

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**May 1, 2024**

**CALL TO ORDER**

Vice Chair Mejia called the May 1, 2024, meeting of the Intercity Transit Authority to order at 5:30 p.m. This was a hybrid meeting held at the Pattison Street facility.

**Members Present:** Vice Chair and Thurston County Commissioner Carolina Mejia; City of Lacey Councilmember Carolyn Cox; City of Tumwater Mayor Debbie Sullivan; Community Representative Justin Belk; Community Representative Sue Pierce; Community Representative Don Melnick.

**Members Excused:** Chair and City of Olympia Councilmember Clark Gilman; City of Yelm Councilmember Brian Hess; Labor Representative Mark Neuville.

**Staff Present:** Emily Bergkamp; Daniel Van Horn; Jason Aguero; Pat Messmer; Thera Black; Matt Kenney; Jana Brown; Dena Withrow; Brian Nagel; Peter Stackpole; Jessica Gould; Michael Maverick; Nick Demerice; Ramon Beltran; Steve Swan; Lynn Cunningham; Christina Loomis; Tunisia Price.

**Others Present:** Jeff Myers, Legal Counsel; Betty Hauser and JoAnn Scott, Community Advisory Committee.

**STAFF INTRODUCTIONS**

A. Dena Withrow introduced **Christina Loomis, Operations Assistant.**

**APPROVAL OF AGENDA**

**It was M/S/A by Cox and Pierce to approve the agenda as presented.**

**PUBLIC COMMENT - None.**

**NEW BUSINESS**

A. **Marketing & Communications Update.** Chief Marketing, Communications and Outreach Officer, Nick Demerice provided an update on activities and plans of the Marketing and Communications team following work with focus groups in late 2023. Demerice reviewed the Goals and Philosophy centered around three primary audiences - Customers; staff; and community members and stakeholders. The philosophy includes the right information at the right time delivered to the right people in the right way.

Demerice said the Marketing team consists of five members: Nicky Upson, Sr. Communications and Marketing Coordinator; Ally McPherson and Tunisia Price, Communications and Marketing Coordinators; Lyndzie Parker, Communications and Marketing Representative.

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Demerice talked about focus groups, which is the best way to talk with people about what IT knows and doesn't know. We worked through several contractors to convene a group of three focus groups – put out the call and over 130 individuals volunteered for 30 spots via Zoom from October 2 – 6, 2023, and the groups were divided into current riders, potential riders and those unlikely to ride. Here are the key findings:

- *Almost everyone, whether riders, potential riders, or non-riders, view IT and its services positively. Additional information only reinforced their positive perception of IT.*
- *Perceptions of safety is a key differentiator between current and potential riders.*
- *People are interested in alternatives to driving, but some want to take transit for leisure and not necessity.*
- *Regardless of rider category, accessibility, safety, new locations, and expanded service were all identified as desired areas of improvement.*
- *There are very few real “non-riders,” or people who will never use IT services.*

Demerice said the next step was to create a Persona Development – creating fictional characters to represent specific segment of a target audience or user base. He reviewed the four rider groups: Transit Dependent Riders; Choice Riders; Chance Riders; and Captive Drivers.

Demerice talked about branding, which is the overall perception of a product, service, company or individual in the minds of consumers. It's accumulation of all our engagement with potential customers. The purpose of a brand platform ensures brand consistency; drive better teamwork and alignment; guide better decision making; and stand out from the competitors. Brand Elements are:

- **Personality:** (Primary) Sincerity- authentic, down-to-earth, and caring. (Secondary) Competence- efficient, reliable, and capable.
- **Voice:** Professional, friendly, humble, straightforward, and approachable. Voice is adjusted based on target audience.
- **Target:** Build trust by sharing meaningful stories about the impact on the individual and the entire community, behind-the-scenes glimpses of our brand and demonstrating our commitment to transparency.

