

**Minutes
INTERCITY TRANSIT AUTHORITY
Regular Meeting
July 16, 2025**

CALL TO ORDER

Chair Cox called the meeting of the Intercity Transit Authority to order on July 16, 2025, at 5:31 p.m. This was a hybrid meeting held at the Pattison Street facility.

Members Present: Chair and City of Lacey Councilmember Carolyn Cox; Vice Chair and Community Representative Sue Pierce; City of Tumwater Councilmember Kelly Von Holtz; Thurston County Commissioner Carolina Mejia; Community Representative Wendy Goodwin; Labor Representative, Mark Neuville; City of Olympia Councilmember Robert Vanderpool; Community Representative Justin Belk; City of Yelm Councilmember Brian Hess.

Staff Present: Emily Bergkamp; Peter Stackpole; Pat Messmer; Dena Withrow; Jonathon Yee; Matt Kenney; Noelle Gordon; Nicole Jones; Jane Denicola; Thera Black; Michael Maverick; Tammy Ferris; Rob LaFontaine; Brian Nagel; Jessica Gould; Ramon Beltran; Jesse Eckstrom; Duncan Green; Alana Neal; Alysia Bair; Kathleena Ly; Spencer Zeman; Michael Midstokke; Jeff Peterson; Nick Demerice.

Others Present: Jeff Myers, Legal Counsel; Ty Flint, Community Advisory Committee.

STAFF INTRODUCTIONS

- A. New Operator Class 25-02** (*Michael Midstokke*)
- B. Spencer Zeman, Bus Stop Program Coordinator** (*Rob LaFontaine*)
- C. Kathleena Ly, HR Specialist** (*Alana Neal*)
- D. Alysia Bair, HR Analyst** (*Alana Neal*)

APPROVAL OF AGENDA

It was M/S/A by Goodwin and Vanderpool to approve the agenda as presented.

PUBLIC HEARINGS

- A. Transit Development Plan.** Planning Deputy Director, Rob Lafontaine, presented the Draft Transit Development Plan (TDP) for the public hearing. He noted the TDP is an annual requirement for all transit agencies in Washington State. The TDP is described as a comprehensive document, or "greatest hits album," that summarizes the previous year (2024), projects current and future years up to 2030, and must be filed with the state by September 1st each year.

The timeline for the TDP includes:

- Past presentations to the CAC and the ITA.

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- A public hearing tonight.
- Scheduled final adoption on August 6.
- If necessary, a backup plan to address adoption at the second August meeting to meet the September 1st deadline.

There are nine required elements for the TDP. Element #7, "Planned Operating Changes," was highlighted as particularly significant because it addresses projected changes to fixed-route transit service. Examples provided included the upcoming September schedule changes and a major network redesign planned for May 2026. This element especially warrants public comment. During the formal comment period for the TDP.

One formal comment was received and shared with ITA members. This comment recommended increasing the span and frequency of commuter service seven days a week (including weekends) and improving coordination with Sound Transit for trips to and from Seattle.

The planning staff received nine informal comments during the same period the TDP was open to formal comments. It was noted that distinguishing between formal and informal comments can be challenging. Since 2013, the planning staff has received a total of 1,243 comments. A chart revealed the vast majority of these comments relate to commuter bus service (buses traveling between Thurston and Pierce counties). Common categories of comments/service requests include:

- Expanding commuter service.
- Adding or improving bus stops and amenities (shelters, lighting).
- Increasing span and frequency of service.
- Improving convenience (schedule adjustments, transfers, timing, directness of travel).
- Expanding or changing service into new geographic areas.
- Enhancing weekend or holiday service.
- Providing service outside the Public Transportation Benefit Area (PTBA).

A map was presented showing the geographical distribution of comments regarding service expansion into new areas. It was noted that a significant number of these areas will be included in the May 2026 network redesign proposal.

LaFontaine emphasized that while only one formal comment was received for the TDP, the agency receives many comments throughout the year that inform their planning efforts. He expressed confidence in the ability to stay informed about public needs.

Chair Cox opened the TDP public hearing at 5:52 p.m.

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With no members of the public providing testimony, Chair Cox closed the TDP public hearing at 5:53 p.m.

