

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA**

July 21, 2025 – Pattison St.

5:30 PM

Join on your computer: [Click here to join the meeting](#). Meeting ID: 298 379 911 138
Passcode: ti3qq9oX or call in (audio only) +1 929-229-5501, 683935859# United States,
New York City Phone Conference ID: 683 935 859#.

CALL TO ORDER

- | | | |
|--------------|--|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Carolyn Cox</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. August 6, 2025, ITA Meeting – (<i>Julian Preston</i>) | |
| | B. August 20, 2025, ITA Meeting – (<i>Need Volunteer: Kristi Duke or Jim Hanley</i>) | |
| | C. September 3, 2025, ITA Meeting – (<i>Clair Bourgeois</i>) | |
| IV. | APPROVAL OF MINUTES – June 16, 2025 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Ambassador Program Introduction (<i>Ron Parker</i>) | 15 min. |
| | B. Bicycle Community Challenge Results (<i>Duncan Green</i>) | 15 min. |
| | C. Training and the Driver Perspective (<i>Robert Andrews & Nicole Jones</i>) | 15 min. |
| | D. CAC 2025 Self-Assessment (<i>Amanda Collins</i>) | 5 min. |
| VI. | CONSUMER ISSUES – All | 5 min. |
| | <i>*Please submit via e-mail ahead of the meeting to allow time for facility tour</i> | |
| VII. | REPORTS | 10 min. |
| | A. June 18, 2025 – ITA Report (<i>Suzanne Simons</i>) | |
| | B. July 2, 2025 – ITA Report (<i>Ty Flint</i>) | |
| | C. July 16, 2025 – ITA Report (<i>Ty Flint</i>) | |
| | D. Collaboration Sub-Committee Report (<i>Shawn Sandquist</i>) | |
| | E. General Manager’s Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING – August 18, 2025, at the Olympia Transit Center | 1 min. |
| IX. | ADJOURN FOR FACILITY TOUR AT 6:45 PM | 1 min. |

Attendance Report Attached.

*Intercity Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964.
For more information, see our [Non-Discrimination Policy](#).*

Committee materials are available at <https://www.intercitytransit.com/agency/community-advisory-committee>. In compliance with the Americans with Disabilities Act, those requiring accommodation for meetings should 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. For assistance, contact Customer Service 360-786-1881.

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
June 16, 2025 – Hybrid Meeting

CALL TO ORDER

Vice Chair Clair Bourgeois called the hybrid June 16, 2025, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Clair Bourgeois, Dara Dotson, Doug Riddels, Garret Fuelling, Hallie Sutter, Harrison Ashby, JoAnn Scott, John-Paul Fox-Seidel, Julian Preston, Kristi Duke, Margret Janis, Michael Gray, Rachel Weber, Rachel Wilson, Shawn Sandquist, Suzanne Simons, Ty Flint.

Absent: David Payton, Jim Hanley.

Staff and Guests Present: Emily Bergkamp, Amanda Collins, Nicole (Nikki) Jones, Jesse Eckstrom, Drew Goffeney, Jana Brown, Sue Pierce- ITA

APPROVAL OF AGENDA

M/S/A by DARA DOTSON and SHAWN SANDQUIST

INTRODUCTIONS

Clair Bourgeois introduced Authority member, Sue Pierce, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. June 18, 2025, ITA Meeting- Suzanne Simons**
- B. July 2, 2025, ITA Meeting – Ty Flint**
- C. July 16, 2025, ITA Meeting – JP Fox- Seidel (Need to Confirm)**

APPROVAL OF MAY MINUTES

The approval of the May minutes was tabled due to audio issues with Doug Riddels, who had comments. Doug's comments were later addressed, and the concern was withdrawn.

M/S/A by RACHEL WILSON and CLAIR BOURGEOIS

NEW BUSINESS

A. CAC Recruitment AD HOC Committee– *(Emily Bergkamp)*

Emily Bergkamp, General Manager of Intercity Transit, discussed the formation of an ad hoc committee for recruiting new CAC members due to members' terms ending. Up to three members are needed to volunteer for this committee, with significant support provided by Amanda Collins and Nicole Jones. The recruitment process involves a pre-recruitment meeting to review the content and accessibility of the application. Following this, applications are reviewed, and interviewees are selected, with interviews typically offered to all applicants. The proposed timeline indicates that applications will be available by September 1st and due by October 1st. Interviews are proposed for November 7th, with the final candidate selection occurring on November 19th or December 3rd. Subsequently, the committee proposes candidates to the board for their approval.

Doug Riddels, Claire Bourgeois, and Margaret Janis volunteered to serve on this committee.

B. Mid-Year Budget Update/ Adopt CIP- *(Jana Brown)*

Jana Brown, the Deputy Director-Chief Financial Officer at Intercity Transit, began with a comprehensive budget update. Jana expressed gratitude for the opportunity to provide attendees with a snapshot of the current budget status before requesting any amendments, emphasizing its importance in understanding the financial position of Intercity Transit as a service industry provider.

Jana commenced by detailing the budget year-to-date, specifically highlighting the resources available for service provision. She first drew attention to the beginning fund balance, which was initially budgeted at \$250 million. This amount is reserved for contingencies, capital expenditures, and other similar needs. Encouragingly, the year-to-date figures revealed an actual beginning fund balance of just under \$257 million, exceeding the initial prediction.

