

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
October 20, 2025 – Olympia Transit Center
5:30 PM**

Join on your computer: Click [here](#) to join the meeting. Meeting ID: 283 30 419 438
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New York City Phone Conference ID: 106 530 678#

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Sue Pierce</i>) | |
| | B. Special Guest General Manager of Valley Transit (<i>Angie Peters- Virtual</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. November 5, 2025, ITA Meeting – (<i>Doug Riddels</i>) | |
| | B. November 19, 2025, ITA Meeting – (<i>Need Volunteer</i>) | |
| | C. December 3, 2025, Joint Meeting – (<i>Garrett Fuelling</i>) | |
| | D. December 17, 2025, ITA Meeting – (<i>Hallie Sutter</i>) | |
| IV. | APPROVAL OF MINUTES – August 18, 2025 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Dial-a-Lift Update (<i>Kevin Karkoski</i>) | 15 min. |
| | B. 2026 Budget Update (<i>Jana Brown</i>) | 15 min. |
| | C. May 2026 Service Change (<i>Rob LaFontaine</i>) | 15 min. |
| | D. Draft Strategic Plan (<i>Emily Bergkamp</i>) | 15 min. |
| | E. Nomination of Officers (<i>Emily Bergkamp</i>) | 15 min. |
| VI. | CONSUMER ISSUES – Discussion on Order of Agenda (<i>Amanda Collins</i>) | 15 min. |
| VII. | REPORTS | 15 min. |
| | A. October 1, 2025 (<i>Dara Dotson</i>) | |
| | B. October 14, 2025 (<i>Jim Hanley</i>) | |
| | C. No outreach ad-hoc report | |
| | D. General Manager’s Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING – November 17, 2025, 5:30 pm | 1 min. |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

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Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
August 18, 2025 – Hybrid Meeting

CALL TO ORDER

Chair Rachel Weber called the hybrid August 18, 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, Rachel Weber, Rachel Wilson, Shawn Sandquist, Suzanne Simons, Ty Flint, Jim Hanley.

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

Staff and Guests Present: Emily Bergkamp, Amanda Collins, Nicole (Nicole) Jones, Jesse Eckstrom, Nick Demerice, Lynne Cunningham, Robert Andrews, Wendy Goodwin- ITA

APPROVAL OF AGENDA

M/S/A by TY FLINT and DOUG RIDDELS

INTRODUCTIONS

Rachel Weber introduced Authority member, Wendy Goodwin, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. August 20, 2025, ITA Meeting (Meeting Cancelled)
- B. September 3, 2025, ITA Meeting (Clair Bourgeois)
- C. September 17, 2025, Joint Meeting (All)
- D. October 1, 2025, ITA Meeting (Dara Dotson)
- E. October 15, 2025, ITA Meeting (David Payton- Shawn Sandquist for B/U)

APPROVAL OF MAY MINUTES.

M/S/A by JOANN SCOTT and SHAWN SANDQUIST

NEW BUSINESS

A. CAC self-assessment (Emily Bergkamp)

On August 27, 2025, Emily Bergkamp provided an update on the annual Community Advisory Committee (CAC) self-assessment, which was conducted to help members review their role on the committee. She noted that 16 of the 15 committee members completed the survey, and for new members, it is normal not to feel fully knowledgeable or comfortable contributing at first.

The assessment results were reviewed as follows:

- **Faithful to Purpose:** All respondents either strongly agreed or somewhat agreed that the committee has remained faithful to its purpose. One comment highlighted the helpful support from staff and effective agenda-setting.
- **Community Representation:** Most responses were in the strongly agreed and somewhat agree range, though a few responses indicated somewhat disagreement. One comment suggested reaching out to Korean and Spanish language groups and checking for better representation from Tumwater and Lacey. Another noted that people who don't ride the bus are likely underrepresented. Emily Bergkamp added that it is valuable to have people from the business community and others who don't ride the bus to counter stereotypes and understand the broader economic value of transit.
- **Benefit and Value:** Most members strongly agreed or somewhat agreed that both Intercity Transit (IT) and the community benefit from the CAC's input and that the committee adds value to the Transit Authority's decisions. A comment noted that the committee acts like a focus group and provides community context that might otherwise be overlooked.
- **Meeting Logistics:** The responses were mixed, with most in the strongly agree and somewhat agree categories, but some in somewhat disagree. Comments suggested that meetings can be too long, and it would be helpful to end by 7:05 PM to accommodate bus schedules. Other feedback included suggestions to present consumer items earlier in the meeting and to have CAC representatives provide more personal takeaways from Intercity Transit Authority (ITA) meetings rather than just recapping presentations. One comment suggested a system to ensure that some members don't dominate the discussion.
- **Personal Satisfaction and Preparedness:** Most members strongly agreed or somewhat agreed that they felt satisfied with their participation level, were prepared for meetings, and felt comfortable contributing. Comments

