

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA**

**August 18, 2025 – Olympia Transit Center
5:30 PM**

Join on your computer: Click [here](#) to join the meeting. Meeting ID: 263 451 380 337
Passcode: dt7Lk3ra or call in (audio only) +1 929-229-5501, 426093575# United States,
New York City Phone Conference ID: 795 901 468#

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Wendy Goodwin</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. August 20, 2025, ITA Meeting – (<i>Meeting Cancelled</i>) | |
| | B. September 3, 2025, ITA Meeting – (<i>Clair Bourgeois</i>) | |
| | C. September 17, 2025, Joint Meeting – (<i>All</i>) | |
| | D. October 1, 2025, ITA Meeting – (<i>Dara Dotson</i>) | |
| | E. October 15, 2025, ITA Meeting – (<i>David Payton</i>) | |
| IV. | APPROVAL OF MINUTES – July 21, 2025 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Marketing & Communications Update (<i>Nick Demerice</i>) | 15 min. |
| | B. Vanpool Update (<i>Lynne Cunningham</i>) | 20 min. |
| | C. Operator Training the Driver Perspective (<i>Robert Andrews & Nikki Jones</i>) | 30 min. |
| | D. CAC Self-Assessment (<i>Emily Bergkamp</i>) | 15 min. |
| VI. | CONSUMER ISSUES – All | 15 min. |
| VII. | REPORTS | 15 min. |
| | A. August 6, 2025 ITA Report (<i>Julian Preston</i>) | |
| | B. Collaboration Sub-Committee Report (<i>Shawn Sandquist</i>) | |
| | C. General Manager’s Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING – ITA/CAC Joint Meeting September 21, 2025, 5:30 pm | 1 min. |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

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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
July 21, 2025 – Hybrid Meeting**

CALL TO ORDER

Chair Rachel Weber called the hybrid July 21, 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, Julian Preston, Margret Janis, Michael Gray, Rachel Weber, Rachel Wilson, Shawn Sandquist, Suzanne Simons, Ty Flint, Jim Hanley.

Absent: David Payton, John-Paul Fox-Seidel, Kristi Duke.

Staff and Guests Present: Emily Bergkamp, Amanda Collins, Nicole (Nikki) Jones, Jesse Eckstrom, Ron Parker, Duncan Green, Carolyn Cox- ITA

APPROVAL OF AGENDA

M/S/A by MICHAEL GRAY and SUZANNE SIMONS

INTRODUCTIONS

Rachel Weber introduced Authority member, Carolyn Cox, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. August 6, 2025, ITA Meeting- Julina Preston (Shawn Sandquist as back- up)**
- B. August 20, 2025, ITA Meeting – Jim Hanley CANCELED**
- C. September 3, 2025, ITA Meeting – Clair Bourgeois**

APPROVAL OF MAY MINUTES

Before the approval of the May Minutes, Shawn Sandquist made a point of order mentioning that his name was misspelled in the Consumer issues section of the minutes. Staff confirmed the correction will be made.

M/S/A by RACHEL WILSON and SHAWN SANDQUIST

NEW BUSINESS

A. Ambassador Program Introduction *(Ron Parker)*

Ron Parker provided an overview of the new Transit Ambassador pilot program, which officially launched on June 23rd. He introduced the six ambassadors – Lois Thomas, Cindy Young, Annette Brock, Mario Torres, John Denicola, and M.K. Bergen – and shared a brief biography of each. The program's purpose is to create a safe, welcoming, and helpful experience for riders. Ron noted that the ambassadors completed verbal de-escalation training and are scheduled for unconscious bias training on August 27th. He also thanked several individuals, including Cameron Crass, Amy Zurfluh, Sierra Pendleton, Jason Hanner, Jane Denicola, Russell Gilsdorf, and Jerry Fiola, for their work in recruitment and on the interview panel. To illustrate the program's early success, Ron shared several stories, including an instance where an ambassador helped juveniles find their correct bus, another where de-escalation skills were used to peacefully resolve a crisis, and a third where an ambassador's kindness turned a customer's bad day around. The program is currently completing its third week, and Ron reported positive feedback from customers.

Q&A on Qualifications and Selection

- A question was raised about the qualifications for becoming an ambassador and the selection process.
 - Ron Parker explained that applicants were required to have a minimum of two years of driving experience with a Commercial Driver's License (CDL), which significantly narrowed the applicant pool. The selection committee also sought candidates who were customer-minded, knew the system well, and were passionate about assisting people. He noted that the six selected candidates – Lois Thomas, Cindy Young, Annette Brock, Mario Torres, John Denicola, and M.K. Bergen – were chosen from over 40 applications due to their outstanding interview responses.

Q&A Rationale for CDL Requirement

- There was a follow-up question on the necessity of a CDL.
 - Ron Parker stated that it was initially considered important for the first round of the program because most Intercity Transit employees have one. He acknowledged that the committee might re-evaluate this requirement for future rounds. Emily Bergkamp added that a CDL gives ambassadors the ability to take control in an emergency situation.

Q&A Uniforms

- Ron Parker confirmed that the ambassadors have a distinctive uniform to help them stand out. They will be wearing royal blue polos with "Transit Ambassador" printed on the back.

Q&A Future of the Pilot Program

- A question was posed regarding the future of the pilot program.
 - Ron Parker expressed hope that it would be successful and continue, as the positive impact is already apparent. Emily Bergkamp explained that the pilot provides valuable data, such as whether six ambassadors are a sufficient number, and helps the agency assess the program's long-term fit with its values. Ron also mentioned that ambassadors log customer contacts and incidents to gather data on which routes have the most issues, allowing them to be strategically deployed to reduce incidents and take pressure off drivers. He noted that the program is still too new to have established routes for ambassadors, but they are currently deployed to areas with known issues.

Q&A Program Role and Purpose

- The ambassadors' role was clarified as being "social workers without an MSW."
 - Ron Parker described their function as providing guidance, ensuring passengers get to their correct stops, and maintaining a "level presence" on the bus. This presence helps to remind people of the rules and fosters a sense of community. Emily Bergkamp and Clair Bourgeois discussed how the ambassadors' presence helps counter any public perception that bus travel is dangerous, which may have arisen from the installation of security doors for drivers.

Q&A Budget and Training

- A question about the budget for the program and training was asked.
 - Ron Parker did not have the figures available during the meeting but committed to emailing the information to the committee. He confirmed that the initial training lasted two weeks, which included three days of verbal de-escalation training in Everett. He also stated that continuing education for the ambassadors is planned.