B. September 2025 Service Change. Planning Deputy Director, Rob Lafontaine, presented the September 2025 Service and Draft Equity Analysis. This topic relates to Element #7 (Planned Operating Changes) of the Transit Development Plan, specifically concerning the September 2025 fixed route schedule. Key changes include enhanced commuter service to Pierce County and new access to Joint Base Lewis-McChord (JBLM) via the Madigan Gate, in cooperation with Pierce Transit Route 206.

The primary service change for September is the replacement of the existing Route 620 with two new commuter routes. Route 600 (The Lakewood Commuter, or "Hare"): Designed for faster travel. Route 610 (The L Connector, or "Tortoise"): Emphasized as a valuable route, with the analogy that "the tortoise wins the race." A slide comparing the 600 and 610 routes relative to the outgoing 620 and their available connections was presented, along with a map that remains unchanged since the document's initial presentation.

Nine informal comments were received during the posting period. Some comments related to express service, echoing previous feedback on the TDP, which sometimes makes it difficult to discern which comments refer to which specific item. Comments for these items are also received through the Transportation Improvement Program (TIP) process. Despite the high volume of general comments about commuter service, no formal comments were received for this specific public hearing, which was noted as concerning by staff. To address this, the agency plans to continue accepting comments until the final adoption consideration on August 6.

Historical Comment Trends (Commuter Service): A bar chart showed that 40% of all comments received by the agency relate to commuter service, making it the most commented-on route type.

Specific Themes in Commuter Service Comments:

- Service to/from King County including Seattle, SeaTac, connections with Link Light Rail, and other King County destinations.
- Service to/from Tacoma: Including Tacoma Dome Station and other specific locations in Tacoma.
- Improved convenience often refers to transfers, connections, span, and frequency of service. Service to/from Tumwater: A notable theme for this category was that many commenters reside outside the area, starting their trips from the north to work in Tumwater state offices and then returning home.

Service to/from Lacey: Specifically mentioning the Lacey Transit Center.

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- Changed or Expanded Service.
- Service to/from DuPont or JBLM.
- Enhanced weekday or holiday service.
- A few comments also requested service to/from St. Peter's Hospital and one comment for service to/from Lewis County.

Timeline and Next Steps:

- The agency is still awaiting an agreement from the State of Washington for Route 610. This agreement pertains to a regional mobility grant providing a funding subsidy for the route. Despite the delay, implementation is proceeding.
- Tonight's public hearing is for the service change and equity analysis.
- Following the public hearing, staff will finalize their analysis and bring it back for final consideration at the August 6 meeting, ahead of the September 7 implementation.

Chair Cox opened the Service Change public hearing at 6:00 p.m.

Goodwin asked about the process of triaging comments to categorize them for analysis. LaFontaine explained it's an "imperfect science" but generally involves the following process:

- Discerning the core issue: Some comments are straightforward, while others can contain multiple topics.
- Creating "buckets": The speaker focused on comments related to transit development, schedule changes, route adjustments, and stop-related issues.
- Excluding irrelevant comments: Some comments, like those about past events (e.g., a "zero fare" program), personal experiences seeking assistance, or just "FYI" statements, were not included in the main tally.
- Extracting relevant information: The speaker provides an example of how a comment about an "unpleasant experience" on a trip to Seattle was categorized by identifying the relevant transit route or location (e.g., "to and from King County").

In short, the process involves carefully reading each comment to identify relevant transit planning topics and then assigning them to a specific category or "bucket," while excluding comments that don't relate to transit development.

Cox asked where does the bus drop riders off on the JBLM service from Lacey? LaFontaine said the bus drops passengers off at a Pierce Transit bus stop and he proceeded to provide more context about the service that is forthcoming in September.

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With no members of the public providing testimony, Chair Cox closed the Service Change public hearing at 6:05 p.m.

PUBLIC COMMENT – None.

APPROVAL CONSENT AGENDA

It was M/S/A by Goodwin and Belk to approve the consent agenda as presented.