The discussion then moved to service revenues, which primarily comprise funds collected from vanpool and community van services, the only services for which Intercity Transit charges fees. As of May 30th, the fiscal period was approximately 42% complete. Other revenues were subsequently reviewed, with the majority of the budgeted \$5.7 million stemming from interest earnings, alongside rebates and reimbursements. Jana noted that by the end of May, \$2.7 million had already been earned in interest, surpassing 50% of the annual budget, and indicating a strong likelihood of exceeding the budgeted amount for 2025. Finally, **other agency revenues**, encompassing sales tax and grants, were presented. Sales tax revenue was reported to be on target, reflecting a flat trend compared to the previous year's collections. Grant

reimbursements, as is typical, are lagging slightly as they necessitate expenditure before submission for federal and state reimbursement. Overall, the budget stands at \$385 million, with year-to-date figures reaching approximately \$294 million.

Shifting focus to the expenditure side of the budget, Jana reported that \$90 million was budgeted for operating expenditures. Year-to-date spending amounted to just under \$26 million, representing only 28.7% of the budget. Jana commended the managers and directors for their diligent and frugal decision-making, as this low expenditure rate at 42% into the fiscal year demonstrated effective cost management, even with contingencies built into the budget for unforeseen circumstances. Regarding capital expenditures, very minimal spending has occurred year-to-date. This was explained by the nature of capital budgeting, where figures are often inflated to secure grants for development projects that may span multiple years, and to provide budget capacity for ordering vehicles, which can have lead times of 12 to 18 months before actual funds are spent. The current ending fund balance was noted at \$221,445.31, a figure to which the discussion would return.

Jana then transitioned to the proposed budget amendments. The first amendment proposes an increase of \$75,000 for professional legal expenditures. This is necessitated by ongoing legal services related to anticipated employment issues and legal costs arising from recent Federal Transit Administration (FTA) orders that could potentially jeopardize federal grant funding.

The next proposed change relates to salaries and benefits. Adjustments are required due to the ratification of the Amalgamated Transit Union (ATU) contract, which directly impacts Intercity Transit's compensation structure. Further reconciliation and adjustments have been made for staffing changes resulting from terminations, retirements, and new hires. Jana clarified that while initial budget projections for salaries and benefits are made in the fall, actual figures are refined throughout the year as positions are filled, and more precise salary information for new hires and retirees becomes available. A third item under salaries and benefits is the wellness benefit and a change to supplement retirement contributions, which represents an equity adjustment that the board has previously discussed and supported.

The fourth amendment concerns the contingency fund. A \$500,000 contingency was included in the 2025 budget, a standard practice during contract negotiations when definitive outcomes are uncertain. However, the ATU contract ratification exceeded this contingency, necessitating an offsetting adjustment to the budget.

Finally, Jana outlined the need for additional staffing resources. This initiative was previously put on hold last fall due to uncertainties surrounding the state budget. The specific staffing needs identified are:

- **20 Coach Operators:** Essential for the expansion of Intercity Transit services, ensuring sufficient staffing to meet increasing demands, provide continuity during hiring and training, and foster a healthy work environment for frontline staff.
- **4 Fleet Technicians and 1 Fleet Supervisor:** To establish full 24/7 graveyard shift coverage from Wednesday to Saturday. This will guarantee continuous on-site support for operations, especially as transit operations are projected to reach 128% of pre-pandemic levels in 2025, requiring the Fleet Division to accommodate a 28% increase in service. The maintenance supervisor will provide critical oversight for this expanded maintenance support.
- **2 Inventory Specialists:** To enhance support for the expanding fleet and facilities divisions by increasing capacity for parts and service availability, complementing the 24/7 operations of fleet technicians.
- **1 Administrative Assistant (Executive Department):** To transition a long-term temporary position to permanent status due to consistent workload increases related to public record requests and general support needs.
- **1 HR Analyst:** To dedicate a role to recruitment efforts, including community outreach, which directly supports agency service goals and facilitates the advancement of workforce development initiatives. This position addresses a previous delay in developing a course development program due to recruiting demands.
- **1 Full-Time Equivalent (FTE) for the Walk N Roll program (0.5 increase):** This request aims to convert the seasonal Bicycle Community Challenge Representative position, previously held by Duncan Green who is retiring, into a full-time role. The expanded position will retain existing responsibilities while integrating additional programmatic duties as the Walk N Roll program grows.
- **1 Walk N Roll Program Representative and 0.5 Assistant:** These 1.5 FTE positions are 100% grant-funded through the 2025-26 Youth Development grant from Cascade Bicycle Club. This additional staff will enable the Walk N Roll program to expand the Teens Biking to Destinations Program to a wider area within Intercity Transit's service region and serve more youth.

In total, these proposed changes account for 31 additional FTEs. The combined financial impact of these additions—salaries and wages, the contingency adjustment, and the increase for legal professional services—results in a total budget request of \$6.8 million. Jana concluded by explaining the overall effect of these amendments on the budget. While the original budget began with \$250 million, the previous year's staff savings

increased the beginning cash balance to approximately \$256.7 million. Revenues are not being adjusted. The entire operating capital expenses, with the proposed changes, will shift from \$163.8 million to \$170.6 million. However, the ending cash balance is only minimally affected, decreasing by approximately \$130,000, with the anticipated ending balance projected at \$221.3 million. Based on this presentation, the authority will be asked to adopt Resolution 02-2025, which amends the budget as detailed.

Q&A on FTEs

- A question was asked what FTE means
 - Jana clarified FTE means Full Time Employee.