Q&A External Programs and Application Process

- A question asked about potential overlap with the "Bus Buddies" and "Travel Trainers" programs,
 - It was clarified that while there is no current overlap, the programs have different functions. "Bus Buddies" focuses on helping people find the bus, while "travel trainers" provide more in-depth training and functional assessments. The ambassador position was an internal application and is not currently open to the public. Emily Bergkamp stated it was too early to determine if it would be opened to the public in the future.
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B. Bicycle Community Challenge Results *(Duncan Green)*

Duncan Green presented the results of the 38th annual Bicycle Community Challenge (BCC) and announced his retirement after 17 years with the program. The year's events began with the Winter Bicycle Challenge in February, which saw 269 people log rides. In April, the Earth Day Market Ride had over 180 participants. The main Bicycle Community Challenge, which runs throughout May, had over 700 participants who collectively rode 76,497 miles across 5,792 individual rides. During May, the "Bike to Work or Anywhere Day" featured seven refresher stations and was coordinated with the Thurston Regional Planning Council (TRPC) to support their bicycle connectivity study. For the first time, an Interagency Bike Ride was opened to the public as the "Bike Month Celebration Ride." Duncan highlighted that the Intercity Transit team, "Crank-IT," won the team challenge this year, beating the City of Olympia team for the first time in many years. He also noted that the BCC fosters community building, engaging 26 volunteers and 40 sponsors, and will be further integrated with the Walk-n-Roll program. Duncan shared a personal anecdote about a long-time volunteer from the now-closed Batdorf and Bronson who continued to support the event, underscoring the community spirit of the challenge. A new representative will be hired to take over his position and help integrate the BCC with Walk-n-Roll.

Q&A on the Bicycle Community Challenge

- A committee member asked Duncan Green about his favorite team names from the challenge over the years.
 - Duncan said there were many creative names, including some that were not "for prime time," but he specifically mentioned "The Cutest Gay Couple in Olympia" as a particularly sweet example.

Emily Bergkamp added "Fish Guts" as another name she saw, which Duncan explained was likely related to a team from a place like Fish and Wildlife. He noted that looking at the team names on the BCC website is one of the most entertaining parts of the program due to their creativity.

C. Training and the Driver Perspective (*Robert Andrews & Nicole Jones*)

This agenda item has been rescheduled to a future meeting.

D. CAC 2025 Self-Assessment (*Amanda Collins*)

Amanda Collins announced the commencement of the annual CAC self-assessment for the 2025 calendar year. She explained that the self-assessment, which is a requirement of the committee's bylaws to be conducted at least once annually, evaluates individual members' contributions, the committee's purpose, and the effectiveness of meetings. The results will be discussed at the annual joint meeting with the Authority Board, with a first look given to the CAC at their August meeting. The deadline for completing the online survey is August 13, 2025. This allows sufficient time to compile the results for the joint meeting. The online survey link will be emailed to all members by Wednesday, July 23rd at the latest. Amanda emphasized the importance of 100% and honest participation, noting that the survey is anonymous and therefore individual follow-ups are not possible. She provided some background, mentioning that the self-assessment was previously conducted in the spring but was moved to later in the year to give newer members more time to participate. The assessment had been paused for four years during the pandemic and resumed in 2023. She concluded by highlighting that this year's assessment would be an exciting opportunity to provide meaningful feedback.

Q&A on Purpose of the Self-Assessment

- A question was raised about the purpose of an anonymous self-assessment and what is shared with the Authority Board.
 - Amanda Collins clarified that the assessment includes questions about both individual members' contributions and the effectiveness of the meetings. While the responses are anonymous, the results are

compiled to identify trends, which are then discussed with the board.

- **Q&A on Purpose of the Joint Meeting**
 - The purpose of the joint meeting between the CAC and the Intercity Transit Authority (ITA) was also clarified. Emily Bergkamp explained that the meeting has been a tradition for many years, serving as a way for the advisory committee to provide feedback to the ITA Board. The board values this feedback when contemplating policy changes and other issues. The meeting also serves as a social gathering, including a shared meal, and is used to celebrate the winners of the Rodeo competition with their families. Other committee members, including Clair Bourgeois and Ty Flint, confirmed that the joint meetings are productive and a great way to interact with the ITA board.
- **Application and Feedback Process**
 - Shawn Sandquist confirmed that the self-assessment feedback is anonymous and is shared between the CAC and the ITA board. The Rodeo winners and their families, while present at the joint meeting for a celebration, do not participate in the feedback portion. Amanda Collins confirmed that she had not yet sent out the survey link and planned to do so by Wednesday, July 23rd at the latest.

Motion and Approval

A motion was made by Margaret Janis to continue with the self-assessment. Shawn Sandquist seconded the motion. The motion was carried unanimously.

Consumer Reports

It was requested that consumer-related issues be emailed to staff before the meeting to allow time for the facility tour.

Reports

- **June 18, 2025, ITA Report- (Suzanne Simons)** Suzanne Simons provided an update from the June 18, 2025, ITA meeting.

- Suzanne reported that a presentation was given on the East Martin Way Project, focusing on the intersection of Meridian, Martin, and Dutterow in Hawke's Prairie. Due to increasing commuter traffic, two options were presented to the ITA Board: a bus-only U-turn lane or a roundabout. The recommendation was to proceed with the roundabout. Although it is more expensive than a traffic signal, it is considered more effective, and grants are expected to cover most, if not all, of the cost, unlike for a traffic signal. Additionally, an update was provided on the Pattison construction project, which is scheduled to be completed in 2027. The ITA also awarded a contract for a hydrogen refueling station to support the five hydrogen buses that are planned for the 2025 budget.
- **July 2, 2025, ITA Report – (Ty Flint)** Ty Flint provided an update from the July 2, 2025, ITA meeting.
 - Ty reported in the meeting, Cameron Crass introduced the new Transit Ambassadors, whom the speaker described as an "Intercity Transit veteran" with backgrounds in crisis intervention. The speaker expressed disappointment that the ambassadors could not be at the current meeting, as their introduction was a highlight of the July meeting. At the July 16th meeting, Duncan Green presented the results of the Bicycle Community Challenge (BCC), and an update was given on the Roadeo competition, in which Intercity Transit has champions.
- **Collaboration Sub-Committee Report – (Shawn Sandquist and Michael Gray)**
 - The Ad-Hoc Committee is working on a plan to collaborate with other transit advisory committees across the state. They have drafted a five-question survey to send to these committees to gather ideas and potential topics for a future conference, which is tentatively planned for 2027. The survey aims to collect feedback on what would make for good discussion topics and any "hot button" topics to avoid. The committee will send the survey to the CAC members to get their feedback on the questions. The next Ad-Hoc Committee meeting is scheduled for Friday, August 15th. The committee's work is a result of a brainstorming session after an initial "cold call" outreach to other agencies faced some barriers.
- **General Manager's Report – (Emily Bergkamp)** Emily Bergkamp presented the General Manager's report.
 - **Air Quality Concerns at Maintenance Shop**
Emily Bergkamp reported on an ongoing air quality issue at the maintenance shop, where staff on the graveyard and swing shifts are