- A. Minutes – June 4, 2025, and June 18, 2025, ITA Meetings.**
- B. Payroll June: \$5,121,022.75**
 - Warrant Numbers: 42872, 42977 in the amount of **\$7,944.51**
 - ACH Payment Amount: **\$5,113,078.24**
- C. Accounts Payable June: \$4,012,892.09**
 - A.** Disbursed Warrants numbers 42829-42871, 42873-42976 & 42978-43069 in the amount of **\$4,000,841.54**
 - B.** Voided Warrant: 0
 - C.** ACH Payments: **\$12,050.55**
- D. Bobcat Parking Lot Lease Extension** (*Noelle Gordon*). 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.

NEW BUSINESS

Bergkamp said Duncan Green, the representative for the Bicycle Community Challenge (BCC), is retiring after 17 years of coordinating the contest. Bergkamp highlighted Green's diverse background, which includes working as a fine arts photographer, volunteering for Chaos Radio, and serving as a house session photographer for the Washington State House of Representatives. Green worked as a tour guide and photographer for bicycling tours in Europe. Bergkamp credits Green with creating an inclusive and impactful legacy for the BCC, which they call an "iconic community event." Although retiring, he will continue to volunteer with the Walk N'Roll program.

- A. Bicycle Community Challenge Update.** Duncan Green, the Bicycle Community Challenge (BCC) representative, provided an update on the event's various activities and milestones. Green said the BCC has been a community event for 38 years, with Intercity Transit hosting it for the last 21 years. He has personally coordinated 17 of these events. The BCC is a series of events held throughout the year.
 - **Winter Bicycle Challenge:** This month-long event in February saw 269 participants this year, despite wetter weather compared to the previous year.

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- **Earth Day Market Ride:** About 180 people celebrated Earth Day by riding to the local Farmer's market.
- **Annual Bicycle Community Challenge:** The main event, held throughout May, attracted 702 participants who collectively rode over 75,000 miles.
- **Bike to Work or Anywhere Day:** This event featured seven "bike refresher stations" and saw over 300 participants. It also included a collaboration with the Thurston Regional Planning Council (TRPC) on a bicycle connectivity study.
- **Bike Month Celebration Ride:** A traditional ride, previously for state agency employees, was opened to the public. The BCC provided support, communications, and prizes for this event.

Green emphasized that the core goal of the BCC is to build community. This year's event involved 26 volunteers, 40 sponsors, and multiple local jurisdictions that proclaimed May as their local bike month. The BCC also collaborated with the TRPC and the Walk N'Roll program to create a broad network of support. A point of pride for Green was the performance of Intercity Transit's internal "Team Crank IT." The team saw a 30% increase in riders, mileage, and days ridden compared to last year. For the first time in many years, Team Crank IT beat its rival, the City of Olympia team.

Green's presentation concluded with a reflection on his time with the organization and a nod to the past, referring to a photo of the "Brunson Chain Gang" from 2009. He shared a touching story about a former member of that team, Jim Unziker, who continued to volunteer for Bike to Workday even after his former employer was no longer a sponsor. He finished by expressing gratitude for the support he received from Intercity Transit's leadership and staff. As he retires, Green feels confident the BCC will continue to thrive under the guidance of the Walk N'Roll department, a team he holds in high regard. He stated that working at Intercity Transit has been "a real pleasure and honor" and a significant part of his life.

The ITA proceeded to provide their well wishes to Green and a gift was presented to Green. Chair Cox recessed the meeting for approximately 15 minutes to serve refreshments.

B. Planning/Operations Mgmt. Software Contract Authorization. Jeff Peterson, Sr. Procurement and Project Management Coordinator, presented a contract authorization recommendation for a new Transit Operator Management System (TOMS) needed for planning and daily operations. In 2024, Intercity Transit (IT) assessed our legacy system of over 37 years, FleetNet, which was recently acquired by Avail Technology Solutions (Avail). The assessment revealed shortcomings, which led to the procurement of a new Enterprise Resource Planning (ERP) solution. The new ERP solution will manage human resource and payroll functions; however, it does not manage transit specific daily operations our Planning and Scheduling departments require to develop schedules and manage operator time keeping.

