Award, and the ceremony was held today. Bergkamp said it was an honor to accept the award on behalf of the many IT employees who work in partnership with OPD to keep our transit system and surrounding community accessible, welcoming and safe for all. When we call for support, our friends at OPD take action, making sure we get the assistance that best meets our needs, whether it's an officer that shows up, a crisis response unit team member. And with our transportation resources and hundreds of eyes on the road each day, we take pride assisting OPD to help those in crisis access, transportation to the support systems they need, and we also help locate missing children and vulnerable adults. IT provides video from buses of accidents and incidents and also provide buses as mobile warming or cooling centers as well as transportation to groups to a safer location when an evacuation is needed. Bergkamp looks forward to being a continued ally with law enforcement from all jurisdictions.

Intercity Transit will operate on a weekend schedule for Memorial Day, Monday, May 29. Customer Service at the Olympia Transit Center will be open from 7 a.m. to 6 p.m., and we encourage anyone who needs assistance planning their trip that day to contact Customer Service.

Jonathon Yee worked with the Center for Transportation and the Environment staff, and Pat Messmer worked with IT staff and the Authority to identify a date to conduct a workshop to learn about the status of Intercity Transit's Zero Emissions Transition Plan. The workshop will be held from 9 a.m. to 4 p.m. on July 12.



**Authority Meeting Highlights**  
*a brief recap of the June 7, 2023, Intercity Transit Authority Meeting*

**Wednesday night, the Authority:**

- Authorized the General Manager to execute a contract with Avail Technologies, Inc. to provide up to 8 months of on-premise support, ETMS conversion, one year of hosted support, and hosting fees for a total not-to-exceed amount of \$177,515, excluding tax. (Jeff Peterson)
- Authorized the General Manager to execute a contract amendment with ALS for landscaping and grounds maintenance services at Intercity Transit facilities for a period of one year in the amount of \$92,000, including sales tax. (Katie Cunningham)
- Adopted the 2024-2027 Transportation Improvement Program (TIP) for projects with anticipated Federal funding. (Jessica Gould)

**Other Items of Interest:**

- Jonathon Yee introduced **David Chaffee, Fleet Manager.**
- Rob LaFontaine introduced **Paul Kierzek, Planning Scheduler.**

**Interim General Manager's Report:**

Intercity Transit participated in the Lacey Spring Fun Fair Saturday, May 20, 2023. A special thank you to Marketing, Communications & Outreach Coordinator Ally McPherson for coordinating all the moving parts. Thanks to Jameson Miller, Nicky Upson, Taylor Slobojan, Hannah Toulme, Nick Demerice, Kellin King, Kerri Wilson, Morgan Hagquist, A Puri, Renee Fonseca, and Eric Wells who helped staff the event and for being so welcoming to the families and kids that stopped by to visit.

Maintenance Support Specialist, Joe Schmitt, retired after a whopping 41 years and 6 months of service to the community as an Intercity Transit employee. Schmitt was responsible for road call tasks, deliveries and pickups, minor repair, tire changes, cleaning, and other essential tasks on a daily basis. We'll all miss his smile and positive vibes.

Bergkamp had the opportunity to ride multiple bus routes (60, 62s, 42 and 94) over the past several weeks. On each trip she waited for buses at well-maintained bus stops and transit centers, experienced smooth driving, and great customer service, all in the comfort of a clean, cool buses. The Operators she rode with during her travels were Jose, Arielle, Scott, Erin, Jeff, Ted, David, Clark, and MJ who navigated expertly through various levels of traffic with grace and a smile. Each trip reminded her of how much she loves riding public transit.

Bergkamp lives about three miles from Pattison between two routes she knows will get her to work in an hour or less. And realistically, she could ride the bus a lot more often. Right now, with limited parking at Pattison and the need to either walk or catch the employee shuttle from the Bobcat lot, she probably leaves her house just as early as if she rode the bus. So, to commemorate June as Ride Transit Month, she's sharing her commitment to ride the bus five times during June. Bergkamp extended a friendly challenge to all IT employees, volunteers and Board members willing and able to do the same and consider going online to [www.ridetransitmonth.org](http://www.ridetransitmonth.org) and add your name to the "Pledge to Ride."