included one from a new member who has only attended one meeting and another from a member who wished for a longer heads-up about local events to better plan. A comment praised staff members Amanda and Nicole for their supportive role in preparing materials.

- **Additional Comments:** Emily highlighted the need to be mindful of meeting length, encouraging presenters to manage their time, and for committee members to hold questions until the end of presentations. She also emphasized the importance of ensuring all members have a chance to speak. The discussion on increasing diversity in recruitment was brought up, and she mentioned an upcoming recruitment period where the ad hoc committee could explore new ways to widen their reach. Emily shared a historical anecdote from a former IT General Manager, Jim Slakey, who emphasized the importance of having business community representatives on the board to help them understand the economic value of transit.

The presentation slides were credited to Nicole and were based on a template by Amanda, described as a collaborative effort. These results will be shared at the ITA/CAC joint meeting to ensure the committee receives the necessary support. Emily concluded the update and announced that Amanda would be sharing the General Manager's update later in the meeting.

B. Marketing & Communications Update (Nick Demerice)

Nick Demerice, Intercity Transit's Marketing and Communications Director, began his presentation by highlighting the importance of transparent public service communication. He introduced the department's goals, which center on three key audiences:

- **Customers:** To keep them informed about service changes, detours, and other impacts on their journeys.
- **Staff:** To provide timely, internal information to a dispersed workforce, ensuring everyone is up to date in a rapidly changing environment.
- **Community Members:** To engage both riders and non-riders, reminding them that all residents within the Public Transit Benefit Area (PTBA) are funders of the system and that a strong transit system is a key ingredient for a great community.

He emphasized their core communications philosophy: "the right information to the right people at the right time in the right way," acknowledging that the media landscape has evolved beyond traditional newspapers.

Nick then described the "small but mighty" five-person marketing and communications team, which is set to add a temporary non-permanent position to help with the workload over the next 12 to 18 months. He noted that the team members are generalists with specialized skills, describing them as an "Avengers" team.

The team's work includes:

- Service communications
- Website management (internal and external)
- Community event participation (e.g., Falls Fest, Lacey Spring Fun Fair)
- Social, earned, and paid media
- Internal communications
- Project communications

He then outlined the four key pillars of their strategic marketing plan:

1. Providing equitable access
2. Being customer-first
3. Maintaining safety and dependability
4. Showcasing quality and creativity

Nick also provided context on the 2018 Proposition 1 (Prop 1) campaign, which passed with 67% of the vote. He referred to the proposed improvements as the "nine promises" and explained that COVID-19 significantly derailed the initial implementation plans. The agency is now actively working to fulfill those promises, particularly through the bus system redesign, which was broken into three phases following feedback from the CAC. This phased approach has allowed for more effective communication.

Looking ahead, he discussed the launch of a new campaign called "**Next Stop**" to tie together various projects and fulfill Prop 1's promises. This campaign will appear in various communications and on buses. The team is also working on a photo refresh to update their visual library, as many existing photos show people wearing masks from COVID times.

Finally, Nick highlighted several other projects the team is promoting, including:

- The completion of the Pattison project
- Zero-fare messaging

- Safety barriers in buses
- New real-time signage
- The arrival of the first zero-emission buses
- The NaviLens pilot program for low-vision passengers
- A marketing collaboration with the vanpool program
- Recent pilot advertising on TVW to promote zero-fare messaging

He concluded by mentioning ongoing outreach at community events and expressed a desire for CAC members to participate. He noted that he is often surprised by the emotional connections people have with services like Dial-A-Lift, reinforcing the value of their work.