Demerice talked about developing brand messaging “Pillars.” As we're out communicating about the system, we want to make sure all those communications and key messages, and documents we're creating are feeding into “pillars:”

- Providing equitable access
  - Providing equitable access to our service by removing barriers.
- Always putting the customer first
  - Customers are our top priority. Each is special with unique reasons to ride. Our services meet customers' needs and we listen, learn and grow

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alongside out customers, offering safe, friendly, accessible and convenient services.

- Safe and dependable transportation
  - Count on us for safe and reliable transportation that connects them to what matters most. We ensure the journey is safe and worry-free, even in challenging conditions.
- Quality and creativity
  - We deliver the highest level of service in quality and explore ways to better service customers and enhance the community impact.

Demerice showed a chart of MARCOM's campaign timeline. On the chart is the Zero Fare campaign, working within the local markets through radio and social media to start reminding people about zero fare to be deployed within the next three months. There are many non-riders who do not realize IT is zero fare, so this is a great introduction. Going to tell it through the "lens" of the riders.

Demerice shared the outreach and event calendar. Each month includes specific events with IT out there in the community with such examples like Panorama Volunteer Fair; Spring Arts Walk; Lacey Events; Parades; Fall Fest; and Downtown for the Holidays.

Another key strategy is internal communications. Intercity Transit staff receive clear, timely, and engaging content so everyone feels empowered with information across the organization. Some of these communications include Emails from the General Manager; Operations' Updates; Rider News; The HUB; and the Inside I. T. to name a few.

Lastly, Demerice talked about the creation of an employee intranet known as The Hub launched in summer of '23. It's available to all employees - it contains staff directories, forms, budget and marketing information, Rider News links, committee information, payroll and a lot more.

Demerice said MARCOM is doing the research, and trying figure out where IT has been, where IT is going, and pulling those together to align them to a consistent brand.

**B. Review of May Service Change.** Steve Swan, Senior Planner provided an overview of the May 2024 fixed-route schedule and projections to service in the months ahead. Swan talked about the journey the Planning staff have been on in the past four years and what specifically they'll be doing for the service change taking place this weekend. Swan referred to a Service Restoration Progress diagram showing how service cuts were made due to the pandemic, and how they had to make seven different service cuts in a month and a half to pare down the system to be able to have the operational support to run the service. Swan said it was a challenging time looking at several options and getting creative by looking at ways to reduce the

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amount of service on current routes, by not having them run as late in the evening or start early in the morning or run as frequently. Systems had to be shut down and coming back from all of this is challenging for everyone involved. Swan referred back to the diagram and explains how the bars indicate annual number of revenue hours for each service change and the ridership numbers, and it shows we're running service more efficiently.

Swan touched on restoration and said there were seven different service changes in the months of March / April 2020 and each service change involves the help from all areas of the agency, and reducing service seven different times in a short time was difficult, and slowly service is being restored over the past three years.

The upcoming service change this weekend is the ninth of ten service changes since 2020 and we anticipate in September 2024 the service change will bring us back up to where we were in terms of revenue hours and miles, back to where we were pre-pandemic.

Swan said the upcoming service change involves the following:

- More frequency weekday service on *Olympia Express\** (Route 620) between Olympia and Lakewood
- Resume *The One\** high-performance corridor demonstration project
- Other miscellaneous adjustments including swapping the Route 65 and Route 68 Bays at the Lacey Transit Center

Swan said staff is actively drafting the 5-year Transit Development Plan that is updated yearly and contains a high-level forecast of planned changes to service.

Belk asked what could be shared about the upcoming changes to the new Dash Service Multi Phase in September. Swan said it's still a work in progress, but it will involve taking Route 42 that goes to SPSCC and Family Court, and combining that with service to downtown Olympia and the Capitol Campus. The Route 42 is currently on a 45-minute headway and it doesn't connect well with anything else. It will align with a service that goes downtown and line up with the Capitol Campus and add an extra bus to that rotation and run everything on 30-minute frequency.