impacted by smoke from neighbors in a nearby encampment known as "the Jungle." The smoke, which often contains burning trash, creates low-hanging fumes. Intercity Transit is working with the Olympic Regional Clean Air Association (ORCA) to address the issue. ORCA has provided funding to a group called Oly Map, which helps with trash cleanup and provides wood and propane tanks to the residents. However, this assistance is infrequent. The city of Olympia is leasing property in the area, and Intercity Transit is exploring a partnership with them to find a more effective solution, as ORCA's only enforcement tool is issuing fines, which has not been effective. Staff have access to n95 masks, but they are not always practical for technical work. The agency is also considering a respirator program, which would require medical checks and certifications.

- **Roadeo Competition Results**

Emily also provided an update on the recent Roadeo competition, thanking volunteers Shawn Sandquist, Margaret Hill, and Rachel Wilson, as well as ITA members Wendy Goodwin and Sue Pierce, for their support. The competition is a timed obstacle course for coach and Dial-A-Lift operators. The winners who will advance to the state competition in August are:

- **Dial-A-Lift Division:** Dan Savage (1st) and Stephen Bleeker (2nd).
- **40-foot Coach Division:** Clinton Jimenez (1st) and David Dalloul (2nd).
- **35-foot Coach Division:** Janet Shepherd (2nd), who will represent the agency at the state competition.
- **Maintenance Competition:** Richelle Loken, Sean Malay, and Jonathan Reynolds, who won first place with a landslide victory, scoring over 500 points more than the second-place team.
- **Pre-Trip Inspection:** John Claussen, who received a perfect score. These champions will be celebrated at the joint ITA/CAC meeting in September.

- **Transit Appreciation Day**

Transit Appreciation Day is scheduled for Wednesday, August 13th. The event celebrates all Intercity Transit employees with a barbecue lunch, games, and an awards program. This year's theme is "The Great Outdoors." A special guest speaker, Nathan Vass, a King County Metro driver, author, and community builder, will give an inspirational speech

after the awards ceremony. Volunteers are welcome to assist with the event.

- **American Disabilities Act (ADA) Anniversary**

Emily reminded the committee that Saturday, July 26th, marks the 35th anniversary of the ADA. She encouraged everyone to recognize the impact of the law, which has led to increased accessibility in the built environment.

- **CAC Recruitment Ad-Hoc Committee**

Finally, Emily announced that an Ad-Hoc Committee for CAC recruitment has been formed, consisting of CAC members Doug Riddles, Margaret Janis, and Clair Bourgeois, as well as ITA members Sue Pierce, Wendy Goodwin, Kelly, and Brian. The committee will be meeting soon to consult on recruitment efforts.

NEXT MEETING: August 18, 2025, at the Olympia Transit Center

- **ADJOURNMENT** Meeting adjourned at 6:46 p.m.

Prepared by Nicole Jones

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM 5-A
MEETING DATE: August 18, 2025

FOR: Community Advisory Committee

FROM: Nick Demerice, Chief Communications and External Relations Officer

SUBJECT: Marketing and Communications Update

1) **The Issue:** Informational briefing for the CAC about various marketing and communications activities.

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

3) **Policy Analysis:** Provide an update to the CAC about the activities and plans of the Marketing and Communications team. Discuss next appropriate steps. Solicit feedback and suggestions from CAC members.

4) **Background:** The marketing and communications team is responsible for internal and external communications including: marketing IT programs, informing customers about services changes and disruptions, digital communication tools (websites, social media accounts and newsletters), community partnerships as well as a number of other activities. With the bus system re-design, IT receiving our first zero-emission buses and other projects, we have an opportunity to reintroduce IT to members of our community. This update is a chance to brief Authority members on these various initiatives.

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

6) **Budget Notes:** No additional budget is required.

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 limitations.

Goal 6 - Encourage use of our services, reduce barriers to access and increase ridership.

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: August 18, 2025**

FOR: Community Advisory Committee

FROM: Lynne Cunningham, Vanpool Manager, 564.233.9449

SUBJECT: Vanpool Program Update

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- 1) **The Issue:** Provide an update on the vanpool program.
-
- 2) **Recommended Action:** For information and discussion only.
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- 3) **Policy Analysis:** The Vanpool Manager provides update to the CAC at least once a year, and more often as requested.
-
- 4) **Background:** Intercity Transit's vanpool program is 43 years old—vanpool service began in May 1982 with two leased vans from the Washington State Department of Transportation (WSDOT). We currently have 156 active Vanpool groups, a slight increase from this time last year when we had 154 groups. All available vanpool vehicles are in service.

Intercity Transit's vanpool program serves 705 commuters including 391 volunteer drivers. Our vanpools travel an average of 83 round trip miles and the group with the longest commute travels 188 round trip miles per day.

In 2023, we were awarded a WSDOT Public Transit Rideshare Grant in the amount of \$111,000. This funding was used to execute direct mail and social media campaigns. This work extended into 2025.

In 2023, we were awarded a WSDOT Vanpool Subsidies Grant in the amount of \$70,000. This funding is being used to subsidize 100% of the vanpool fares for employees at participating state agencies. This work is ongoing.

In 2023, we were awarded a WSDOT Public Transit Rideshare Grant in the amount of \$710,208 with a required local match of \$177,552. This funding was used to purchase 22 hybrid replacement vehicles for the vanpool fleet, including 14 Toyota Siennas and eight Toyota Camrys. These vehicles are being placed into service now.

