

Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
May 3, 2023

CALL TO ORDER

Chair Gilman called the May 3, 2023, meeting of the Intercity Transit Authority to order at 5:30 p.m. This meeting was held remotely, with an in-person component at the Pattison Street facility.

Members Present: Chair and City of Olympia Mayor Pro-Tem Clark Gilman; Vice Chair and Citizen Representative Justin Belk; Thurston County Commissioner Carolina Mejia; City of Tumwater Mayor Debbie Sullivan; City of Lacey Councilmember Carolyn Cox; Citizen Representative Don Melnick; Citizen Representative Sue Pierce; Labor Representative Mark Neuville.

Members Excused: City of Yelm Councilmember Brian Hess; City of Lacey Councilmember Robin Vazquez.

Staff Present: Emily Bergkamp; Eric Phillips; Jonathon Yee; Peter Stackpole; Dena Withrow; Steve Krueger; Michael Maverick; Pat Messmer; Nicky Upson; Ramon Beltran; Daniel Van Horn; Brian Nagel; Zach Heinemeyer; Drew Goffeney; Jason Aguero; Jana Brown; Nick Demerice.

Others Present: Jeff Myers, Legal Counsel; Claire Bourgeois and Betty Hauser, Community Advisory Committee.

STAFF INTRODUCTIONS

A. **Alysia Bean, HR Specialist** (*Alana Neal*)

APPROVAL OF AGENDA

It was M/S/A by Sullivan and Melnick to adopt the agenda as presented.

PUBLIC COMMENT - None.

NEW BUSINESS

A. **Capital Asset Surplus Property.** Procurement Coordinator, Katie Cunningham, presented capital assets as surplus. As Intercity Transit enters the next phase of construction staff will soon begin to decommission and recycle or dispose of several Maintenance facility components which are surplus to our needs. For items that are feasible for use by others, Intercity Transit will work with Ehli Auctions, our contracted auctioneer, to conduct a competitive on-line public auction to achieve the highest rate of return. The total value of the items listed in Exhibit A is estimated at \$8,300.

It was M/S/A by Melnick and Pierce to declare capital assets as surplus with a total value of \$8,300.

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B. Cybersecurity Update. Jason Aguero, Chief Information Officer, gave an update on the progress IT is making around improving the agency's cybersecurity posture. Aguero said that cybersecurity is a hot topic around the country. He said in 2020, the pandemic forced us to transform the way we work and changed where we work. We went from a traditional onsite environment to a full-time remote workforce, and that's one of the things that caused us to reevaluate the ways in which we use technology and made us focus on how to protect our technology and data assets. Now we put cybersecurity at the forefront of everything we do.

Cyber threats are all around us and increasing. In 2021, 6.3 million notices were sent out to Washingtonians who were affected by data breaches. In 2022, there were 4.5 million. The ratio between how many Washingtonians versus how many notices are sent out is approximately 7-8 million people.

In 2020, several Washington state agencies were hit with a cyber incident and then just this year in Western Washington there was a major medical chain that were shut down for a couple weeks all through Tacoma. Just last month Pierce Transit received a major cyberattack, putting them down for a couple of weeks, and they're still recovering today. Those are only a few examples that are really close to home, and so Intercity Transit's journey began.

In 2021, the first step we took was to hire a cybersecurity program manager with specific goals in mind, one being to create a cybersecurity policy and then double down on our cybersecurity awareness training. We also increased the monthly assessment around our most vulnerable and common attack vector, which is email. We're only as strong as our weakest link and in the cybersecurity world, that is the users of the systems. It takes one person to click on a link and let the bad actors in. Lastly, we started assessing our environment to determine how we are doing.

Aguero said the Department of Homeland Security defines cybersecurity as the art of protecting networks, devices and data from unauthorized access or criminal use and ensuring confidentiality, integrity, and availability of information and in the cybersecurity world it's known as CIA triad. For Intercity Transit, we broke it down into pieces:

- Senior Management provides a clear direction on how to address cybersecurity.
- All departments identify their valuable information assets and the technology used to handle it.
- Cybersecurity staff assesses the risk of all information and develops policies to encourage secure use.