Q&A on FTA Order Issues

- FTA order issues were mentioned, what do you mean by that?
 - Emily explained that the FTA had issued new certifications and assurances with new, unconstitutional requirements, including references to DEI and immigration, without undergoing congressional process. These requirements could lead to severe penalties, potentially tripling the grant allocation, which could amount to \$81 million for Intercity Transit's \$27 million in obligated funding. Intercity Transit has joined a lawsuit with other entities like King County and Pierce County, and a second preliminary injunction has been issued in their favor. The USDOT's (United States Department of Transportation) appeal was not granted, and they are currently unable to withhold payments. Emily confirmed that these new requirements were not approved by Congress. There is a concern that applying for new grants in the future might lead to retaliatory actions, though none have occurred yet. The transportation bill is, however, expected to maintain similar funding levels with inflation adjustments. Emily clarified that funds come from both competitive grants and formula-based grants, with the latter based on population. Given that the Olympia-Lacey area's population is now over 200,000, some funding will be directly allocated. Finally, Emily noted that while equity analysis is required by federal law, the term "equity" is currently causing confusion with the administration.

Q&A on Congressional Approval

- Did Congress approve the new terms for funds?
 - The new requirements were not approved by Congress.

Q&A on Future Grants

- Is IT (Intercity Transit) planning for impacts on the next federal budget?
 - There is concern that applying for new grants might lead to retaliatory actions, although none has occurred yet. The transportation bill is expected to maintain similar funding levels with inflation adjustments.
 - Funds come from competitive grants and formula-based grants (based on population). Olympia-Lacey area now over 200,000 population, so some funding will come directly.
 - **Equity Analysis:** Required by federal law, but the term "equity" is causing confusion with the administration.
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C. 2025-2030 Transportation Development Plan- *(Drew Goffeney)*

Drew, Associate Planner at Intercity Transit, presented the Transportation Development Plan (TDP) in place of Rob LaFontaine. He began with an overview of the 2025-2030 TDP, emphasizing its importance as an annual requirement for submission to Washington State Department of Transportation (WSDOT) by September 1st. The TDP serves as a summary of the prior year's activities and a six-year projection of future plans, specifically for 2025-2030 in this iteration. The plan consists of nine elements, with the presentation focusing primarily on seven. Elements 1 and 2 cover plan adoption and the service area. Element 3 addresses the comparison of Intercity Transit's goals with state transportation goals, ensuring alignment with Washington State's overall transportation strategy. Element 5, "Plan Consistency," details the steps taken to ensure the TDP aligns with existing comprehensive plans of the jurisdictions within which Intercity Transit operates. The agency actively collaborates with these jurisdictions, especially during their current update cycles, to help them incorporate transportation sections that accommodate Intercity Transit's growth. While not the primary focus, major capital projects were acknowledged as Element 6.

Element 7, "Planned Operating Changes," detailed current and future service adjustments. As of September 2024, Intercity Transit fully restored pre-COVID service levels, exceeding them by 7%. This restoration included reinstating the Night Line, increasing frequency on Route 94, and introducing a replacement for the DASH service. Looking forward, the broader goal is "more buses, more places, more often," signifying increased frequency and complete route redesigns to better meet community needs. In January 2025, Route 14 was introduced, and Route 42's service was broadened to include weekends. May 2025 saw an expansion in span and frequency, with more routes running later to achieve a network-wide 30-minute service. The next significant step is September 2025, which marks the first phase of a larger network redesign focusing on commuter services, particularly enhanced service to Pierce County with access via Madigan. This will involve replacing the current Route 620 with two new

routes: the 600 and 610. The 600 will offer direct service from Olympia Transit Center (OTC) to Lacey Transit Center (LTC) to Martin Way Park and Ride, then continuing north to Lakewood Station and the 512 Park and Ride. The 610, designated as a JBLM express, will serve OTC, LTC, and Hawks Prairie Park and Ride (due to a high concentration of military families in that area), then proceed to Burkley Street near the Madigan gate, Lakewood Station, and finally the 512 Park and Ride. These two routes are designed to operate in tandem, ensuring consistent service back to the South Sound.

It was clarified that previous plans to extend service to Orion and Meridian are no longer active. January 2026 will see no major changes, allowing time to assess and adjust the new commuter services, while preparing for a major local route realignment in May 2026, built around future corridor service. September 2026 will involve adjustments to stops and schedules based on the May changes. Intercity Transit has executed a grant agreement with WSDOT, completed a draft service change equity analysis, and presented it to the Intercity Transit Authority (ITA) and the mayor. Next steps include community outreach and public hearings, followed by ITA summary and analysis, with the goal of having the new services on the road by September. Long-range planning beyond 2026 includes enhancing capital facilities and, eventually, refining the system to meet the goals of Proposition 1 (2018), potentially exploring innovative service zones and a night owl service in Yelm.

Q&A on DASH Service Replacement

- Question: Is the replacement for the DASH service a replacement in spirit and function?
 - Answer: Drew Goffeney confirmed that it is, explaining that it is designed to meet those needs while also addressing some other considerations.

Q&A on DuPont Service

- Will there be no stop in DuPont on the enhanced service to Pierce County?
 - Drew confirmed there would be no stop in DuPont. He explained that Intercity Transit has been working with other jurisdictions, but there are several obstacles preventing a stop there.
- What obstacles could there be? Why can't you just put up a sign that says, "Bus Stop"?
 - Drew clarified that simply putting up a sign is not feasible; it requires working with the jurisdiction. He stated that the City of DuPont has expressed pushback and does not currently see a significant need for Intercity Transit service within their jurisdiction.

