

REVISED AGENDA

INTERCITY TRANSIT AUTHORITY

Wednesday, June 7, 2023

5:30 P.M.

You can dial in using your phone. Dial in at 5 p.m. for a sound check.

Toll Free: (844) 730-0140 / Phone Conference ID: 486 815 106#

The public may join in person at the Pattison Street Facility or view the meeting via

Facebook: <https://www.facebook.com/IntercityTransit/>

CALL TO ORDER

- 1) STAFF INTRODUCTIONS 10 min.
 - A. David Chaffee (*Jonathon Yee*)
 - B. Paul Kierzek, Planning Scheduler (*Rob LaFontaine*)
- 2) APPROVAL OF AGENDA 1 min.
- 3) PUBLIC COMMENT 5 min.
- 4) NEW BUSINESS
 - A. 2024-2027 Transportation Improvement Program Adoption (*Jessica Gould*) 5 min.
 - B. Landscaping Grounds Maintenance Services Contract Renewal (*Katie Cunningham*) 5 min.
 - C. Fleetnet Support Renewal/ETMS Conversion (*Jeff Peterson*) 5 min.
- 5) COMMITTEE REPORTS
 - A. Thurston Regional Planning Council (June 2) (*Debbie Sullivan*) 5 min.
- 6) INTERIM GENERAL MANAGER'S REPORT 5 min.
- 7) AUTHORITY ISSUES 10 min.

ADJOURNMENT

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.

If you need special accommodations to participate in this meeting, please call us at (360) 786-8585 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) 786-8585.

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).

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 4-A
MEETING DATE: June 7, 2023

FOR: Intercity Transit Authority
FROM: Jessica Gould, Grants Program Manager, 360.705.5808
SUBJECT: 2024-2027 Transportation Improvement Program Adoption

- 1) **The Issue:** Whether to adopt the 2024-2027 Transportation Improvement Program (TIP) for projects with anticipated Federal funding over the next four years.

- 2) **Recommended Action:** Adopt the 2024-2027 Transportation Improvement Program (TIP) for projects with anticipated Federal funding.

- 3) **Policy Analysis:** Federal grant guidelines require that the governing body adopt the TIP.

- 4) **Background:** The 2024-2027 Transportation Improvement Program (TIP) presented for adoption tonight includes a listing of all capital projects anticipated to receive Federal funding over the next four years.

As part of the annual update process, the Authority held a public hearing on the draft 2024-2027 Transportation Improvement Program (TIP) at the May 17, 2023, Authority meeting. Public comments received as part of this year's TIP update were shared with the Authority at that time. No additional public comments were received following the Public Hearing.

The agency's TIP is the first step in the annual cycle of reviewing and updating Intercity Transit's planning documents and identifying projects that need to be programmed into the federally required State Transportation Improvement Program (STIP). The TIP is consistent with projects that are identified in Intercity Transit's long-range capital and budget planning documents including the **2022-2027 Transit Development Plan**, and the **2023-2028 Strategic Plan**. These documents are published and available on the agency website.

Program elements in the proposed final 2024-2027 TIP include:

- Preventive maintenance of vehicles in IT's fleet.
- Purchase of replacement vanpool vans.
- Continuing Youth Education Program(s) that foster skills and provides education on using transit, bicycling, and walking as transportation choices.
- Acquisition of heavy-duty coaches to replace models that are at or

beyond their expected useful life.

- Purchase of replacement *Dial-A-Lift* vans to meet the needs of our region's eligible clients.
- Planning, design, and capital improvements to provide High Capacity or "BRT Light" corridor service consistent with the adopted Long-Range Plan.
- Planning, design, facility, and site improvements for Alternative Fuel Infrastructure systems.
- Funding for capital replacement of vehicles utilizing "earned share" formula funds for approved projects via the PSRC/Seattle-Tacoma-Everett metropolitan area.
- Planning, design, and construction of the Northeast Lacey Operational Support Terminal Facility.

Projects are identified in the annual update of the TIP for public review, comment, and adoption by the Authority. The annually adopted TIP is also subject to review by the Thurston Regional Planning Council and Puget Sound Regional Council (for projects that include secured or anticipated PSRC Earned Share formula funds), for inclusion in the respective regional TIP (RTIP). Federally funded projects must be included in the STIP prior to actual funding being available.

2024-2027 TIP projects total more than \$102 million with more than \$83 million of federal funding.

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

6) **Budget Notes:** The TIP reflects projects that could be considered for Intercity Transit's 2024 through 2027 annual budgets.