Q&A on Transit App

- Can you buy Sounder Tickets using this app?
 - Nick Demerice clarified that while the app has a combined fare feature, it is primarily a Google Maps-based function for transit. He explained that the app also includes gamified features, allowing users to earn badges by rating their rides or answering questions about bus cleanliness. This functionality enables Intercity Transit to provide service previews and other updates. Nick noted that the app is transitioning to a subscription-based model, and if a transit system partners with the company, the entire service becomes free for the community. He concluded by stating that Intercity Transit is exploring a potential pilot program, possibly within the next year.
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Q&A on Education for Employers

- Is there any way we can educate employers? Educate them that if there's a delay because something happens on the bus, the bus driver will give you information to give you your employer stating being late for work was not your fault.
 - Nick Demerice explained that the issue is part of a larger universal problem: negative perceptions about bus riders and transit in general. He noted that they frequently deal with the misconception of safety, differentiating between real safety and the perception of being "uncomfortable," and they also combat the stereotype that some people hold about who rides the bus. Nick emphasized that a

diverse range of people use the bus to get from point A to point B and are not looking to cause trouble. To combat these perceptions, he stated that Intercity Transit focuses on telling and amplifying the stories of its riders. He mentioned that focus groups conducted when he first joined the agency revealed that Intercity Transit is "universally beloved" in the community, even by non-riders who appreciate its existence and the zero-fare policy. He concluded by suggesting that the agency should leverage this positive perception and use its various channels to continue telling riders' stories.

Q&A on Real Time Signage

- What is real time signage?
 - Nick Demerice explained that they are essentially small reader boards that will be installed at strategic locations, primarily at transit centers. These signs will display real-time information, such as "The next 64 heading to [destination] is departing in six minutes." He noted that the agency is currently working with a contractor on the project and anticipates a 12-month timeline before the new signage begins to be deployed throughout the system.
- What about real time signage on the bus vs waiting to get to the transit center?
 - Nick Demerice explained that managing real-time updates for transit information is a significant challenge due to frequent system changes. He noted that increased bus frequency helps mitigate the impact of individual delays, as another bus will arrive quickly. He then shared a past issue with social media, where the agency stopped publishing real-time updates because changes in platform algorithms meant that alerts were no longer delivered in chronological order. This could lead to a passenger receiving a "detour cleared" message before the original "bus on detour" message, which was more damaging than helpful. He clarified that the new reader boards at transit centers will be truly dynamic and real-time because they pull data directly from the Intercity Transit system. This means if a bus is canceled or delayed due to a breakdown or detour, the signage will immediately reflect that change, providing accurate and timely information to passengers.
- What about those who don't have phones that run apps and only get infrequent emails?

- Nick Demerice stated that it is a valid concern. He mentioned that there are currently about 18,000 subscribers across various communication channels. He then noted that a survey had recently been deployed to gather more information on how and how often riders prefer to receive service alerts. Nick expressed his interest in learning more from users on this topic.
 - Will NaviLens then be on real-time signage?
 - Nick Demerice clarified that while the systems may have some compatibility, the new reader boards will also feature an audio component. He explained that there will be a button on the signs that, when pushed, will audibly read the information displayed, providing an alternative for users with low vision.
 - Will those boards just be at Lacey and Olympia Transit Centers?
 - Nick Demerice stated that initially, but the plan is to roll them out to more points in the system, particularly along the high frequency corridor.
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Q&A on Public Information Campaigns

- Are there going to be public information campaigns about May service change?
 - Nick Demerice confirmed that it will be a comprehensive effort using "all of the channels." The campaign will include running advertisements and deploying transit ambassadors at key bus stops with tablets to help riders understand the personal impact of the changes. He used an example from a trip to Washington, D.C., where a transit employee was helping riders confirm their routes at a bus stop. Nick explained that at that stage, it's too late to make significant changes to the plan, so the focus will be on providing information and helping riders plan their trips. The campaign will be highly intensive in the weeks leading up to the change to ensure that everyone is aware, even those who aren't typically "plugged in." He also mentioned that he plans to attend the meetings twice a year and would be present at the start of the year.
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Q&A on destination photos

- Is there still an opportunity to get destination photos of Thurston County?