- What cost would there be for the City of DuPont?
 - Drew stated that there would be no cost to DuPont as Intercity Transit is taking on all service costs, which are being funded through the state.
- Why wouldn't DuPont do that (allow a bus stop)?
 - Drew Goffeney reiterated that DuPont has specifically stated they are not interested in having a bus stop in their jurisdiction at this time. He believes that as demand for transit service increases, this stance may change, and Intercity Transit aims to leave the door open for future collaboration.
- Right now, are they (DuPont) just serviced by Sound Transit?
 - Drew confirmed that DuPont is serviced by Sound Transit, but that service is very limited.
- A question was posed regarding upping frequency and a route from Sound Transit that would come to the Intercity Transit jurisdiction.
 - Drew stated that while that would be beneficial, it was a grant-funded project, and the grant has since expired. He mentioned that Intercity Transit has discussed future options with Sound Transit, acknowledging that the current situation is not ideal.
- I feel like the Sounder is kind of lacking.
 - Drew agreed with this sentiment, noting that Sounder plans often show DuPont but omit Olympia. He added that commuter service, while valuable, comes with a higher price tag, which is a factor when seeking partnerships. He also stated that Intercity Transit is currently the only agency providing that specific service.
- I wanted it to become easier to get to, to go up north past Lakewood, because if I wanted to go to Seattle, I'd have to take several routes.
 - Drew expressed full agreement with this desire for easier access.
- DuPont has a Sound Transit station park and ride. Why can't we utilize that at all?
 - Drew explained that the facility is owned by Sound Transit, requiring their permission to utilize it. He also stated that Intercity Transit does not want to create problems, especially if DuPont does not currently desire their service. The strategy is to continue providing service from the south and anticipate that DuPont will eventually want their service.
- I understand that it's Sound Transit. But you're also saying that you're trying to keep positive relations with Dupont, but you're also saying Sound Transit

doesn't want us. How does DuPont actually have a say with something that's related to transit? I would like some clarification.

- Drew admitted he did not know the specific legal details of how DuPont controls a space owned by Sound Transit. He acknowledged the confusion regarding how Sound Transit controls the land and station while DuPont still has an adjoining stake in dictating whether Intercity Transit service is allowed.

Q&A on New Pierce Routes

- Under the new route that goes directly to Lakewood, it does not service LTC (Lacey Transit Center)?
 - Drew clarified that he made a mistake in his initial description; the new route directly to Lakewood (Route 600) does bypass Lacey Transit Center as it is designed to be a quicker and more direct route.
- Do you have bus numbers for the two new commuter routes?
 - Drew stated that as of now, they are designated as the 600 and the 610.
- How about sending the 620 to Tumwater, following the same route the 609 follows?
 - Drew stated that this idea has not been brought up recently, and while not necessarily opposed to it, Intercity Transit is not currently servicing that specific route extension from Tumwater going north.

Q&A on Nisqually Service

- Does Nisqually just not want our service?
 - Drew stated that Nisqually has not necessarily expressed disinterest. However, he explained that there are very specific legal definitions of a "commuter bus." If Intercity Transit were to stop in Nisqually, they might violate the consistent number of "miles of doors closed," potentially disqualifying their service as commuter service, which would create a whole other issue.

Q&A on South Sound Commuter Bus

- Have you thought about a South Sound commuter bus that services like Chehalis/Centralia?
 - Drew Goffeney stated that some of Intercity Transit's regional partners currently provide that service. He added that typically, smaller jurisdictions approach larger ones for assistance, especially with the state capitol being a major employment hub in the Intercity Transit service area.
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Q&A on Military Family Determination

- How is the determination of where military families are made? You mentioned Hawks Prairie having a lot of military families.
 - Drew explained that Intercity Transit reached out to personnel at JBLM who provided graphics indicating the highest densities of military families. He stated that within Intercity Transit's Public Transportation Benefit Area (PTBA), the highest densities are in Northeast Lacey and Yelm.
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Q&A on Hawks Prairie Park and Ride Location

- Where is the Hawkes Prairie Park and Ride?
 - Drew stated it is in Northeast Lacey, near the dump, and confirmed it is off the dog park.
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CONSUMER ISSUES / COMPLIMENTS

JoAnn Scott brought attention to the missing bus schedule for Route 94 at the Carver Center stop, despite the bus regularly stopping there. *Julian Preston* inquired about the purpose of the distinct color patterns observed at major transit stations. *Claire* clarified that these patterns are integral to a cell phone application designed to assist individuals with low vision, providing large print and real-time information on upcoming bus arrivals. *Julian* suggested that this beneficial technology should be expanded to all bus stops, not exclusively major stations.

Doug Riddels conveyed his strong approval of the ITA meetings, commending the high quality of presentations, the engaging discussions, the efficacy of the travel training, and the bus buddy program. He also shared a heartfelt compliment received from a friend at the senior center who relies on Dial-A-Lift services, expressing profound appreciation for the exceptional service and attentive care provided by the Dial-A-Lift drivers.

Julian Preston highlighted two particularly positive experiences: first, he lauded a driver on Route 15 outbound on June 13th for going "beyond" expectations and making a challenging maneuver appear effortless. Second, he commended a driver on Bus 242 inbound, also on June 13th, for their warm and proactive welcome to passengers, actively moving through the bus at Lacey Transit to greet everyone.

Margaret Janis recounted a positive incident on Route 13 on May 24th, where the driver thoughtfully dropped her nephew directly at her driveway, demonstrating consideration for his walking impairment and minimizing his walking distance.

Sean Sandquist praised a driver on Route 47/460 rebound on June 1st for skillfully managing a difficult situation involving three young individuals, effectively de-escalating a potentially confrontational scenario.

JP Fox-Seidel also shared a compliment for a tour professional who ensured the group's timely arrival despite an initial delay.