In 2024, our vanpool service experienced a 5% increase in several stats compared to the prior year:

- Revenue vehicle hours totaled 73,630
- Revenue vehicle miles totaled 2,749,274
- Passenger trips totaled 208,164

Retired vanpool vans support our Community Van and Surplus Van Grant programs, removing cars off the road and supporting non-profits in our community, providing transportation for their programs.

5) **Alternatives:** N/A

6) **Budget Notes:** Rider fares for 2024 totaled \$473,939, a 1.5% increase from 2023. Direct costs for Vanpool service were \$1,746,375 (Vanpool division expenses, salaries and wages, fuel and maintenance). In 2024, rider fares recovered 27% of direct operating expenses, matching the recovery rate for the prior year.

7. **Goal Reference:** **Goal #1:** *"Assess the transportation need of our community throughout the Public Transportation Benefit Area."* **Goal #2:** *"Provide outstanding customer service."* **Goal #4:** *"Provide responsive transportation options within financial limitations."* **Goal #5:** *Integrate sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support the Thurston County Regional Climate Mitigation Plan."* **Goal #6:** *"Encourage use of our services, reduce barriers to access and increase ridership."*

8. **References:** N/A

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-C
MEETING DATE: August 18, 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: August 18, 2025**

FOR: Community Advisory Committee

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

SUBJECT: 2025 CAC Self-Assessment Results

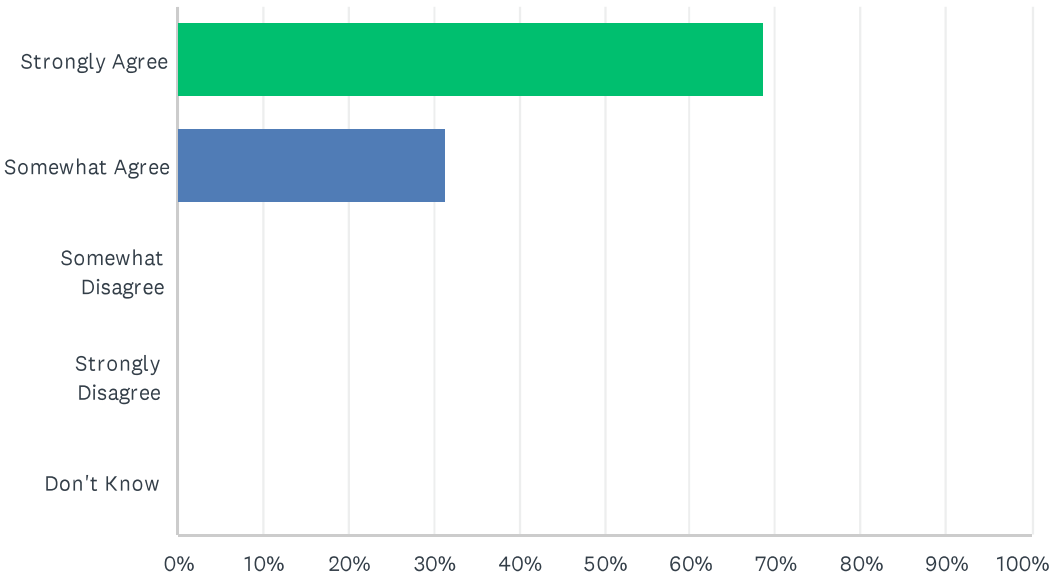
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- 1) **The Issue:** The Community Advisory Committee (CAC) will discuss the results of their recently completed self-assessment.
-
- 2) **Recommended Action:** Discuss results of the assessment; prepare to share the information with the Authority at the joint meeting.
-
- 3) **Policy Analysis:** Per the Operating Principles, the CAC will conduct a self-evaluation (assessment) annually and present the results to the Transit Authority.
-
- 4) **Background:** All 20 members of the CAC were eligible to participate in the self-assessment process, and 15 members completed the self-assessment. The results and comments are included in the attached document.

Members will have an opportunity at the meeting to seek clarification, discuss and share ideas. If the CAC identifies areas needing further development, staff will work with the Chair to schedule time for additional CAC discussion.

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- 5) **Alternatives:** N/A
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- 6) **Budget Notes:** N/A
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- 7) **Goal References:** The CAC works with the Authority to meet all goals of Intercity Transit.
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- 8) **References:** 2025 CAC Self-Assessment Results.

Q1 We remained faithful to our purpose.

Answered: 16 Skipped: 0

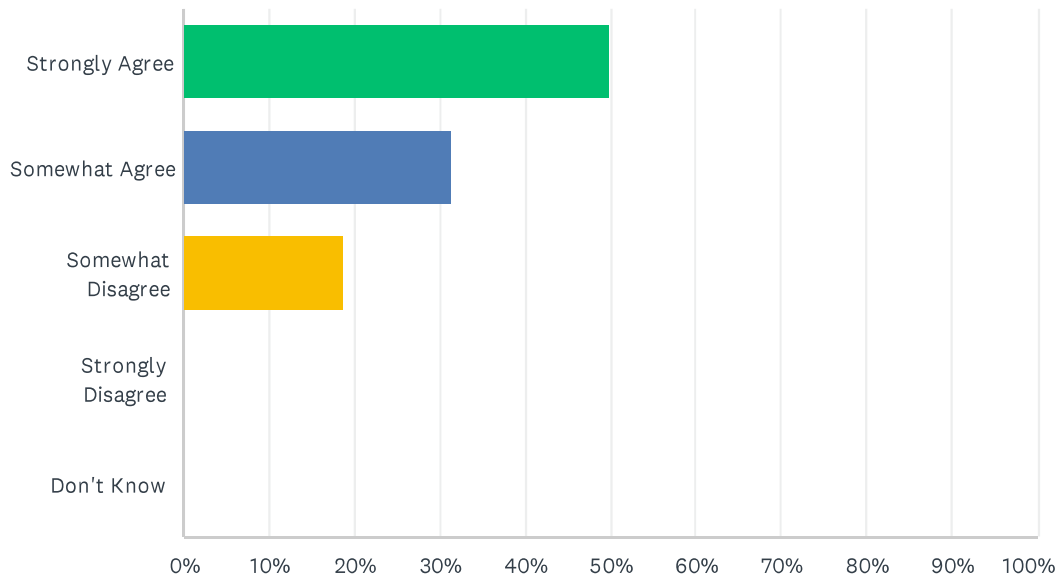


ANSWER CHOICES		RESPONSES	
Strongly Agree		68.75%	11
Somewhat Agree		31.25%	5
Somewhat Disagree		0.00%	0
Strongly Disagree		0.00%	0
Don't Know		0.00%	0
TOTAL			16

#	OTHER (PLEASE SPECIFY)	DATE
1	I feel like everyone works hard to stay faithful to our purpose. We are definitely helped by staff, and agenda. As a collection of interested community members, I don't think we would be as successful.	8/13/2025 4:11 PM

Q2 The Community Advisory Committee represents the community.