- Nick Demerice confirmed that the marketing team is actively pursuing this. He explained that they are creating a shot list for all four seasons to be refreshed annually. He encouraged committee members to suggest specific locations, such as the Tumwater Farmers Market, and offered to photograph them. Nick also mentioned an upcoming meeting with the Director of Experience Olympia and Beyond, Michael Day, to discuss potential collaborations. Committee member Wendy Goodwin suggested focusing on new museums and parks to highlight destinations accessible by bus. Nick agreed with the idea and noted the importance of finding strong "amplifiers" for Intercity Transit's message. He highlighted the newly formed communications group, which includes communicators from the county and cities, to foster collaboration and encourage the use of transit for community events like Falls Fest.

C. Vanpool Update (Lynne Cunningham)

Lynne Cunningham, the Vanpool Manager for Intercity Transit, provided a comprehensive update on the vanpool program. She introduced herself as a public transportation veteran with 32 years of experience, including 18 years in vanpool at Pierce Transit, before joining Intercity Transit two years ago.

She explained that Intercity Transit Vanpool is a program for groups of three or more people who share their commute in an Intercity Transit van. Participants pay an affordable fare while the agency covers the vehicle, fuel, insurance, and maintenance. The benefits for customers include significant cost savings, reduced wear and tear on personal vehicles, and access to HOV lanes. Last month alone, vanpools reduced vehicle miles traveled by over 500,000 miles, saved riders over \$300,000, and prevented over 300 tons of pollution. A remarkable 54% of vanpool participants volunteer to drive, demonstrating high customer engagement. The current fare structure is part of a five-year demonstration project running until 2026, after which new recommendations will be made.

Lynne presented data showing that ridership and mileage dropped significantly during the pandemic but have since recovered to near pre-pandemic levels. She noted this is particularly impressive given the permanent shift toward telework and hybrid schedules. She credited Senior Vanpool Coordinator Kyle McPherson for his exceptional outreach efforts, which resulted in 29 new vanpools starting in 2024.

The presentation also broke down the vanpool customer base by employer. The largest segment is state and federal employees, including 35 groups from Washington State and 43 from federal agencies like JBLM and SEATAC TSA. The largest private employer is Hardel Mutual Plywood, which has 18 vanpools despite not subsidizing employee fares. Additionally, 11 of the vanpools are composed of Intercity Transit employees, which Lynne is especially proud of, as it shows their dedication to using the agency's services.

Lynne announced that a \$710,208 grant from the Washington State Department of Transportation has allowed Intercity Transit to purchase 22 new hybrid replacement vehicles – 14 Toyota Siennas and 8 Toyota Camrys – which are currently being deployed.

The vanpool program also used direct mail and digital ads to increase visibility, a campaign developed in collaboration with the marketing department. These materials were seen by hundreds of thousands of potential customers.

Finally, Lynne provided an update on the Community Van service, which provides vans to 501c3 nonprofit organizations and government agencies for trips up to 150 miles. She gave examples of regular users, including Sacred Heart Church for warming center trips, Oly Parks and Recreation for summer camps, and Nova Schools for field trips. She concluded by opening the floor for questions.

Q&A on Community Van Fares

- What's the charge, if any, for the community van service?
 - Lynne Cunningham stated that the fee is \$1.01 per mile and is charged to the organization reserving the vehicle, such as Nova Schools for a field trip.

Q&A on Vanpool Accessibility

- How accessible is Vanpool to people that work evenings, nights, weekends?
 - Lynne Cunningham responded that it's accessible as long as at least three people with the same route and schedule can be found to form a vanpool. She also mentioned they have a vanpool for swing

shift workers and that the more often a person commutes, the more money they save.

- Is Capital Medical Center on the list for Vanpool?
 - Lynne didn't know if they had been contacted but noted that the facility is smaller.

Q&A on Vanpool Marketing

- And was there any marketing done to people that work non-traditional hours?
 - Nick Demerice mentioned that the pandemic changed the commute landscape and that a lot of state employees are now primarily remote. He said they have been focusing on shift work as a key area to target. Lynne added that they recently started their first vanpool at St. Peter's Hospital, a location with many employees and various shifts. She stated that once one vanpool is established, it often generates interest from other employees who want to save money and help the environment. In response to a question about the return on their direct mail campaign, Lynne and Nick explained that it's hard to track a direct return from mailers alone. They clarified that vanpool marketing is incremental, with potential riders being influenced by seeing the vans, talking to neighbors, and then finally getting a mailer, which prompts them to act.
- I wanted to know the mailer that you guys did, what was the return? How many routes did you guys get from the direct mail piece?
 - Cunningham stated they don't always know the exact return or the exact thing that attracts someone to try Intercity Transit Vanpool, because Vanpool marketing is incremental. Commuters see the van on the freeway, then it turns out their neighbor rides in a vanpool, then they get the mailer, and that may help them decide to give vanpool a try. It's usually not one thing that gets that conversion. New vanpoolers do mention the got the mailer, and that they've been meaning to check it out for a while.