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The current solutions that manage daily operations management, operations time keeping, leave management, bid management, and reporting are cumbersome, dated, and do not align with our new ERP solution. The project team utilized a consultant to perform a workflow analysis and recommend solutions for our consideration. The project team conducted multiple demonstrations and value propositions, and SHI International Corp (SHI) will be able to provide a solution to meet the needs of Planning and Operations.

SHI is under an existing competitively awarded State contract for software solutions. SHI provides value by organizing and facilitating product demonstrations for solutions and there are pre-established contract terms under the existing contract.

The solution offered through SHI has been determined to be advantageous by the evaluation team. Therefore, the recommendation is to enter into contract negotiations with SHI to implement our planning and daily operations solution.

It was M/S/A by Pierce and Belk to authorize 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.

- C. CAC Recruitment Ad hoc Committee.** Bergkamp presented the process and timeline for the 2025 Community Advisory Committee recruitment and explained the process for filling open positions on the committee. The process is a collaborative effort involving the CAC, Amanda Collins (the CAC liaison), and the Intercity Transit Authority (ITA).

Applications will be available on September 1st and due October 1st. The goal is to recruit a diverse range of community members. The ITA is scheduled to select candidates to interview on October 15, with the general practice being to interview all applicants to get a better sense of their suitability. Interviews are tentatively set for November 7, with the final candidate selection to take place at the ITA meeting on November 19 or December 3.

It was M/S/A by Hess and Von Holtz to approve the process and timeline for the 2025 CAC recruitment.

The following ITA members volunteered 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.

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D. Public Comment Policy EX-0019. Bergkamp presented the draft Public Comment Policy EX-0019. Bergkamp said Clerk of the Board Pat Messmer researched and drafted the policy regarding a public comment process. Previously, the Intercity Transit Authority (ITA) used informal guidelines read by the Chair, but a formal policy is a recommended best practice. Bergkamp emphasized that public comment is highly valued, citing its importance in recent negotiations and discussions such as the roundabout. However, it's also noted that the policy is necessary to ensure meetings proceed efficiently and respect the time of presenters. The policy has been reviewed by legal counsel.

It was M/S/A by Belk and Goodwin to approve the Intercity Transit Authority Public Comment Policy EX-0019 and incorporate it into the ITA Bylaws.

E. Amend ITA Bylaws. Bergkamp presented proposed amendments to the ITA Bylaw language incorporating a public comment process, Policy EX-0019 and adding a provision outlining guidelines to cancel regular and special ITA meetings. Interest from community members in providing public comments on Intercity Transit's decision-making process has increased in recent years, specifically as our community has emerged from the COVID-19 pandemic. This renewed interest prompted staff to draft Policy EX-0019 "Public Comment Policy" establishing guidelines that balance the importance of public comment during open public meetings and carrying out the business needs of the meeting, including honoring staff and guest presenters' scheduling needs.

There is also occasional need to cancel regularly scheduled and special ITA meetings. Newly added Section 5.16 of the ITA Bylaws defines the process for cancelling regularly scheduled meetings.

Intercity Transit Authority (ITA) is being asked to adopt Resolution 03-2025 to amend its bylaws addressing these two main issues. The first is the inclusion of a new section, Subsection 5.15, which officially refers to the recently adopted public comment policy. This integrates the new policy directly into the bylaws. The second change, Subsection 5.16, clarifies the process for canceling meetings, giving the General Manager the authority to do so for reasons like a lack of agenda items or when majority of staff are attending a conference.

It was M/S/A by Von Holtz and Cox to adopt 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.

COMMITTEE REPORTS

A. Transportation Policy Board (July 9). Belk reported the meeting's agenda had three items, but only two were addressed. The first item was the appointment of

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members to the 2026 state Legislative subcommittee. This committee, composed of representatives from both the TRPC Council and the Transportation Policy Board, will develop a list of legislative priorities for advocacy. The board selected Chair Ryder and several other members for this role.

The second item involved recommending the adoption of the Regional Transportation Plan. Belk noted that the board recommended adopting the plan with a key amendment concerning Log Cabin Road. This amendment proposes removing Log Cabin Road from the plan for now but includes a specific condition: when the City of Olympia conducts its future study on connectivity in that area, it must consider Log Cabin Road and the potential for a shared-use path. This compromise effectively removed the controversial road from the immediate plan while ensuring it remains a consideration for future development.