Claire Bourgeois noted the consistent excellence of service on Route 13 along Legion Way. However, she also voiced a concern about a bus passing too closely to her while she was cycling on Elm Highway, suggesting that drivers should be reminded to maintain safe distances. Emily confirmed that Intercity Transit no longer produces printed bus schedules due to cost-effectiveness, with digital schedules being readily available. She clarified that the pilot program for the vision-aiding app is intended to enhance accessibility, not to replace existing information access methods.

JoAnn Scott reported an outdated schedule for Route 68 at the Corporate Center stop, observing discrepancies between the posted times and the online schedule.

Rachel Wilson shared a positive experience from a high school hiking trip organized by the Walk N Roll program, commending their effective teaching methods and strong engagement with students. She also expressed admiration for the "lovely" middle schoolers who participated in the bike rodeo.

Margaret Janis relayed a student's perception that Route 12 is frequently late; however, Margaret believes the route is generally on time and attributed the student's viewpoint to their experience with non-timed stops.

Clair Bourgeois inquired about the potential return of hand sanitizer dispensers on buses, to which Emily confirmed there are no current plans for reinstallation, as the agency has moved beyond pandemic-era provisions.

Shawn Sandquist provided an example of a driver mistakenly taking the wrong route (Route 47 instead of 48) and acknowledged that such human errors can occur, while also commending a trainer on Route 94 for their calm and effective instructional style.

REPORTS

- **May 21, 2025, ITA Report – (Rachel Wilson)** Rachel Wilson provided an update from the May 21, 2025, ITA meeting.
 - She highlighted that the Capital Improvement Plan for 2016-2030 received adoption, and a motion was successfully passed to authorize the purchase of a cargo uplift for \$1,000. Additionally, the meeting included an update on the Dial-A-Lift Plus funding and travel training initiatives. Rachel reported a 9% increase in ridership, noting that while positive, these levels still remain below pre-COVID figures.
- **Collaboration Sub-Committee Report – (Shawn Sandquist)** Shawn Sandquist delivered a report on the recent committee meeting.
 - Shawn confirmed the attendance of Claire and himself in person, with Nicole participating virtually. The discussion focused on the progress of various assigned tasks, and Dara was formally appointed as the lead for follow-up communications with transit agencies. The next committee meeting is scheduled for June 20th at 4:00 PM.
- **General Manager's Report – (Emily Bergkamp)** Emily Bergkamp presented the General Manager's report.
 - **National Rodeo Update**

Emily started with an update on the CTA National Rodeo where Dan Savage, a Dial-A-Lift driver, secured 9th place in the national competition for smaller vehicles, competing against 60 other participants. She also noted strong performances from other Washington State competitors.
 - **Yelm Prairie Days**

Emily shared that Intercity Transit recently participated in the Yelm Prairie Days Parade and a "Touch a Truck" event, both of which prominently featured the popular bubble bus.
 - **Pride Parade and Wellness Fest**

Looking forward, Intercity Transit plans to engage in the Pride Parade and host a booth at the Health and Wellness Fest, with invitations to ride the bubble bus or volunteer at the health table extended to interested individuals. She clarified that the bubble bus is equipped with a large bubble maker at the front, which produces bubbles that emanate from both the top and back of the bus.
 - **Ride Transit Month**

Emily also reminded attendees that June is designated as Ride Transit Month, encouraging everyone to pledge to ride at least five times during the month.

- **Key Dates**

Finally, she provided key dates regarding the FTA lawsuit timeline: the opening brief is due on July 7th, the answering brief on August 4th, and an optional reply brief on August 20th. Emily expressed optimism regarding Intercity Transit's position in the lawsuit, based on insights from federal advocates.

- **Bus Rodeo Announcement – (Sue Pierce)**

Sue Pierce announced details for the upcoming South Sound Regional Rodeo. A practice day is scheduled for July 12th, followed by the main competition on Sunday, July 13th. The event will be held at 4090 Capitol Boulevard in Olympia, specifically in the old brewery parking lot.

Volunteers are actively sought as judges; no prior experience is required, as training will be provided, and Sue recommended starting as a judge for the coaches' competition. This rodeo serves as a regional event, allowing various agencies to practice or to select their top operators for state-level competitions. The event is open to the public and promises to be an entertaining obstacle course featuring buses, with attendees encouraged to bring folding chairs as bleachers will not be available. Sue emphasized that the rodeo offers a valuable opportunity for operators to witness the community's appreciation for their driving skills. A QR code for sign-up will be distributed via email, and Julian's specific question about volunteering will be addressed separately following the meeting.

NEXT MEETING: July 21, 2025, at Intercity Transit Administrative Offices

- **ADJOURNMENT** Meeting adjourned at 7:26 p.m.

Prepared by Nicole Jones

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: July 21, 2025**

FOR: Community Advisory Committee

FROM: Ron Parker, Operations Supervisor, 564-233-9112

SUBJECT: Ambassador Program Overview

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- 1) **The Issue:** Provide the CAC with an update on Intercity Transit's Ambassador Pilot Program.
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- 2) **Recommended Action:** For information and discussion only.
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- 3) **Policy Analysis:** Intercity Transit's vehicles, facilities, and properties are intended to provide safe, secure, comfortable, and convenient public transportation services for the benefit of our customers and the general public. To this end, the agency has "Rules of Conduct" outlined in Policy-OP-5511 intended to foster an environment that creates a positive experience for those that use and/or benefit from our services. The Transit Ambassador pilot program supports this environment with the presence of helpful staff ready to assist passengers in real-time, in addition to the expertise of our skilled professional drivers.
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- 4) **Background:** Transit Ambassadors is a pilot program at Intercity Transit designed to create a safe, welcoming, and helpful experience for riders. Starting July 2025, designated Transit Ambassador Staff will be available in the system to offer friendly assistance, handle passenger issues quickly, and ensure everyone feels safe, comfortable, and supported.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:**
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- 7) **Goal Reference:** **Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #2:** *"Provide outstanding customer service."* **Goal #3:** *"Maintain a safe and secure operating system."*
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- 8) **References:** N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: July 21, 2025**

FOR: Community Advisory Committee

FROM: Duncan Green, Bicycle Community Challenge Representative, 360-705-5874

SUBJECT: 2025 Bicycle Community Challenge Update

1) **The Issue:** Brief the CAC on the results of the 2025 Bicycle Community Challenge.