**C. Community Advisory Committee (CAC) Stipend.** Bergkamp presented a proposal on whether to implement a CAC member stipend. On March 6, 2024, the ITA reviewed and approved proposed changes to the CAC Bylaws. During the discussion, ITA member Don Melnick brought forth the issue of considering compensating CAC members for attending meetings through a stipend program. Melnick referenced Lacey City Council's 2023 approval of an Advisory Board Stipend Program, which aims to remove barriers for civic participation by offsetting costs of travel, parking, internet, and childcare. Melnick also requested staff gather feedback from the CAC on this topic.

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Per CAC bylaws, the Staff Liaison will forward recommendations and/or a summary of the various points of view of an issue to the Authority. At their April 15, 2024, meeting, the CAC reviewed the proposal for a CAC member stipend and shared their feedback with staff. Bergkamp said there were a few members who think this is a good idea, and there were concerns about how it might change the dynamics of the committee.

Discussion ensued by the Board members and staff. Pierce attended the CAC meeting where they discussed this topic and she found it interesting. She feels this topic will take more thinking and digging and conversations before the Board can make a decision. Bergkamp said information was gathered about how this is handled by the cities of Lacey and Olympia, and staff can research more on what's happening statewide. Cox said the City of Lacey recently had a report on this topic and about 40% of the people on the city's various advisory boards and commissions turned down the stipend, and 60% said yes that it would be helpful. She also believes having a stipend will help with future recruitment efforts. Bergkamp said the CAC did discuss having an "opt-out" option versus "opt-in." Belk understands the concerns, but he's not worried about a stipend changing the dynamics of the committee and it could reduce barriers.

**D. Zero Fare Update.** Bergkamp provided an update on the Zero Fare Demonstration Project. A community survey and [IT Proposition 1](#), approved in November 2018, supported consideration of the efficiency of the existing fare collection system and creating a transformational transit system. The Authority solicited and reviewed a technical analysis of existing fare collection systems, capital and operating cost, and how best to provide a broad range of benefits desired by the community documented during a two-year public engagement process entitled "IT Road Trip." The outcome of that analysis and public engagement resulted in adopting a resolution for a five-year, Zero-Fare demonstration project, which through the approval of a subsequent resolution was extended to allow for increased project outcome data collection.

Intercity Transit's May 2024 service change will bring our pre-COVID service levels up to approximately 93%, with 100% service levels projected to be reinstated September 2024 through 2025. At their January 3, 2024, meeting, the Authority expressed interest in revisiting the project this year and agreed to have further discussions about Zero-Fare.

Bergkamp continued with a brief history of the Zero Fare Pilot. The Road Trip was a 2-year community planning process started in 2016, to help create a long-range plan to guide the future of Intercity Transit, and to gauge what kind of public transportation system our community wanted. A special task force was formed to aid in this process comprised of public and private stakeholders. Part of the Road Trip was to do a lot of outreach and obtain community feedback on the type of

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public transportation system the community wanted. The outreach was conducted in a variety of ways that included:

- Intercept Surveys
- Idea Boxes
- Social Media
- Open houses
- Online Survey

The information resulted in 3,500 survey participants and overall received 10,000 comments. This helped establish service priorities (Proposition 1 & 9 Promises) and helped guide what the long-range plan would look like.

Bergkamp said 83% of Road Trip participants wanted a transformational transit system, and the nine promises were born. The capital and operational costs of the nine promises determined between \$16M and \$20M of new funding would be needed. 67% of Road Trip participants stated they were supportive of paying for a transformational transit system. A separate Elway poll confirmed community support at an identical 67%. This led to asking voters to increase the sales and use tax within the public transportation benefit area by four-tenths of one percent (0.4%) changing from 0.8% in 2018 to our current 1.2%. Service expansion started in 2018.