Q&A on Vanpool Van Fees

- It wasn't immediately obvious that the low monthly fee for vanpools includes fuel costs.

- Lynne acknowledged this and said it's something they must make sure to tell new customers.

Q&A on Worker- Driver Buses

- Has Intercity Transit ever explored the idea of having worker-driver buses? You're familiar with the concept of worker-driver buses?
 - Nick said they were unfamiliar with the concept but would investigate it. He noted that it would likely involve Commercial Driver's License (CDL) requirements, training considerations, and labor considerations. Nick suggested that for large-capacity locations, it might be more efficient to first add vanpools before considering such a program. Nicole Jones offered to reach out to Rob LaFontaine as he may have more insight.
- In general, what is a Worker- Driver Bus?
 - Claire clarified it is a program where a worker from a large employer like JBLM would get a mini course in driving a bus to transport co-workers. The driver would keep the bus at their workplace and receive a monthly bonus from their employer.
- So, does the person who's driving the bus have a CDL?
 - I think they do get a CDL, yes.
- Are you talking about small buses or big coaches?
 - In Kitsap County, there were big coaches. I think, obviously, if you had a location where a lot of people were going to, like a shipyard or a place that might be in capacity, I think probably Lynne's team would give them a couple of Vanpools until they sort of reach excess capacity before we consider something like that. There's also labor considerations and training considerations.

Q&A on CDL requirements

- Do all your regular drivers have CDLs, right?
 - Nick confirmed that all regular drivers have CDLs. They added that Intercity Transit provides and pays for all CDL training as part of their recruitment strategy, and they pay the trainees throughout the process.

D. Operator Training the Driver Perspective (Robert Andrews & Nicole Jones)

Robert Andrews and Nicole Jones, both longtime Intercity Transit employees who started as coach operators, provided an update on operator training and shared a driver's perspective on the job.

Training Department Update: Robert Andrews, a Transit Instructor, explained that he is one of seven instructors – four full-time and three interns. He is the refresher training coordinator for current operators, ensuring they stay current on new trends and procedures. He also handles the department's video and media production.

He noted that before 2019, Intercity Transit did not have a formal training department; supervisors and other drivers handled training. This led to inconsistencies and missed information. Since the department was founded in 2019, it has grown and now handles all new hire training.

The new hire training course is a comprehensive, 10-week course. Candidates are not required to have a CDL to apply; the agency provides and pays for all CDL training. The course includes classroom instruction, CDL skills (pre-trip, backing, and driving), and extensive route training where new drivers learn every single route. They are also trained on Dial-A-Lift to prepare for their initial role on the extra board, where they fill in for absent drivers.

For current operators, training is ongoing. All drivers receive at least two formal evaluations per year to ensure they provide safe and exceptional customer service. This practice was implemented at the beginning of the year.

Additionally, an annual eight-hour refresher training course covers critical topics like proper securement of mobility devices and ADA regulations. Anyone who goes 30 days without driving a coach or Dial-A-Lift vehicle, for any reason including vacation or sick time, must undergo refresher training before returning to their position. The department also provides training to other departments, such as vanpool, maintenance, and Walk-N-Roll, to ensure all staff are proficient in vehicle operation.

A Driver's Perspective: Nicole, speaking from a driver's perspective, described the daily life of a bus operator. She emphasized that the job is more than just driving; it's about actively connecting the community through a commitment to safe, reliable, and friendly service. She enjoys driving itself and seeing the beautiful city but stated that the real reward comes from the people she serves. Drivers act as a lifeline for many, providing a sense of autonomy and helping people get to work, school, and other vital services. She highlighted the strong

sense of family among Intercity Transit employees, noting that many have formed close friendships outside of work.