7) **Goal Reference:** The TIP process project elements support agency goals: **Goal #1:** "Assess the transportation needs of our community throughout the Public Transportation Benefit Area." **Goal #3:** "Maintain a safe and secure operating system." **Goal #4:** "Provide responsive transportation options within financial limitations."

8) **References:** Exhibit 1 - Proposed- *Final 2024-2027 TIP*.

INTERCITY TRANSIT
Proposed Final 2024 - 2027 Transportation Improvement Program

June 7, 2023

IT #	Project	2024	2025	2026	2027	TOTAL 2024 - 2027	Federal	Type	Local	Total	Funding Source
1	IT 1601 Capital Preventive Maintenance	\$400,000	\$0	\$0	\$0	\$400,000	\$320,000	PSRC Earned Share Sec. 5307 and Sec. 5339	\$80,000.00	\$400,000.00	Planned & Secured (includes PSRC 5307 & 5339 Earned Share)
2	IT 1603 Vanpool Vans - Replacement	\$1,125,000	\$0	\$0	\$0	\$1,125,000	\$900,000	PSRC Earned Share Sec. 5307 and Sec. 5339	\$225,000.00	\$1,125,000.00	Planned & Secured (includes PSRC 5307 & 5339 Earned Share)
3	IT 1604 Bus Stop Enhancements & Accessibility	\$1,825,950	\$1,211,221	\$260,000	\$260,000	\$3,557,171	\$2,845,737	Secured federal Community Project Funding (CPF) and anticipated RMG 2023-2025 award.	\$711,434.20	\$3,557,171.00	Secured federal CPF and anticipated RMG 2023- 2025 award. TRPC Contingency project via Regional competition
4	IT 1605 Walk N Roll Youth Education Programs - TRPC - FHWA Transfers (TAP)	\$258,000	\$0	\$0	\$660,498	\$918,498	\$794,501	Federal/ Regional	\$123,997.23	\$918,498.00	TRPC Secured Federal Funds
5	IT 1701 Replacement, heavy duty coaches - \$1.2M planning for alt fuels (PSRC earned share and Direct Apportionment)	\$1,609,970	7,221,038	\$9,384,496	\$9,384,496	\$27,600,000	\$22,080,000	Sec. 5307, 5339 & PSRC Earned Share	\$5,520,000.00	\$27,600,000.00	Planned & Secured (includes PSRC 5307 and 5339 Earned Share)
6	IT 1901 Replacement Dial A Lift vehicles - <u>\$291K</u>	\$3,492,000	\$100,000	\$2,974,000	\$1,014,040	\$7,580,040	\$6,064,032	State consolidated funds & Future 5310 in FY25	\$1,516,008.00	\$7,580,040.00	Anticipated regional federal funds (contingency list) and anticipated State funds
7	IT1903 High Capacity Corridor Service or BRT "light"	\$5,428,000	\$12,500,000	\$6,000,000.00	\$6,072,000	\$30,000,000	\$24,000,000	State RMG & Federal 5339 & 5307 or competitive	\$6,000,000.00	\$30,000,000.00	Partial funding, RMG project supports implementation plan
8	IT2001 Alternative Fuel Infrastructure (Facility & Site improvements)	\$5,136,818	\$8,000,000	\$8,000,000	\$3,000,000	\$24,136,818	\$19,309,454	State RMG & Federal 5339 & 5307 or competitive	\$4,827,363.60	\$24,136,818.00	Unsecured, potential RMG funding
9	IT 1801 Pattison Maintenance, Operations & Admin. Facility Expansion & Rehabilitation - Construction	\$3,134,970	\$0	\$0	\$0	\$3,134,970	\$2,507,976	Federal Sec. 5307 and Sec. 5339	\$626,994.00	\$3,134,970.00	Federal 5339 & 5307
10	IT 2201 Northeast Lacey Operational Support Terminal Facility	\$680,000.00	\$735,250	\$3,784,750	\$800,000	\$6,000,000	\$4,800,000	TRPC Secured Federal Funds and potential state Bus & Bus Facilities funding	\$1,200,000.00	\$6,000,000.00	TRPC Secured Federal Funds and potential B & BF funding
Total Federal Funded Projects		\$23,090,708	\$29,767,509	\$30,403,246	\$21,191,034	\$104,452,497	\$83,621,700		\$20,830,797	\$104,452,497	Secured and Estimated Federal Funding Sources

Notes
Grant type: Sec. 5307/ 5339 & PSRC* 5307/ 5339 Earned Share--Urban area formula program administered by the Federal Transit Administration.
Amount is determined by urban area population, population density, and NTD stats for revenue miles traveled.
FY 24 PSRC ES amounts will shift to the Pattison project construction once approved by PSRC.
Federal funding match requirements are typically 80/20.
Projects with different matching requirements are noted.