Answered: 16 Skipped: 0

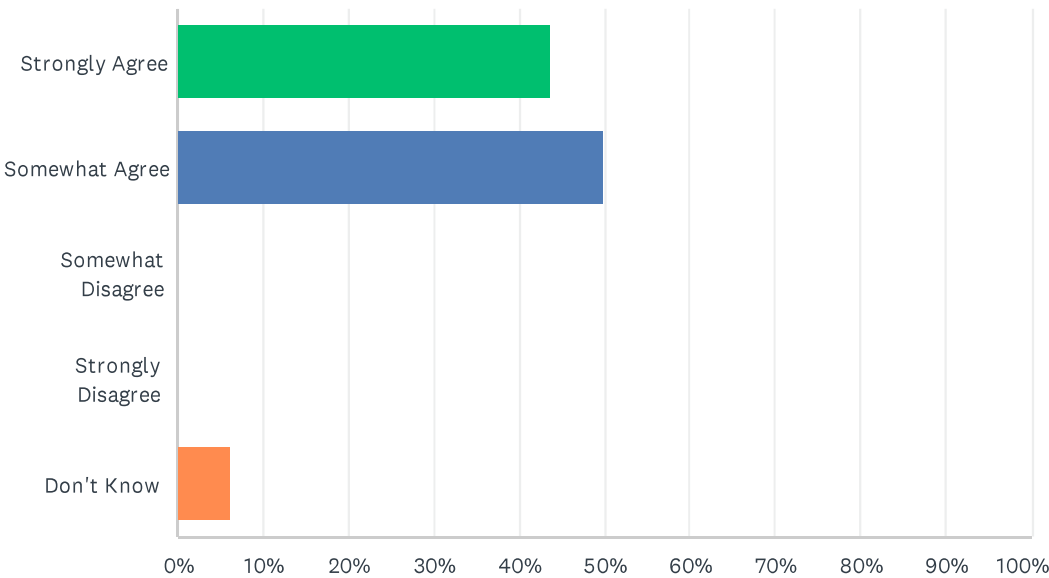


ANSWER CHOICES	RESPONSES	
Strongly Agree	50.00%	8
Somewhat Agree	31.25%	5
Somewhat Disagree	18.75%	3
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		16

#	OTHER (PLEASE SPECIFY)	DATE
1	I think it would be good to reach out to community groups that aren't represented, maybe starting with Korean and Spanish language groups would help. It's tricky because it takes long term engagement. It also feels like we could have more people from Tumwater and Lacey, or just check to make sure those areas are equally covered. I know it's important to IT and we're all working on it.	8/13/2025 4:11 PM
2	Well, folks who don't ride the bus (and that's the majority of the community) aren't well-represented, but I'm not sure what to do about that.	8/7/2025 1:32 PM

Q3 Intercity Transit and the community benefited from our input.

Answered: 16 Skipped: 0

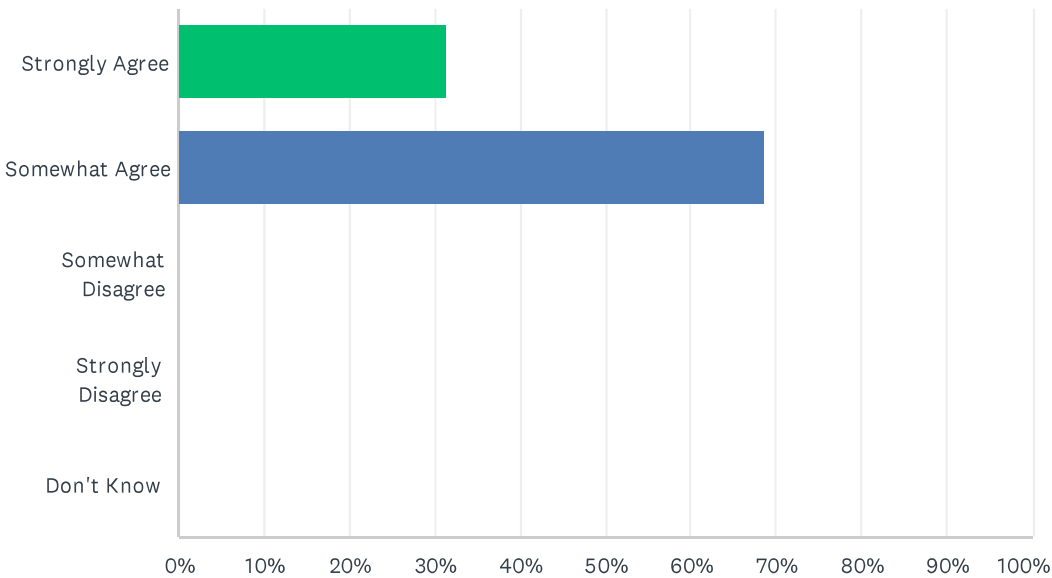


ANSWER CHOICES		RESPONSES	
Strongly Agree		43.75%	7
Somewhat Agree		50.00%	8
Somewhat Disagree		0.00%	0
Strongly Disagree		0.00%	0
Don't Know		6.25%	1
TOTAL			16

#	OTHER (PLEASE SPECIFY)	DATE
1	The ad hoc committee for communicating with other CACs is a great example of how we can do some additional volunteer work to get some info that additionally helps IT and community.	8/13/2025 4:11 PM

Q4 We add value to the Transit Authority's decisions.