Bergkamp shared the nine promises:

1. **Extended Span of Service** - Service starts earlier, ends later, operates on weekends
2. **Improved Frequency** - Busy routes to 15-minute service; all others 30-minute
3. **Service to New Areas** - Bus/Dial-A-Lift will be extended to new and growing areas
4. **On-Time Performance** - Put additional buses into service as congestion increases
5. **Enhanced Capital Facilities** - Better bus stops with shelters, benches, and lighting
6. **Bus Rapid Transit** - High-frequency, direct, comfortable and cost-effective service
7. **Night Owl Service** - On-demand, late night service to and from downtown
8. **Enhanced Commuter Service** - Express from Olympia-Lacey to Lakewood-Tacoma
9. **Fare-Collection Efficiencies** - Easier pay options to reduce delay, simplify access

Bergkamp shared slides visualizing the nine promises starting with the way fares are paid. She then "fast-forwarded" to 2019 and arrived at the resolution of approving a 5-year zero fare demonstration pilot.

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Authority and stakeholder workgroups convened to review numerous alternatives for the fare structure and eventually chose the model of “Zero Fare.” They elected to not try and develop alternative revenue streams (i.e. get financial contributions from larger employers or agencies to offset fare revenue loss) as it would deter ridership potential but felt it was “included” as part of the Prop 1 promise and wanted it to be clean and simple to increase the likelihood of long-term success.

Bergkamp shared the anticipated benefits of Zero-Fare:

1. Promote social equity: Fares are disproportionately harmful to those who can least afford to pay them.
2. Increases Ridership: During the first month of implementation IT experienced a 20% increase in ridership.
3. Buses run faster: Fare collection and disputes about fares are some of the top reasons for delays.
4. Lowers operating costs: Eliminates costs for fare collection, fare equipment, ticket management and administration.

Bergkamp talked about equity and provided recent snapshots of what poverty looks like in Thurston County. For a growing number of U.S. households, financial stability is nothing more than a pipe dream, no matter how hard their members work. These households are referred to as “ALICE,” a term the United Way created and stands for: *Asset Limited, Income Constrained, Employed – earning above the Federal Poverty Level yet struggling to afford basic expenses.*

ALICE households span all races, ages, ethnicities, and abilities, though households of color are disproportionately ALICE, include workers whose wages cannot keep up with the rising cost of goods and services. Often includes those who are working two or more jobs and still cannot pay their bills. Includes family members who need care and assistance, which makes it harder for their caregivers to find adequate work. They live paycheck-to-paycheck and are forced to make impossible choices like pay rent or buy food, receive medical care or pay for childcare, pay utility bills or put gas in the car. ALICE may be your relative, friend, colleague, or neighbor. ALICE may also be your healthcare provider, teacher, retail clerk, sanitation worker, and others. ALICE workers are the backbone of our economy, with the pandemic making it crystal clear just how much we need them.

Bergkamp referred to a slide and said the City of Olympia hosted an online survey between July 15-August 16, 2022, entitled “Olympia Strong: A Roadmap for Economic Resiliency” which surveyed approximately 500 respondents. One of the questions asked was, “**In the last year, have you or anyone in your household experienced any of the following.**” Responses are separated by homeowners and renters.

1. Lost a job or business 41% who rent.
2. Lost income or hours 74% who rent.

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3. Found it difficult to make rent 78%.
4. Had difficulty buying food/groceries 96%.

These statistics show our community benefits from having quality public transportation that reduces barriers to access.

Bergkamp continued and said staff was able to gather very helpful information regarding household income levels of our riders through a Title IV Passenger Survey, which was completed recently by Western Washington University Center for Economic and Business Research. The Center for Economic and Business Research, directed by Hart Hodges, Ph.D. and James McCafferty is an outreach center at Western Washington University located within the College of Business and Economics. In addition to publishing the Puget Sound Economic Forecaster, the Center connects the resources found throughout the University to assist for-profit, non-profit, government agencies, quasi-government entities, and tribal communities in gathering and analyzing data to respond to specific questions. They use a collaborative approach to help inform clients like Intercity Transit, so we are better able to hold policy discussions and craft decisions. The Center employs students, staff, and faculty from across the University as well as outside resources to meet the individual needs of agencies like Intercity Transit.