2) **Recommended Action:** For information and discussion.

3) **Policy Analysis:** Intercity Transit made encouragement and promotion of transportation options a key part of its mission. This includes non-motorized alternatives like bicycling. The agency took over the Bicycle Commuter Contest (now Bicycle Community Challenge) in 2006.

4) **Background:** During this year's Bicycle Community Challenge (BCC) that runs for the full month of May, 702 people logged 5,792 rides, covering over 76,497 miles, reducing air and water pollution, and benefitting their own and our community's health and well-being.

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

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

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

6) **Budget Notes:** The cost of the Bicycle Community Challenge is largely staff time for one temporary position. The annual budget for the BCC is \$25,000; BCC events are also supported by outside sponsorships and in-kind support.

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

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-C
MEETING DATE: July 21, 2025**

FOR: **Community Advisory Committee**

FROM: **Robert Andrews, Transit Instructor, 360-705-5817**

SUBJECT: **Training and the Driver Perspective**

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- 1) **The Issue:** Provide the CAC with an update on Operator training and offer insight on “the driver perspective”.
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- 2) **Recommended Action:** For information and discussion only.
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- 3) **Policy Analysis:** The CAC serves as an advisory committee to the Intercity Transit Authority. Understanding Intercity Transit programs, policies, and projects supports the committee’s purpose of providing quality feedback. CAC members expressed interest in learning more about the process of training Operators.
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- 4) **Background:** Established in 2021, the Training Department is responsible for the comprehensive instruction of new operators and ongoing professional development for existing drivers. Training initiatives are strategically developed based on identified operational trends, mandatory requirements stipulated by the Department of Transportation (DOT) and the Federal Motor Carrier Safety Administration (FMCSA), and directives from management. The department also provides specialized coaching for drivers involved in incidents or accidents, focusing on performance improvement and skill enhancement. New operator training adheres strictly to the requirements outlined in FMCSA Title 49, Part 38. This rigorous program consists of a three-week classroom component followed by seven weeks of practical, on-road instruction. The department currently comprises four instructors and three interns.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 7) **Goal Reference:** **Goal #1:** *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area.”* **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
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-D
MEETING DATE: July 21, 2025**

FOR: Community Advisory Committee

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

SUBJECT: 2025 CAC Self-Assessment

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- 1) **The Issue:** Completion of the CAC self-assessment inclusive of 2025. Staff will share results of the assessment at the annual ITA/CAC Joint Meeting on September 18, 2024.
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- 2) **Recommended Action:** Complete the self-assessment by August 13, 2025, for compilation of results by staff. The assessment will be completed online and staff will email a link to access the survey.
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- 3) **Policy Analysis:** The Intercity Transit Authority requires the CAC to complete an annual self-assessment. Results are shared with the Authority.
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- 4) **Background:** The CAC conducts a self-assessment each spring and discusses the results. The CAC resumed self-assessments in 2023, following a four-year pause due to the COVID pandemic.

The survey link is typically distributed to all members and the link for this survey will be sent on July 23, 2025. The CAC seeks 100% participation. Assessments are due by August 13, 2025.

Staff compiles the results which are typically shared with the CAC and with the Authority for collective discussion at the annual ITA/CAC Joint Meeting in September.

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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal Reference:** The CAC works with the Authority to meet all goals of Intercity Transit.
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- 8) **Reference:**

Intercity Transit Authority Meeting Highlights/Summary
A brief recap of June 18, 2025, Intercity Transit Authority Meeting

Wednesday night, the ITA:

- Took a tour of the Pattison Maintenance Building Construction Site.
- Adopted Resolution 02-2025 amending the 2025 Budget.
- Authorized the General Manager to execute a six-year contract, with five one-year renewal options, with Hyfluence Systems Corp. to provide a Hydrogen Refueling Station, and related services, in the amount of \$4,608,730 which includes sales tax and an approximate 8% contingency.
- Authorized the General Manager to execute a contract amendment with American Landscape Services, LLC to renew landscaping and grounds maintenance services at Intercity Transit facilities for a period of one year in the amount of \$148,298.
- Authorized the General Manager, pursuant to Washington State Contract 28423, to purchase replacement vehicles to support our Vanpool program in the amount not-to-exceed \$1,629,460.
- Authorized a public hearing on July 16, 2025, at 5:30 p.m. to receive public comment on the draft 2025-2030 Transit Development Plan.
- Authorized a public hearing on the 'September 2025 Major Service Change Summary and Draft Equity Analysis' for Wednesday, July 16, 2025, at 5:30 p.m.

Other Items of Interest:

- Staff from SCJ Alliance provided an update on completed work on the East Martin Way Gateway Station Roundabout including the results of the Intersection Control Evaluation, and next steps in the public involvement process. *(Peter Stackpole)*
- Staff from Stantec and FORMA provided a summary of the progress in the Pattison Rehabilitation and Expansion Construction Project. *(Jonathon Yee)*
- Jana Brown provided an overview of the planned changes and restatement of the Employees' 401(K) Retirement Plan and Trust.