The third item, the Martin Way Crossing Strategy, was not discussed due to time constraints. In summary, Belk reported that the ITA's recommendations were heard, and a vote was taken to recommend the Regional Transportation Plan with the Log Cabin Road amendment to the TRPC Council.

- B. Thurston Regional Planning Council (July 11).** Vanderpool said the main topic of conversation was the removal of the Log Cabin Road project from the regional plan. He confirmed that the Log Cabin Road project has been successfully removed from the plan, largely thanks to unanimous support at the TRPC meeting and a strong showing of public engagement.

The conversation also touched on a separate issue regarding Diversity, Equity, and Inclusion (DEI). Although a previous recommendation on DEI was rejected, the topic came up again, and public comment was received in support of retaining the related language in the plan. While no new action was taken on DEI at this specific meeting, the public's presence and comments made a significant impact.

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.

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- 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 Shanaka, 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:

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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
- 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.

AUTHORITY ISSUES

Cox expressed gratitude from Lacey regarding recent community events. The Bubble Bus was a significant hit at the BBQ Fest, and the transportation support provided for the July 3rd extravaganza was invaluable, especially given the challenge of parking for an event that draws up to 20,000 people in a largely suburban area.

Goodwin said attendees praised the Bubble Bus and the staff running the booth at the BBQ Fest for their amazing work and professionalism. One attendee specifically highlighted how a coach driver patiently demonstrated how to use the bike apparatus on the bus, suggesting future opportunities for similar demonstrations. Additionally, she described the Rodeo event as spectacular, with particular appreciation for the maintenance efforts, overall setup, and the efficient transportation provided between Tumwater, Lacey, and Hawks Prairie. The atmosphere at the event was noted as welcoming and family-like, with special thanks extended to Dena Withrow and Sue Pierce for their helpfulness.

Belk observed a lack of signage at the Capital Mall indicating the presence and accessibility of bus services. Despite understanding that regular bus users know their stops and car users are accustomed to driving, Belk noted that for someone arriving by car who might consider taking the bus, there's no clear wayfinding within the mall to highlight transit options. Belk emphasized that while malls typically have extensive internal wayfinding for their own amenities (like restrooms, dining courts, or security

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offices), there's a significant oversight regarding public transit. Specifically, even near the transit stop by JC Penney, there's a blank wall where signage could inform the public about the bus routes available. Belk pointed out the mall transit stop serves as a crucial hub with many routes, but the average shopper might not be aware of this extensive service. He suggested if IT has a contact at the mall, they should explore coordinating efforts to install signage. The goal would be to make the availability of bus services more apparent to the general public, potentially reducing the reliance on private car parking at the mall. Belk looks forward to future improvements when the Capital Mall triangle area becomes a well-utilized urban neighborhood with robust transit service.

Hess expressed pleasure over the successful BBQ Fest and announced that Yelm's BBQ Fest will be held on July 26. He hopes the Bubble Bus will be present there noting its effectiveness in raising awareness about the fare-free bus system and addressing the common misconception that it's entirely "free" when its taxpayer funded. Hess, drawing on his military background as a master driver and trainer, including experience with commercial driver's licenses and large trucks, highly commended the Intercity Transit teams for their consistent strong performance at the Roadeos. He attributed this success to excellent training and specifically praised the IT training team. He also thanked Bergkamp for providing a point of contact for his police chief regarding emergency assistance for assisted living communities from Intercity Transit. Hess stated his anticipation for a 5-to-10-year plan that would increase bus availability in Yelm, particularly to connect residents from surrounding areas like Clearwood and Lake Lawrence to Yelm for local activities and onward travel to Lacey, Olympia, and Tumwater via Bus 94. He concluded by thanking everyone for their reports and the work being done.

ADJOURNMENT

With no further business to come before the Authority, Chair Cox adjourned the meeting at 7:49 p.m.

INTERCITY TRANSIT AUTHORITY*Carolyn Cox*

Carolyn Cox, Chair**ATTEST***Patricia Messmer*

**Pat Messmer
Clerk of the Board****Date Approved: September 3, 2025**

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