*Puget Sound Regional Council

\\IntercityTransit.com\\Public\\Share\\Grants\\TIP-STIP Transportation Improvement Programming\\2023 for 2024- 2027 TIP\\[Draft for review_2024 - 2027 TIP.xlsx]2024- 2027

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 4-B
MEETING DATE: June 7, 2023

FOR: Intercity Transit Authority

FROM: Katie Cunningham, 705-5837

SUBJECT: Landscaping and Grounds Maintenance Services Contract Renewal

1) **The Issue:** Renew the Landscaping and Grounds Maintenance Services contract with American Landscape Services (ALS) for one year.

2) **Recommended Action:** Authorize 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.

3) **Policy:** The Procurement Policy states the Authority must approve any expenditure over \$100,000. While this item represents an annual contract value of \$92,000, the total cumulative value of the contract for Landscaping and Grounds Maintenance Services from June 2019 through June 2024 exceeds \$100,000.

4) **Background:** In June 2019, ALS won Intercity Transit's contract for Landscaping and Grounds Maintenance Services at Intercity Transit facilities, including Pattison Street, Olympia Transit Center, Lacey Transit Center, Martin Way Park and Ride, Hawks Prairie Park and Ride, and the Centennial Station. The initial contract term was for a period of one year, with four one-year renewal options. This item represents the fourth one-year renewal.

Under the renewal, ALS will no longer provide services at the original Pattison Street facility and will begin providing monthly services at the new ADOPS and FWF facilities. They will also continue to provide monthly scheduled landscaping and grounds maintenance services at all other Intercity Transit facilities listed above, as well as the parking lot that Intercity Transit leases from Bobcat of Olympia. ALS also provides Intercity Transit with mutually agreed upon as-needed services, including but not limited to winter services, such as snow plowing and deicing, installation and maintenance of water bladders for the trees at the Hawk's Prairie Park and Ride, and any additional as-needed non-scheduled services throughout the year such as irrigation system repair.

The renewal contract amount reflects a rate increase from the previous term in the approximate amount of \$3,800. This rate increase is due to increased labor and material costs and is commensurate with the Consumer Price Index and current market rates.

Intercity Transit is committed to maintaining our properties in a clean, presentable, and healthy condition. ALS has proven to be a reputable and experienced local firm that is committed to ensuring our properties are continually maintained and look presentable. Intercity Transit has been satisfied with ALS' performance under the contract for the past three years. Staff is confident that ALS will continue to provide quality services which meet our property maintenance requirements at fair and reasonable rates and recommends that the contract is renewed.

5) **Alternatives:**

- A. Authorize 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.
- B. Defer action. This would result in a lack of landscaping and ground maintenance services at Intercity Transit facilities.

6) **Budget Notes:** The total cost of this contract extension falls within the 2023 budget allocation for landscaping and grounds maintenance services.

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

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

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 4-C
MEETING DATE: June 7, 2023

FOR: Intercity Transit Authority

FROM: Jeff Peterson, Procurement Coordinator, 360-705-5878

SUBJECT: Fleetnet Support Renewal/ETMS Conversion

1) **The Issue:** Authorization to enter into an agreement with Avail Technologies to continue FleetNet support and an Enterprise Transit Management Solution (ETMS) conversion.

2) **Recommended Action:** Authorize 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.

3) **Policy:** The Procurement Policy states the Authority must approve any expenditure over \$100,000.

4) **Background:** Intercity Transit implemented FleetNet in 1993. Fleet-Net is transit specific software which manages our accounts payable, accounts receivable, general ledger, purchase orders, human resources, operator timekeeping, payroll, fleet maintenance, fuel, claims, safety and maintenance and facilities inventory. Fleet-Net was designed to accommodate National Transit Database reporting requirements and generates all required reporting information.

Fleet-Net was acquired by Avail Technologies about four years ago and has been restructuring the program to transition from clients hosting the software to an off premise, hosted solution. The conversion process is critical to ensure all departments maintain their workflow and will consist of the following stages: Review current use and functionality at the department level, coordinating cutover options, testing, onsite support, and validation.