General Manager's Report (Peter Stackpole filled in for Emily Bergkamp):

- WSDOT awarded Intercity Transit \$833,440 from the Public Transit Rideshare Program for the 2025-2027 biennium to be used towards replacing vehicles from the vanpool fleet that have reached their useful life.

- The Community Transportation Association of the Northwest (CTANW) **awarded Intercity Transit “Large Transit of the Year”** among transits that serve a population of more than 200,000 people and are excellent at serving people with specialized transportation needs.

CTANW **also honored three Intercity Transit staff** for their contributions to sustaining community transportation programs to enhance mobility and equalize opportunity for people with a variety of specialized transportation needs:

- **Travel Trainer Morgan Hagquist** was honored for Excellence in Travel Training by being customer centered, finding creative ways to partner and address the needs of the community we serve, while being honest, transparent, responsible and accountable.
- **Dial-A-Lift (DAL) Dispatch Specialist Tom Pulling** was honored as the Dispatcher/Scheduler of the Year by demonstrating excellent rapport with driver communication with maintenance, problem solving skills, quick thinking and crisis management skills.
- **Dial-A-Lift Driver Rick Smart** was honored as Driver of the Year with 24 months of no preventable accidents, demonstrating flexibility, safe driving, reliability and providing great customer service.
- IT’s Diversity, Equity and Inclusion Committee coordinated another wonderful celebration of Juneteenth with a BBQ potluck both at AdOps and OTC. Pulled pork and hot dogs were provided, along with a variety of yummy sides, and all were encouraged to bring a dish.
- Save the date for volunteer opportunities to support Intercity Transit’s participation in Capital Pridefest! IT will host an information table at the Health & Wellness Fair on Saturday, June 28, and will have the Bubble Bus in the Pride Parade Sunday, June 29.
- Ride Transit Month continues during the month of June as a time to showcase the benefits of riding transit and encourage people who don't normally ride to give it a try. This also helps shed light on the vital role transit plays in our community. People can sign up to “Pledge to Ride” transit at least five times this month by going to <https://transportationchoices.org/ride-transit-month/>. You can share your ride by tagging us (@ IntercityTransit) and using #RideTransitMonth.

Prepared June 19, 2025

Pat Messmer/Clerk of the Board

Intercity Transit Authority Meeting Highlights/Summary
A brief recap of July 2, 2025, Intercity Transit Authority Meeting

Wednesday night, the ITA:

- Authorized the General Manager to execute a Task Order with WSP in the amount of \$209,948.38, which includes a 10% contingency.
- Adopted Resolution 04-2025 which restates the Intercity Transit Employees' Retirement Plan and Trust documents for the 401(k) Retirement Supplemental Benefits for all changes since the last full plan adoption which occurred in January 2014, including amending the first paragraph under "Article II Definitions" on page two to read, "The following words and phrases shall have the following meanings:" and replacing gender specific pronouns throughout the document with gender-neutral pronouns they/them/their.
- After receiving a briefing from Katrina Van Every from TRPC on the inclusion of the Log Cabin Road extension project in the Regional Transportation Plan (RTP), it was the consensus of the ITA to pull the project from the RTP.

Other Items of Interest:

- David Chaffee introduced **Kayla Phillips, Sr. Fleet Business Analyst.**
- Cameron Crass introduced Transit Ambassadors, **Cindy Young, Mario Torres, Annett Brock, MK Bergen, Lois Thomas, John Denicola, Transit Ambassadors.**

General Manager's Report

- All are invited to ride the Bubble Bus in the Tumwater Independence Day Parade on Friday, July 4 at 11 a.m. This is a fun way to enjoy the parade from a new perspective! If you decide to ride in the parade, please be at the staging area on Linderson Way in Tumwater by 10 a.m.
- Drop by and see Intercity Transit at the South Sound BBQ Festival Saturday, July 12 from 11 a.m. to 7 p.m. at Huntamer Park. The Bubble Bus will be in full swing with amazing staff providing information about our services, and there will be awesome BBQ from local vendors to enjoy.
- Bergkamp met with SPSCC leadership to discuss future collaboration on a project to transit access in the Crosby Loop area of their campus.

Prepared July 3, 2025

Pat Messmer/Clerk of the Board

Intercity Transit Authority Meeting Highlights/Summary
A brief recap of July 16, 2025, Intercity Transit Authority Meeting

Wednesday night, the ITA:

- Conducted two public hearings: The Draft 2025-2030 Transit Development Plan and the September 2025 Service Change Equity Analysis.
- Authorized the General Manager to negotiate and execute a contract with SHI International Corp for a planning and daily operations software solution in a not to exceed the amount of \$1,900,000 for the solution which includes a 10% contingency and five years of software maintenance and support, not including sales tax which is recognized and approved as a pass-through cost at the time of sale.
- Authorized the General Manager to extend the Bobcat Parking Lot lease agreement with Thermo King Northwest for one year and four months, with three one-year renewal options, in the amount of \$110,000.
- Approved the Intercity Transit Authority Public Comment Policy EX-0019 and incorporated it into the ITA Bylaws.
- Adopted Resolution 03-2025 to amend the Bylaws, Section V - Meetings adding subsection 5.15 the Public Comment Policy EX-0019 and subsection 5.16 Canceling ITA Meetings.
- Approved the CAC Recruitment timeline and selected the following ITA members to participate on the ad-hoc committee to interview candidates: Wendy Goodwin, Kelly Von Holtz, and Brian Hess. Sue Pierce and Justin Belk volunteered to be alternates. They will join CAC members Doug Riddel, Clair Bourgeois, and Margaret Janis.
- Received an update from Duncan Green on the results of the 2025 Bicycle Community Challenge.