Intercity Transit was honored to welcome and host Nisqually Tribal Council Chairman Willie Frank III, Council Member Guido Levy Jr., and staff member Justine Capra their Governmental Affairs Director for a visit to learn more about our services and a tour of the new AdOps building. Special thanks to ITA Chair and Olympia Mayor Pro Tem Clark Gillman for officially welcoming our guests, and thanks to all staff who helped make the visit a success – Amanda Collins, Jonathon Yee, Jessica Gould, Peter Stackpole, Rob LaFontaine and Ramon Beltran.

There will be a service change on June 11, 2023. This service change continues much of the service already being provided, but will incorporate some minor timing adjustments to Routes 62A, 62B and 66.

Transportation Choices Coalition will host a webinar entitled, “How Riders Can Shape Transportation” on June 21 with our very own ITA Citizen’s Representatives as panelists. The webinar will focus on how community advisory groups and direct board representation inform policies that affect transportation equity, funding allocation, and road use design.

Intercity Transit’s Bubble Bus is back and will participate in the Yelm Prairie Days Parade June 24, City of Tumwater’s 4<sup>th</sup> of July Parade, and the Lakefair parade July 15. Employees, volunteers, Board and CAC members are welcome to ride the bus with us in the parade. And though there is no Pride Parade this year, Intercity Transit will have an information booth at Capital City Pride, which is a celebration of the LGBTQ+ community taking place at Port Plaza and the surrounding Percival Landing boardwalk July 1.

IT's first competitor on the National Roadeo Stage was Van Operator, Dan Savage. A big congratulations goes to Savage who competed in the National Community Transportation Roadeo in May, placing 5th out of nearly 70 competitors in the body-on-chassis division! This is his second year placing among the top 10 competitors.

Intercity Transit is hosting the South Sound Regional Roadeo on July 15 and 16 from 8 a.m. to 2 p.m. at the Tumwater Brewery. July 15 is a practice day followed by competition day on July 16. Operations Supervisors, David Dudek and Bill Miller, along with their spouses Lilian and Shanaka, work tirelessly to ensure this event takes place every year. Maintenance Supervisor, William Snyder, who coaches our Maintenance Team, also ensures the Maintenance portion of the competition runs smoothly.

Last weekend the following competitors participated in Pierce Transit’s local Roadeo as a warmup up for our Roadeo: Dan Savage, Fred Sambrano, Rob Wood, David Randall and Clinton Jimenez.

The State Transportation Conference, Vendor Expo, and State Roadeo will be held in Vancouver, Washington, August 12-15. Board members interested in attending should contact Pat Messmer.

Prepared June 8, 2023  
Pat Messmer/Clerk of the Board

**COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD**

		1	2	3	4	5	6	7	8	9	10	11	12
CAC	Members	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Harrison	Ashby												
Clair	Bourgeois												
Nikki	Crist			Absent									
Ursula	Euler	Absent											
Ty	Flint		Absent										
Alejandro	Garcia	Absent	Absent	Absent	Absent	Absent							
John	Gear		Absent	Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Jihan	Grettenberger					Absent							
Betty	Hauser												
Marie	Lewis	Absent	Absent	Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Jeremy	Mott			Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Lloyd	Peterson	Absent		Absent		Absent							
Trina	Primm		Absent	Absent	Absent	Absent							
Doug	Riddels												
Marilyn	Scott	Absent	Absent			Absent							
Nicole	Smit												
Allison	Spector	Absent	Absent	Absent	Absent	Absent							
Edwina	Waehling	Absent		Absent	Absent	Absent							
Rachel	Weber	Absent											
Eliane	Wilson												

**=** Joint meeting does not count against required meeting attendance