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- IS staff implement reasonable controls to automate security because we can't be awake 24 hours a day trying to keep protection.

Aguero touched on the most important highlights of what Intercity Transit has done to date, because there are a ton of behind-the-scenes actions that he won't address today.

We engaged cybersecurity experts, one of them being the nationwide Cyber Security Review who is sponsored by our federal counterparts from CISA. We engaged AON CyQu through WSTIP. That was a competitive arrangement that went out through an RFP and they ended up with Aon CyQu. They came out and took an extensive look at our environment.

Aguero reviewed our report card from those reviews. The NCSR result was a 1.8 out of 7 maximum score possible. When we did this assessment, everything was done informally, and we were not able to score anything higher than a 2 without a cybersecurity plan. When we did this assessment, we did not have a security plan, however, we did learn some valuable information about remediations that we can take. We further engaged our federal counterparts on a weekly basis still today.

Aguero shared the timeline from 2020 to today, and through the hard work and leadership of our IS team, today we have 0 vulnerabilities, 0 vulnerable host and 0 of medium high.

Aguero talked about the WSTIP Pilot Project that was our second assessment. WSTIP went out for an RFP and hired Aon and their goal was to help reduce risk among the membership when it comes to cybersecurity. They were looking for five agencies to pilot this new program and Intercity Transit volunteered. This involved an assessment and a look at our environment and obtaining recommendations and remediations, and WSTIP gave us a \$15,000 grant to help with some of those remediations. We did the assessment looking at several categories like remote work, access control, network security, physical security and when we did this assessment, we did not have a cybersecurity plan and that was a big contributor to our score to 1.9 out of 4 maximum points that could be achieved. Putting it all together with two assessments we were unable to achieve higher than a 2 and this masked all of the efforts that the IS team was doing on the back end to secure our assets. We look forward to another assessment in the future to see exactly where we're at.

On February 15, 2023, Freeman-Manzanares enacted our cybersecurity policy that was in the making for the past two years, that included a review by attorney. Recently, we conducted a tabletop exercise where staff from Department of Homeland Security conducted a cyber incident for our agency and went through scenarios that were real life tailored to our business. While we were doing that,

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there was a third-party observer which was not part of the exercise - cybersecurity experts from Aon who were taking notes and going to give us feedback about how we did in their eyes. We had one other person that was not part of the exercise but was part of our organization who took notes, and we're going to take those two pieces of information, communicate back with our federal counterparts and that's the next steps in this process to put together recommendations.

Aguero said next steps include filling the vacant cybersecurity program manager position as Shem Sargent left the agency; working on the Aon remediations as a result of our assessment; take next steps from our tabletop; and Public Transportation Agency Cybersecurity Plan, we will take next steps because there are actions we need to take from that policy and one of them is to create a standards document so our cybersecurity plan is the "what's important" and our standards document is the "how do you keep the what's important safe."

We'll continue to build on the resilience of our infrastructure and that's an everyday thing for IS, keep training staff and build a culture around cybersecurity in the agency because the most vulnerable attack vector is our people, and last is our cybersecurity insurance which has been hard to acquire. Underwriters ask a ton of questions. Going through this process makes us knowledgeable of our environment and makes those questionnaires as they come through a lot easier.

INTERIM GENERAL MANAGER'S REPORT

Duncan Green reported 135 people participated in the Earth Day Market Ride Saturday, April 22, which is the kick-off event for the May Bicycle Community Challenge. The current May Bicycle Community Challenge activity shows 287 riders have logged 4,219 miles.

Intercity Transit attended two hiring events this week. SPSCC hosted a Career Day which brings together a variety of local employers to share career and internship opportunities, recruit employees, and share information about their businesses. It's a free event open to the community. JBLM hosts brown bag hiring fairs every Wednesday, which staff attended today. Service members, Military Spouses, and all other Department of Defense ID Card holders get to meet a variety of employers who are actively hiring. Attendees build their professional network and benefit from a supportive environment to help them find their next career.