In both the Spanish and English survey results, there is a large majority of those whose annual household income falls below \$16,000. A little over half of the English survey respondents reported earning less than \$16,000 in annual gross income (50.1%). The smallest percentage of respondents reported earning a household income ranging from \$85,000 to \$94,999 (0.6% of the survey population).

As for the Spanish survey respondents, 75% reported a household income of less than \$16,000, and 25% reported a household income of \$35,000 to \$44,999.

Data from the U.S. Department of Housing and Urban Development shows the median family income for Olympia-Tumwater is \$102,500, which includes all family sizes. With only 4.4% of household incomes larger than \$105,000, this median income is unlikely to fit survey respondents. The household incomes of most survey respondents are lower than \$102,500. According to the Housing Authority of Thurston County website updated May 15, 2023, low-income households are those that make 80% of the median income or \$82,000. Very low-income households make 50% of the median income or \$51,250, and extremely low-income households make 30% of the median income or \$30,750. Applying these definitions to the survey responses for this question, a majority of respondents come from extremely low-income households.

Non-profits who purchased bus passes for their clients through IT's discounted bus pass program, were able to reinvest the funding they used for this purchase back into their programs and ultimately their clients.



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Bergkamp said staff did get compelling data from the first two months of the pilot indicating our year-over-year increase in ridership for February 2020 was almost 40%. Post pandemic, some commuter ridership owing to remote work, is likely not coming back. 2023 ridership is putting us back at about 90% of pre-pandemic levels. Ridership has been returning at about the same rate as service. We anticipate seeing these numbers continue to grow as we get closer to 100% pre-pandemic service levels. Plus, 2 of our 9 promises of increasing span and frequency will continue making our service for frontline workers and those who rely on transit as their main transportation easier and more reliable to use. This will continue to drive economic recovery and development for our region.

Bergkamp shared a slide showing the benefits where buses run faster and through the new Avail CAD/AVL program we have access to different on-time performance data. This data goes back to July 2023 through March 2024 showing we are about 4% under our goal of overall on-time performance (OTP) of 90%. A lot goes into OTP - increased congestion from a growing population, weather events, construction, temporary congestion increases owing to the school year. Current bus stop improvements to facilitate easier all-door boarding, getting buses underway faster. Fare disputes were and remain one of the leading causes of Operator assaults.

Bergkamp said while we can't tie zero fare directly to on-time performance currently, what we do know is if we added fare collection back, we would need to look at route planning and scheduling to accommodate for the added time.

Bergkamp reviewed the benefits of lower operating costs. When we subtracted the initial investment for a fare collection system and the operational cost of a more sophisticated system (which our community said they wanted), we lost money in a 5-year scenario and what we would gain in a 10-year scenario was not enough to put additional service on the street to get ridership return, let alone all the other potential financial, social and environmental benefits we could see.

### **Upgraded Fare Technology - Intercity Transit Only**

- Capital costs ranging from \$2.3M to \$2.8M in 2018 or \$2.8M to \$3.5M in 2024 based on inflation.

### **Next Generation ORCA - Regional Integration**

- Based on other regional estimates:
  - Capital costs could range from \$1M to \$3.6M in 2018 or \$1.2M to \$4.5M based on inflation.
  - Additional annual operating costs could range from \$1M to \$1.7M in 2018 or \$1.2M to \$2.1M in 2024 based on inflation.