Other Items of Interest:

- Michael Midstokke introduced the **new Operator Class 25-02**.
- Rob LaFontaine introduced **Spencer Zeman, Bus Stop Program Coordinator**.
- Alana Neal introduced **Kathleena Ly, HR Specialist** and **Alysia Bair, HR Analyst**.

General Manager's Report

- Bergkamp met with Jeff Johnston, Executive Director at ORCAA regarding air quality issues that arise during the winter months due to IT's proximity to The Jungle and some of the burning that takes place there. Maintenance staff – swing shift and graveyard – are impacted the most, while moving vehicles and the need to go frequently between indoors and outdoors. ORCAA works with OlyMap who routinely goes into the camp to assist with trash clean up and provides wood for heat and propane tanks for cooking. These efforts help, but they don't completely solve the problem. ORCAA is engaging with the City of Olympia and

OlyMap to discuss other solutions and they will join an upcoming staff meeting with IT's nighttime Maintenance staff to share information and listen to their concerns.

- Intercity Transit hosted the South Sound Regional Rodeo July 12 and 13. This event welcomed competitors from around the state and showcased why Intercity Transit has become universally known for competing in and organizing Bus Rodeos. The Rodeo is a qualifying event for the Washington State Rodeo in August. The following Intercity Transit employees competed:
 - BOC: Steven Bleecker & Dan Savage.
 - 40' Coach: John Clauson, David Dalloul, Clinton Jimenez, Lora Johnson, and Janet Shepherd.
 - Fleet Maintenance Team: Richelle Loken, Sean Malay, and Jonathon Reynolds

Spectators observed drivers navigate a timed obstacle course while the Maintenance competition included fun team participation in finding defects in the following categories:

- Bus Inspection
- Thermo-King (HVAC)
- Engine (Cummins)
- Vapor Door
- Bendix Air Brake System (ABS)
- I/O Controls (Dinex)

Service Impact Supervisor, David Dudek, and Operations Supervisor, Bill Miller, along with their spouses Lilian and Shanika, put in endless hours of preparation to ensure the driving portion was a success. Senior Safety and Training Coordinator and Maintenance Team Coach, Bryce Reinhardt, ensures the Maintenance competition runs smoothly. We also had enormous help from many staff who volunteered to be judges, and several ITA and CAC members, notably ITA members Wendy Goodwin and Sue Pierce, along with CAC members Rachel Wilson and Shawn Sandquist, plus Bus Buddy Margaret Hill. Thank you to all our competitors, for helping Intercity Transit put our best foot forward this year. Here are the results:

Intercity Transit's Local Competition Results:

Body on Chassis (Dial-A-Lift style vehicle)

- 1st Place Dan Savage
- 2nd Place Steven Bleecker (1st time competitor!)

40' Coach

- 1st Place Clinton Jimenez
- 2nd Place Janet Shepard
- 3rd Place David Dalloul (1st time competitor!)

Overall Regional Competition Results:

Maintenance Team

- 1st Place - Intercity Transit – Richelle Loken, Sean Malay, and Jonathan Reynolds (by over 500 points – a landslide!!!)
- 2nd Place – Kitsap Transit
- 3rd Place – Pierce Transit

Body on Chassis

- 1st Place – Bonnie Mitchell – Pierce Transit
- 2nd Place – Jonathan Taylor – Whatcom Transit
- 3rd Place - Dan Savage – Intercity Transit

40' Coach

- 1st Place – Matt Chomjack – Community Transit
- 2nd Place – Brandon Killingbeck – Island Transit
- 3rd Place – John Waight – Pierce Transit

Pre-Trip Inspection

- John Clauson – Intercity Transit
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- Everyone and their family are invited to ride the bubble bus in the Lakefair Parade Saturday, July 19. Please be in the staging area on Capitol Way between 18th Street and 19th Street by 4:15 p.m. We are number 53 of 70 parade entries in the lineup.

Prepared July 17, 2025

Pat Messmer/Clerk of the Board

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		1	2	3	4	5	6	7	8	9	10	11	12
CAC Members		Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Brandon	Mixon	x	x	x	x	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Clair	Bourgeois	x	x	x	x	x	x						
David	Payton	absent	absent	absent	absent	absent	absent						
Doug	Riddels	absent	x	x	x	x	x						
Garrett	Fuelling	x	absent	absent	absent	absent	x						
Harrison	Ashby	x	x	x	x	x	x						
JoAnn	Scott	x	x	x	x	x	x						
Hallie	Sutter	x	x	x	x	x	x						
Margret	Janis	x	x	x	x	x	x						
Michael	Gray	x	x	x	x	absent	x						
Shawn	Sandquist	x	x	x	x	x	x						
Suzanne	Simons	x	x	x	x	absent	x						
Ty	Flint	absent	x	x	x	absent	x						
Rachel	Weber	x	x	x	x	x	x						
Rachel	Wilson	x	x	x	x	x	x						
Dara	Dotson	x	x	x	x	x	x						
Jim	Hanley	Not Joined	Not Joined	Not Joined	Not Joined	x	absent						
Kristi	Duke	Not Joined	Not Joined	Not Joined	Not Joined	Not Joined	x						
YOUTH John-Paul	Fox Seidel	x	x	x	absent	x	x						
YOUTH Julian	Preston	x	x	x	x	x	x						

= Joint meeting does not count against required meeting attendance