Interviews for the next Operator Class 23-03 took place this week. This group will start their Intercity Transit careers on June 5. We are hoping for a class size of about 13. Special thanks to Interim Operations Director Dena Withrow, Cameron Crass, Fixed Route Manager, Kevin Karkoski, DAL Manager and

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Hannah Toulme, Human Resource Specialist for all their work on the hiring process and interviews.

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. It 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. They provide the opportunity for Supervisors to receive training to continue supporting the health and wellbeing of our Operators. Research professionals from the program will provide an update to staff Friday and invite them for a board presentation in the future.

April 26 was Administrative Professionals' Day and it's a perfect reason to be thankful. A big shout out to our Administrative Professionals, Pat Messmer, Amanda Collins, Mike Serrienne, Tyler Huey, Noelle Gordon, and Taylor Slobojan. Thank you for consistently keeping us organized and creating a network of support for all staff to thrive in.

Bergkamp gave a big shout out to Jonathon Yee for diligently working with the staff of Center for Transportation and the Environment (CTE) to identify a good date for a Board workshop to learn about the status of CTE's work on Intercity Transit's Zero Emissions Transition Plan. Yee and Clerk of the Board, Pat Messmer will continue to poll the Authority and staff to find a date and time that works for everyone.

Currently, one date stands out – June 20. However, there are a few Board members who are unable to attend on that date. Bergkamp asked the Board what they thought about the possibility that not all Board members will be able to attend and presented the option of sending an alternate if they are available. The Authority asked staff to conduct another poll for at least one more date in an attempt to get as many Board members in attendance.

AUTHORITY ISSUES

Belk reported on the second GM Recruitment Committee meeting held Monday, April 24. The Committee began to review materials that will be put into use, beginning with the position description and laying out all of the roles and responsibilities for the new General Manager. The Committee reviewed proposed outreach material, both external and internal, to help align the values of the community and staff. Once those are finalized, the Authority and the public will be able to respond to that kind of outreach, probably in June. Another item discussed was salary. The Committee reviewed the comps of other

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transit agencies of similar size in Washington as well as local agencies in Tumwater, Olympia and Lacey.

Sullivan said Duncan Green provided a presentation to the Tumwater City Council and the City of Tumwater presented Intercity Transit with a Proclamation for the Bicycle Community Challenge.

Cox said the City of Lacey is close to hiring a new City Manager, and she reminded everyone that road construction season is upon us, which likely will impact transit to some degree.

ADJOURNMENT

With no further business to come before the Authority, Chair Gilman adjourned the meeting at 6:31p.m.

INTERCITY TRANSIT AUTHORITY

Clark Gilman

Clark Gilman, Chair

ATTEST

Patricia Messmer

**Pat Messmer
Clerk to the Authority**

Date Approved: June 21, 2023

Prepared by Pat Messmer, Clerk of the Board/Executive Assistant, Intercity Transit.

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MAINTENANCE BUILDING - FIXED ASSETS				
ITEM	DESCRIPTION	MODEL # / SERIAL #	QTY	EST. FAIR MARKET VALUE
1	MEZZANINE EQUIPMENT	STORAGE AREA STRUCTURE	1	\$200
2	GROUNDS SWEEPER - TENNANT	385-7515	1	\$2,000
3	POSI-LOCK TRAMWAY	NA	1	\$300
4	POSI-LOCK TRAMWAY	NA	1	\$300
5	VEHICLE WASHER	NA	1	\$1,500
6	VEHICLE WASHER	NA	1	\$1,500
7	REVERSE OSMOSIS UNIT	NA	1	\$500
8	AIR CONDITIONER (SERVER ROOM)	MISTUBISHI M-SERIES	1	\$2,000
TOTAL ESTIMATED SURPLUS VALUE				\$8,300