Bergkamp said, included in the history fare boxes were in dire need of being replaced and taking up a lot of maintenance time. We launched into an alternative fare analysis and in January 2019 the ITA received an analysis scoping session where

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we talked about what a consultant would look at and that led to working with Nelson-Nygaard. The revenue we were receiving when we stripped out all of the administrative costs was around 2% of revenue from fares. After the fare analysis, the ITA received a presentation on what it would take to go zero fare and after all of that the pilot was implemented January 1, 2020.

Bergkamp talked about trends across the country. We continue to see nationally and regionally is smaller transit agencies who service small populations see less revenue through fares. Larger systems do receive a large portion of revenue from fares. Locally, Clallam Transit, Mason Transit, Island Transit, Central Transit, Link Transit, Valley Transit, and Lewis County Transit are fare free. Nationally, Chapel Hill Transit, Mountain Line, Corvallis Transit System, Kansas City, Raleigh, Richmond, and Olympia, Tucson, Alexandria, Virginia and other cities are testing dropping fares on their transit systems. This varies across agencies and type of transit. The largest and costliest systems rely the most on fares for funding, while smaller agencies are less dependent on fares.

Discussion ensued among the Board members about the presentation.

### **GENERAL MANAGER'S REPORT**

Bergkamp met with Kyle Kronk, South Sound YMCA President for a meet and greet, and to learn about common areas of interest. Kronk will return for a site tour at a later date.

The Earth Day Market Ride, held April 20, kicked off the beginning of the Bicycle Community Challenge with a whopping 180 participants. Bergkamp attended the event and enjoyed the ride and beautiful weather with her neighbors, members of the community and several co-workers including Nick Demerice, Jeff Peterson, Bill Nevue and his family, David Ocampo and his daughter, Lee Peterson and wife Jessica, A Puri, Kerri Wilson and son Wilder. Several members of the Community Advisory Committee participated - Rachel Wilson, David Payton, and Garrett Fueling. Bergkamp gave a big shout out to Duncan Green, BCC coordinator for the past 16 years, on the successful kickoff of the 37<sup>th</sup> annual BCC!

All Intercity Transit staff now have the opportunity to attend monthly in-person Senior Management Team (SMT) meetings. Anyone in the agency interested in learning more about the work of the SMT can join to observe. There were approximately 25 staff members who attended the first opportunity and SMT looks forward to future meetings with more staff.

We commemorated Administrative Professional's Day on April 24. A big shout out to our Administrative Professionals, Pat Messmer, Amanda Collins, Mike Serrienne, Christina Loomis, Tyler Huey, Fiona Sheehan, and Taylor Slobojan. They consistently

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keep us organized and create a network of support for all staff to thrive in. You all are the best!

Intercity Transit continues its winning tradition by winning top honors in two prestigious categories of competition and being named the overall Grand Champion System at the American Public Transportation Association (APTA) 2024 International Bus Roadeo competition held in Portland, Oregon last weekend. Intercity Transit's Roadeo Competitors battled other top contenders from across the globe to reach the pinnacle of their Roadeo accomplishments. Operators competed for top scores on courses that test every level of their abilities, with a primary focus on safe operations and passenger sensitivity. Maintenance teams compete by diagnosing and repairing various mechanical issues with buses. Both competitions are timed events.

IT Coach Operator, Rob Wood took first place in the driving competition and the IT Maintenance team, comprised of Richelle Loken, Jonathan Reynolds and Sean Malay, took first place in the USSC Bus Inspection.

The driving competition includes a pre-trip inspection, safety habits, smoothness of operation and an obstacle course including the following maneuvers: serpentine, offset street, rear duals clearance, right turn, first customer stop, left hand reverse, left turn, second customer stop, right hand reverse, diminishing clearance, judgement stop.

Maintenance competed in multiple timed modules, such as looking for defects during a vehicle inspection, on engine, transmission, brakes, door, and heating/cooling systems, plus a written test module as well. This year Maintenance took 1st place in the Vehicle Inspection module and took 5th place overall in all the Maintenance Competition modules. All of these high scores from both Wood and the Maintenance Team earned Intercity Transit the title of Grand Champion.