Nicole also addressed the job's hardships and challenges. The most significant challenge is the constant need for vigilance, as drivers are responsible for the safety of their passengers, other drivers, and pedestrians. They must also be prepared to de-escalate situations with challenging passengers using professional, calm, and respectful approaches. Another challenge is the long hours, often between 10 to 13 hours a day, which can be mentally and physically exhausting. Finally, drivers must constantly balance safety, customer service, and the schedule, as being late can disrupt the entire system.

She concluded by outlining the driver's hierarchy of responsibility:

1. **Safety:** The top, non-negotiable priority.
2. **Customer Service:** The face of Intercity Transit, providing top-tier service and de-escalation skills.
3. **Schedule:** Maintaining the schedule to ensure the system runs smoothly for passengers and co-workers.

Nicole reiterated that being a driver is a profoundly rewarding profession, as it's a commitment to the community and a privilege to help people get where they need to go.

Q&A on Memorable Stories

- I was wondering, could you share just a memorable story that you experienced?
 - Robert spoke about his shift in perspective on Dial-A-Lift. He recalled picking up an individual during the height of the COVID-19 pandemic who was excited to talk with him because he was the only person they had seen all day. This experience made him realize the profound importance of being a pillar in the community and how a simple act can emotionally change a person's day.
 - Nicole shared a story from her early days as a driver about a man who boarded her bus with an ORCA card, which was not accepted at the time. Despite her training to avoid fare disputes, she allowed him to ride after he explained that his wife was meeting him at the Olympia Transit Center. She said she was worried he would be out in the cold if she didn't help. The man later wrote a positive comment to customer service, which was very impactful for Nicole.

She also mentioned the rewarding experience of watching children grow up on her route.

Q&A on Unsafe Situations

- Nicole responded to a general question about unsafe situations. She discussed the constant vigilance required for the job and the fear of unsafe situations. She spoke about a time when a passenger jumped out in front of her bus, forcing her to swerve to avoid hitting him. She said that the terrifying part was knowing that no one on the bus was buckled up, and slamming on the brakes could have caused a mother and baby to be injured. She said she counseled the passenger and did not allow him to board, explaining that he put everyone on the bus in danger as well as himself.
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Q&A on Driver Barriers

- I have heard from some drivers that the safety guards are blocking the mirrors, so has anything changed with that as far as training or feedback?
 - Robert explained that the training department created a video on how to use them and has it available on their online training platform. He noted that while all barriers are the same, they may be manufactured slightly differently to accommodate various bus models, which could cause minor issues. He mentioned that the mirrors may be moved over to provide a better view for drivers.
 - Are there climate control issues with the barriers? The bus has been very cold on occasion and it makes me think that the drivers are very hot with those barriers.
 - Nicole clarified that the driver has their own climate control separate from the rest of the bus. She advised that if a passenger feels the bus is too cold, they should let the driver know so the temperature can be adjusted.
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CONSUMER ISSUES / COMPLIMENTS

Amanda Collins suggested a change to the process for addressing consumer issues to save time. She said that Shawn shared the idea that it's more efficient to

have members email their consumer issues ahead of time unless a group discussion is needed. This would allow her to appropriately resolve the issues and respond to members. She noted that since it was already 7:30 p.m., they could try this new approach to save time during the current meeting.

Wendy Goodwin- Wendy thanked Lynne Cunningham for the Vanpool department's outreach to healthcare workers at Providence St. Peter. She highlighted the importance of this service for hospital employees who work various shifts, emphasizing that it provides safety and security, especially when leaving late at night.

Lynne Cunningham- Lynne responded that they are excited about the new vanpools that have started because of the outreach and noted that sometimes people "don't know they need something until somebody suggests it."

Joanne Scott- Joanne complimented Intercity Transit's focus on customer service.

Ty Flint- Ty complimented Intercity Transit's customer service and training programs. Ty shared that two of his friends were recently hired and loved the training, particularly getting out of the two-week classroom portion and into the bus.

Robert Andrews- Robert confirmed that the initial classroom training is a common challenge for new hires, noting that sitting for eight hours a day can be tough.

Rachel Wilson- Rachel thanked both Robert and Nicole for sharing their experiences, praising their embodied perspective as drivers.

Nicole Jones- Nicole responded by expressing her appreciation for the committee's perspective, as drivers often only get a limited view of the customer experience while they are focused on driving.

Suzanne Simons- Suzanne thanked both Robert and Nicole for sharing their stories and their perspectives. She expressed her strong impression of both the drivers and the training program, describing it as "amazing."