Intercity Transit's current support contract ends June 30, 2023. This contract will provide continued support during the ETMS conversion and then following the conversion, provide one year of hosted support and warranty. Intercity Transit anticipates this portion of the cost will be recognized during the 2024 budget cycle.

Program staff have reviewed the proposal presented by Avail to service our existing solution as we transition, the conversion elements, and the support

following the implementation. Staff believe that the scope and costs are fair and reasonable, therefore the recommendation is to proceed with agreement.

5) **Alternatives:**

- A. Authorize the General Manager to execute a contract with Avail Technologies, Inc., in the amount not-to-exceed \$177,515, exclusive of tax, for up to 8 months of on-premise support, ETMS Conversion, one year of hosted support, and hosting fees.
- B. Defer action. To not pursue the conversion will result in the existing solution becoming unsupported. Using unsupported software increases the likelihood of system crashes and downtime, decreases staff productivity, and increases agency costs in the form of additional staff resources necessary for maintenance.

6) **Budget Notes:** Funding requested encompasses the following:

- a. \$19,520 for month-to-month support of existing solution, accounted for in 2023 budget.
- b. \$83,600 for the ETMS conversion, \$30,000 was budgeted based on a preliminary proposal. Upon final development of the scope of work, to include on-site discovery efforts, additional funding of \$53,600 is required to complete the task properly.
- c. \$74,394.79 for one year support and warranty. Upon implementation, month to month support would terminate and the remaining cost will be recognized in the 2024 budget cycle.

7) **Goal Reference: Goal #8:** *"Integrate resiliency into all agency decisions to anticipate, plan, and adapt given the critical functions of transit operations."*

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

TRPC Members & Representatives**City of Lacey***Robin Vazquez***City of Olympia***Clark Gilman***City of Rainier***Dennis McVey***City of Tenino***John O'Callahan***City of Tumwater***Eileen Swarthout***City of Yelm***Joe DePinto***Confederated Tribes of the Chehalis Reservation***Amy Loudermilk***Nisqually Indian Tribe***David Iyall***Town of Bucoda***Robert Gordon***Thurston County***Gary Edwards***Tumwater School District***Mel Murray***North Thurston Public Schools***Graeme Sackrison***Olympia School District***Hilary Seidel***Intercity Transit***Debbie Sullivan***LOTT Clean Water Alliance***Carolyn Cox***Port of Olympia***Amy Evans Harding***PUD No. 1 of Thurston County***Russ Olsen***Associate Members****Economic Development Council of Thurston County***Michael Cade***Lacey Fire District #3***Liberty Hetzler***Puget Sound Regional Council***Josh Brown***The Evergreen State College***Scott Morgan***Timberland Regional Library***Cheryl Heywood***Thurston Conservation District***Helen Wheatley*

REGIONAL VISION • COOPERATION • INFORMATION

PRE-AGENDA
8:30 a.m. – 11:00 a.m.
Friday, June 2, 2023**NOTE: Remote meeting with an in-person option.**

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

Consent Calendar**ACTION**

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

- a. Approval of Minutes – May 5, 2023
- b. Approval of Vouchers – May 2023
- c. State Fiscal Year 2024 Unified Planning Work Program (UPWP)

TRPC Allocation of Federal Carbon Reduction Program Funds (CRP)**1st REVIEW**

Staff will provide an overview of the Carbon Reduction Program and a review of staff's recommendation for allocating the funds.

Transit Safety Performance Measures Targets – 2023 Update**1st REVIEW**

Staff will provide an overview of the updated transit safety performance measures.

Rural Mobility Update**PRESENTATION**

Staff will provide an overview of the Rural Mobility Strategy project and discuss congestion and transportation safety issues affecting rural Thurston County roadways.

Martin Way Corridor Study Update**PRESENTATION**

Staff will present an update on the Martin Way Corridor Study, a joint planning project between Thurston Regional Planning Council, Thurston County, City of Olympia, City of Lacey, and Intercity Transit. The study identified a preferred alternative for land use and transportation facilities along the corridor that would improve safety and mobility while supporting increased vibrancy and accommodating growth. An action plan for the study will outline next steps for achieving the corridor vision.

Report from Outside Committee Assignments**INFORMATION****Executive Director's Report****INFORMATION****Member Check In****INFORMATION**

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 31st 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 17th 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 19th 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 3rd 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 3rd, 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.

Amtrak Centennial Station celebrated its 30th 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
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