Answered: 16 Skipped: 0

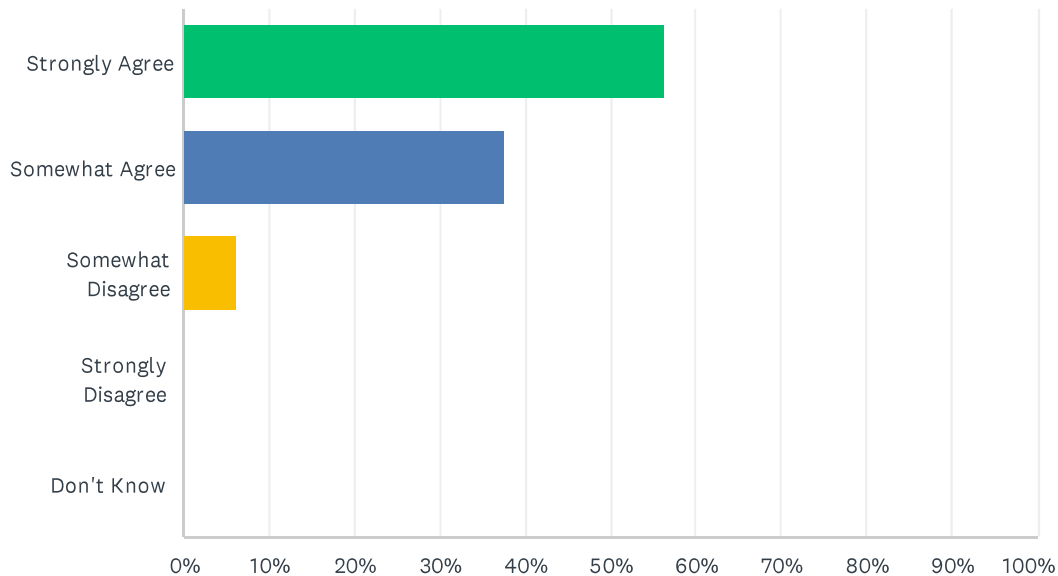


ANSWER CHOICES		RESPONSES	
Strongly Agree		31.25%	5
Somewhat Agree		68.75%	11
Somewhat Disagree		0.00%	0
Strongly Disagree		0.00%	0
Don't Know		0.00%	0
TOTAL			16

#	OTHER (PLEASE SPECIFY)	DATE
1	I feel like we add community context that might get overlooked. We act like a focus group. I appreciate people being about to suggest presentation topics.	8/13/2025 4:11 PM

Q5 Our meetings are run well.

Answered: 16 Skipped: 0



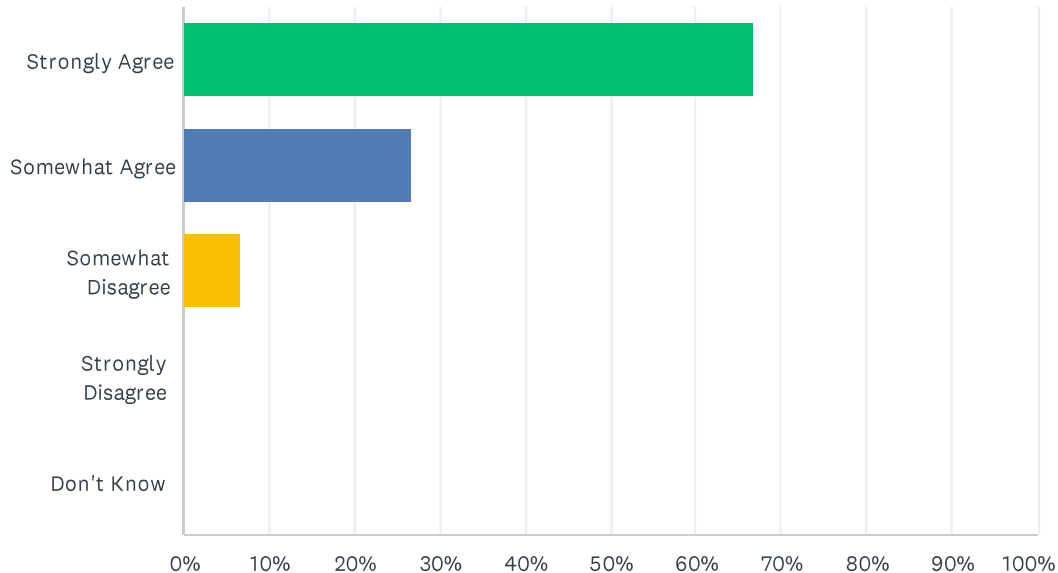
ANSWER CHOICES	RESPONSES	
Strongly Agree	56.25%	9
Somewhat Agree	37.50%	6
Somewhat Disagree	6.25%	1
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		16

#	OTHER (PLEASE SPECIFY)	DATE
1	A little long, but good engagement. I think it's helpful when Amanda reminds us of our time goal. There's a 715 bus that a lot of folks take, it would be neat to end by 705 to help them make the bus.	8/13/2025 4:11 PM
2	Sometimes meeting drags on. Frustrating to hear CAC reps recap of the ITA meeting over a month old. We always get ITA recap from Pat, and we have often had the presentation they recap. Would be more interesting to hear what they personally took from the ITA session.	8/12/2025 6:00 PM
3	You all have been doing a good job keeping meetings on track and holding questions to the end, when this current CAC started meetings were running long and getting off topic	8/11/2025 4:56 PM
4	They have improved every month	8/4/2025 8:50 AM
5	It would be nice to have consumer items product earlier in the meeting. Currently, they are brought up at the end.and for some this is a difficult time as they may need to leave early to catch a bus.	7/24/2025 11:47 AM
6	We have some people on the committee right now who seem to like to hear themselves talk and are inconsiderate. I think there needs to be a better system to ensure they are not	7/22/2025 8:58 PM

dominating the meetings. Their lake of courtesy has caused some meetings to drag on too long.

Q6 I feel satisfied with my participation level within the Community Advisory Committee.