This was the first International Roadeo APTA held since before COVID. Intercity Transit's very own Coach Operator, Rob Wood, represented IT as the REIGNING International Champion in the driving competition. Our new up and coming Coach Technicians Sean Malay, Jonathan Reynolds, and Richelle Loken, who recently dropped the mic at the Pierce Transit Maintenance Roadeo with support from their Coach Bryce Reinhardt, represented IT on the International Stage. Bergkamp also honored the hard work and dedication of IT's Service Interruptions Supervisor, David Dudek, who serves on the International Roadeo Committee, and Operations Supervisor, Bill Miller. Dudek loyally works to make sure every roadeo he touches, whether it be on the regional, state or international stage, is a success. Bill Miller, and his wife Shanaka, provide endless hours of support both with coaching all levels of roadeo competitors and coordinating details of Regional Roadeo operations. And last, but certainly not least, we owe many thanks to our ITA Board member, Sue Pierce, whose love of all things Roadeo shines through everything she does. As a course judge, she volunteered countless hours on the Roadeo course to make sure it was a success.

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Competing at this level takes many hours of these individuals' personal time, with a lot of support from their families. Their families are the true unsung heroes of their, and ultimately, IT's rodeo success. Congrats to our International Rodeo Champions!

Intercity Transit completed the Federal Transit Administration (FTA) [Triennial Review](#) (TR). The TR is one of FTA's management tools for examining how transit agencies that receive federal funding perform and adhere to current FTA requirements and policies. In addition to helping evaluate Intercity Transit, the review gives FTA an opportunity to provide technical assistance on FTA requirements and aids FTA in reporting to the Transportation Secretary, Congress, other oversight agencies, and the transit community on the [Urbanized Area Formula Program](#).

The first step in preparing for a Triennial Review is submitting a required Recipient Information Request Package (RIR). Several staff worked diligently to ensure this was completed and submitted. Grants Program Administrator Jessica Gould coordinated the entire process, and major subject matter expert contributors were:

Development Director	Peter Stackpole
Administrative Services Director	Heather Stafford
Fleet & Facilities Maintenance Director	Jonathon Yee
Operations Director	Dena Withrow
Chief Safety Officer	Jason Hanner
Chief Financial Officer	Jana Brown
Chief Information Officer	Jason Agüero
Deputy Director of Planning	Rob LaFontaine
Deputy Director of Human Resources	Alana Neal
DAL Manager	Kevin Karkoski
Procurement & Special Projects Manager	Michael Maverick

These individuals submitted compliance information on Financial Management & Capacity, Technical Capacity, Property Management, Maintenance, and the Americans with Disabilities Act (ADA) - both general ADA compliance and Complementary Paratransit (DAL).

The Triennial Review went incredibly smoothly, and both review consultants and FTA staff shared high regards for the organized manner in which this review was coordinated and carried out by staff. There were only two areas the review team recommended updates to, which staff will complete and submit in the coming weeks. Big kudos to Jessica Gould and all staff already mentioned for the big lift of getting IT through the review so smoothly.

Bergkamp honored Bus Buddy Coordinator, Scott Schoengarth for receiving an award called the Johnny Appleseed Award which is Catholic Community Services Employee of the Year award.

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**AUTHORITY ISSUES**

Sullivan said the Trospen/Capital roundabout may be completed earlier than the August scheduled date.

**ADJOURNMENT**

**With no further business to come before the Authority, Vice Chair Mejia adjourned the meeting at 7:48 p.m.**

**INTERCITY TRANSIT AUTHORITY**

*Clark Gilman*  
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Clark Gilman, Chair

**ATTEST**

*Patricia Messmer*  
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Pat Messmer  
Clerk to the Authority

**Date Approved: June 19, 2024**

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