Answered: 15 Skipped: 1

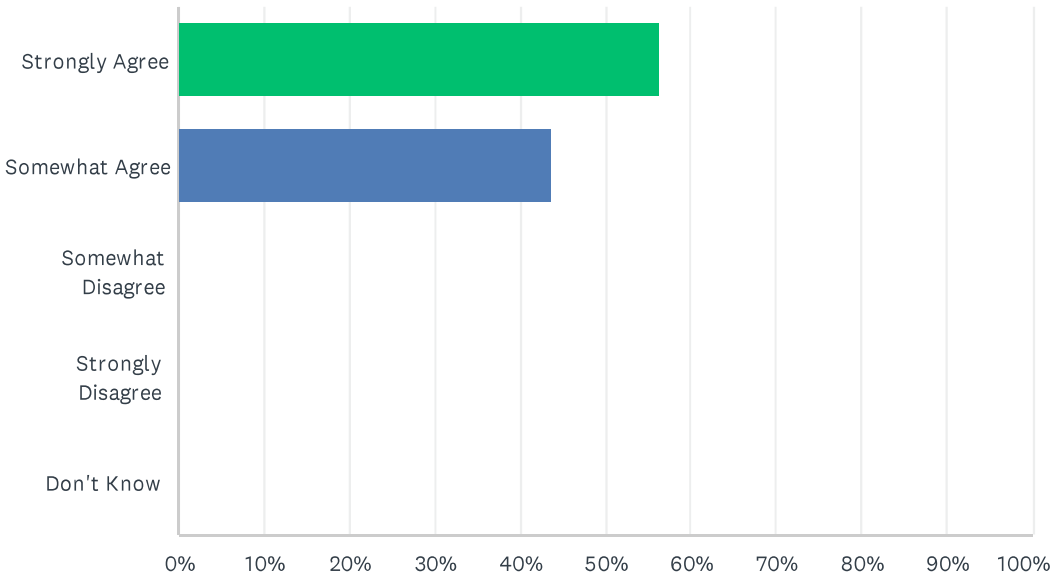


ANSWER CHOICES	RESPONSES	
Strongly Agree	66.67%	10
Somewhat Agree	26.67%	4
Somewhat Disagree	6.67%	1
Strongly Disagree	0.00%	0
Don't Know	0.00%	0
TOTAL		15

#	OTHER (PLEASE SPECIFY)	DATE
1	I think it's more personal, I could always do more to be helpful. I'd like to help connect more diverse communities and organizations.	8/13/2025 4:11 PM
2	Have participated in several committees and positions on the CAC and always welcome new opportunities.	8/12/2025 6:00 PM
3	I am new to committee. I have only attended one meeting to date.	8/12/2025 10:49 AM
4	Would like a longer heads up about local events/opportunities to try new routes. Have to plan with work often	8/11/2025 4:56 PM

Q7 I am prepared for meetings.

Answered: 16 Skipped: 0

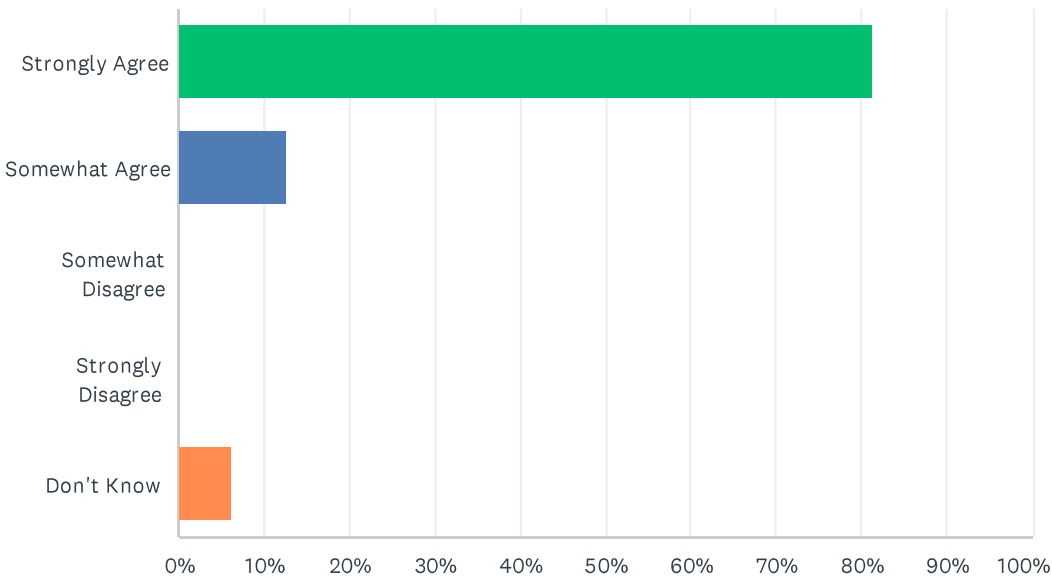


ANSWER CHOICES		RESPONSES	
Strongly Agree		56.25%	9
Somewhat Agree		43.75%	7
Somewhat Disagree		0.00%	0
Strongly Disagree		0.00%	0
Don't Know		0.00%	0
TOTAL			16

#	OTHER (PLEASE SPECIFY)	DATE
1	I could definitely read meeting briefings and ITA reports more consistently.	8/13/2025 4:11 PM
2	Thanks to Amanda and Nikki , we always have meeting prep, which helps us all	8/12/2025 6:00 PM
3	The staff is very supportive in making sure I have everything I need, but I still screw up because I am human.	8/7/2025 1:32 PM

Q8 I feel comfortable contributing at meetings.

Answered: 16 Skipped: 0



ANSWER CHOICES		RESPONSES	
Strongly Agree		81.25%	13
Somewhat Agree		12.50%	2
Somewhat Disagree		0.00%	0
Strongly Disagree		0.00%	0
Don't Know		6.25%	1
TOTAL			16

#	OTHER (PLEASE SPECIFY)	DATE
1	It's no big deal for me, I try to encourage others to feel comfortable to contribute, too.	8/13/2025 4:11 PM
2	Very open atmosphere and I think everyone is comfortable asking questions or commenting on issues.	8/12/2025 6:00 PM

Q9 Additional Comments

Answered: 7 Skipped: 9

#	RESPONSES	DATE
1	All of my somewhat agree could be read as agree, but strongly agree seemed to come on too strongly for me :)	8/13/2025 4:11 PM
2	Feel the last couple years the CAC has looked more like the community A nice demographic mix of young, old, men, women, and folks who ride and use IT services for a variety of reasons	8/12/2025 6:00 PM
3	As a new member, I have little experience to help make this survey more insightful as a self-assessment. I expect next year's survey to be more helpful.	8/12/2025 1:20 PM
4	I am looking forward to being a strong part of this committee. Thank you for the opportunity.	8/12/2025 10:49 AM
5	Being a part of CAC has been such a valuable experience; I look forward to the group's continued service.	8/7/2025 1:32 PM
6	Test	7/23/2025 4:52 PM
7	I feel the people that are in person have the ability to be more involved then the people online I feel like everybody should be involved either in person or online in some degree.	7/22/2025 8:59 PM

Intercity Transit Authority Meeting Highlights/Summary

A brief recap of August 6, 2025, Intercity Transit Authority Meeting

Wednesday night, the ITA:

- Adopted the 2025–2030 Transit Development Plan, as presented. *(Rob LaFontaine)*
- Adopted the “September 2025 Major Service Change Summary and Equity Analysis,” as presented. *(Rob LaFontaine)*
- Authorized the General Manager to execute a contract amendment with CW Janitorial Service to renew the contract for janitorial services and supplies at Intercity Transit facilities for a period of one year in an amount of \$631,420, including taxes. *(Noelle Gordon)*
- Scheduled a special meeting for Wednesday, September 17, 2025, to conduct a joint hybrid meeting of the Authority and the Community Advisory Committee. *(Emily Bergkamp)*
- Authorized the General Manager to engage in direct negotiation as an alternative to standard procurement approaches, for goods and services related to the hydrogen demonstration project, including but not limited to third party subscription networks, service, delivery, compliance, and storage. *(Michael Maverick and Jonathon Yee)*

Other Items of Interest:

- Alejandro Soto introduced **Bret Eby, Inventory Specialist**.

General Manager's Report

The Senior Management Team, Deputy Directors and senior staff attended a leadership retreat on July 22 facilitated by [Momentum Professional Strategy Partners](#). The retreat focused on creating a framework for navigating organizational change as an agency. These changes include current and future projects like deploying new enterprise resource and asset planning software, transit operations management software, our upcoming service redesign, and navigating an uncertain federal funding landscape. It was a very productive day that yielded a resource guide recommended by the retreat group including change management books and practical team dynamics articles. The work done at the retreat will also be used to draft Intercity Transit's Framework for Change that will help us move forward with support structures and communication protocols that value and maintain our community like culture of collaboration. The agency hopes to have the same group facilitate a board retreat in late winter or early spring of 2026.

Join us on **Wednesday, August 13 at the OTC (Operator's Lounge 8 a.m. to 4 p.m.) and AdOps (bus yard in front of the fuel wash building 10 a.m. to 4 p.m.)**. This year's theme is **Camping and the Great Outdoors**. A BBQ lunch and activities (Fishing Hole, Feed the Bear, and a family photo board) will be available for attendees to participate in. An awards program will begin at 12 p.m. at AdOps and includes honoring staff who celebrated 20+ years of service between January and August; the Excellence in Transit honorees; all of our volunteers; newly hired staff since January and more! Nathan Vass will be our guest speaker, who will address the audience after the awards program. Nathan is an artist, filmmaker, photographer, and author by day, and a Metro bus driver by night, where his community-building work has been showcased on TED, NPR, The Seattle Times, KING5 and more, landing him a spot on Seattle Magazine's 2018 list of the 35 Most Influential People in Seattle, and Seattle Met 's 2021 Power Players list. A Korean-American born in South Central LA, Nathan holds

a BFA in Photography from the University of Washington, and has been featured in the Seattle Art Museum, Henry Art Gallery, and more, with 40 photography shows and nine films including the award-winning festival favorite Men I Trust. His first book, *The Lines That Make Us*, is a Seattle bestseller and 2019 Washington State Book Award Finalist in Non-Fiction. Learn more at www.nathanvass.com.

The Nisqually Indian Tribe is preparing to open their Medically Assisted Treatment (MAT) facility on Pacific Avenue in the fall to address the opioid crisis within the Thurston County area. The Nisqually Indian Tribe is passionate about developing a whole person recovery model, keeping all services under one roof so patients have the best possible chance at recovery. The tribe's goal is to bring healing and wellness to the community, focusing on the entire family by serving tribal and non-tribal patients.

Tribal Council Member Guido Levy Jr. invited Bergkamp for a tour of the facility, which was led by the Center's Administrator Chris Petrozzi. The facility is amazing, and includes recovery and harm reduction services, general healthcare services, dentistry, and behavioral health. They have thought of many details like including the newest dental technology and creating an environment for behavioral health that is trauma informed. The Center is also filled with beautifully arranged historical pictures of the Nisqually Tribe, along with amazing displays of tribal artwork that showcases the tribe's tradition of generosity and welcoming to all.

Bus Buddy Coordinator Scott Schoengarth held the program's annual picnic, which several IT staff attended with a large gathering of Bus Buddy Volunteers. Scott is retiring later this month, and we will honor him and the legacy he's created at TAD next week.

Intercity Transit's audit for the Fiscal Year 2024 is complete. Board members are invited to attend an exit conference with staff scheduled at **8:30 a.m. on August 12, on Teams**. Board members interested in attending should contact Pat Messmer for the meeting link.

Intercity Transit will be competing in the State Rodeo competition on August 17. For the driving portion, DAL Operator Dan Savage will be competing in the BOC category, Operator Clinton Jimenez is competing in the 40-foot category, and Operator John Clauson is competing in the 35-foot category. In the maintenance portion, our Maintenance team of Richelle Loken, Sean Malay and Jonathan Reynolds are competing. ITA member Sue Pierce will be in attendance along with many staff to cheer them on and will also be attending the public transportation conference that follows the Rodeo.

The ITA meeting on August 20 is canceled due to the Public Transportation "Wall of Fame" banquet.

Prepared August 7, 2025
Pat Messmer/Clerk of the Board

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

CAC Members												
	1	2	3	4	5	6	7	8	9	10	11	12
	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-21	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Brandon	x	x	x	x	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Clair	x	x	x	x	x	x	x					
David	absent	absent	absent	absent	absent	absent	absent					
Doug	absent	x	x	x	x	x	x					
Garrett	x	absent	absent	absent	absent	x	x					
Harrison	x	x	x	x	x	x	x					
JoAnn	x	x	x	x	x	x	x					
Hallie	x	x	x	x	x	x	x					
Margret	x	x	x	x	x	x	x					
Michael	x	x	x	x	absent	x	x					
Shawn	x	x	x	x	x	x	x					
Suzanne	x	x	x	x	absent	x	x					
Ty	absent	x	x	x	absent	x	x					
Rachel	x	x	x	x	x	x	x					
Rachel	x	x	x	x	x	x	x					
Dara	x	x	x	x	x	x	x					
Jim	Not Joined	Not Joined	Not Joined	Not Joined	x	absent	x					
Kristi	Not Joined	Not Joined	Not Joined	Not Joined	Not Joined	x	absent					
YOUTH John-Paul	x	x	x	absent	x	x	absent					
YOUTH Julian	x	x	x	x	x	x	x					
= Joint meeting does not count against required meeting attendance												