Rachel Weber- Rachel suggested that a future presentation could cover day-to-day driver topics like bidding for routes or how the union provides feedback on training.

Nicole Jones- Nicole agreed, noting that bidding for routes can be a stressful process.

Ty Flint- Ty recalled a past training presentation that used dashcam videos of close calls to show the public the dangers of not yielding to buses. He suggested that these videos should be made public to educate people.

Robert Andrews- Robert explained that the training department still uses impactful close-call videos but now focuses on in-house content to avoid using internal drivers as examples of what not to do. He confirmed that the agency does not use "public shaming" as a training tool.

Clair Bourgeois- Clair shared a heartfelt compliment for the drivers' skill by recounting a conversation with her five-year-old granddaughter. When asked why buses don't have seat belts, Clair told her that Intercity Transit drivers are "supersonic" and have such professional training that seat belts aren't as essential as they are in a car.

REPORTS

- **August 1, 2025, ITA Report-** (*Julian Preston*) Julian reported on several key topics. A public commenter named Sam Koons raised concerns about the planned bus route changes, stating that replacing the 620 route with the new 600 and 610 routes would increase his seven-hour commute to eight hours. The Transit Development Plan (TDP) update was also discussed, confirming that the system redesign has been delayed from September 2025 to May 2026. Most comments received were focused on expanding commuter services. The new 610 route will serve Hawks Prairie and JBLM on weekdays and weekends, which some found less convenient than the old 620 route due to two extra stops that add travel time. In addition, the ITA addressed hydrogen fuel, noting its price instability and the agency's limited on-site storage. They plan to negotiate for hydrogen-related commodities rather than using standard procurement.

A remote public comment from an ATU vice president claimed that two employees had been wrongfully terminated. He stated that two judges had ruled in the employees' favor in unemployment benefit hearings, but Intercity Transit was moving forward with arbitration following the clear guidance of the current Collective Bargaining Agreement with ATU. Administrative hearings for unemployment benefits use a different standard than the binding arbitration process, which is still pending.

Finally, the General Manager's report noted that senior management attended a leadership workshop to prepare for major organizational changes, including the service redesign and uncertain federal funding. The joint ITA and Community Advisory Committee (CAC) meeting was

scheduled for September 17, with dinner at 5:00 p.m. and the business meeting starting at 5:30 p.m.

- **Collaboration Sub-Committee Report** – (*Shawn Sandquist*) At the Collaboration Sub-Committee meeting on Friday, members Dara, Claire, and Shawn gave updates and worked on a project. The next meeting date is still to be determined (TBD).
- **General Manager's Report** – (*Amanda Collins*) Amanda Collins delivered the General Manager's report on behalf of Emily Bergkamp. She first clarified a public comment about two terminated employees, explaining that while the employees won their unemployment benefits administrative hearings, this is a separate matter from the ongoing and binding arbitration. She and Nick Demerice emphasized that the criteria for unemployment eligibility and termination for cause are distinct, and the arbitration ruling is still pending.

Following this clarification, Amanda provided updates on several key initiatives. Intercity Transit's senior management team held a Leadership Retreat to develop a framework for managing organizational changes like new software deployments, the upcoming service redesign, and fluctuating federal funding. This retreat will help the agency draft a new Framework for Change to maintain a culture of collaboration. She also reported on a tour of the Nisqually Generations Healing Center, a new Medically Assisted Treatment facility that will address the opioid crisis for both tribal and non-tribal community members in Thurston County.

The report also highlighted the agency's success at the 2025 Washington State Bus Rodeo. Intercity Transit's competitors achieved several top placements, including Dan Savage taking 1st place in the Body on Chassis competition and the maintenance team securing 2nd place in their category. Overall, Intercity Transit was the 1st Runner-Up for Grand Champion. Amanda gave special recognition to the staff, board members, and families who volunteered their time to support the team.

The report concluded with a reminder that there will be no ITA meeting on August 20, and the next joint CAC-ITA meeting is scheduled for September 17 at Pattison. Members were encouraged to attend and come hungry, as dinner will be provided.

NEXT MEETING: September 17th, 2025, at Intercity Transit Administrative Offices for Joint ITA- CAC meeting

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

Prepared by Nicole Jones

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: October 17, 2025**

FOR: Community Advisory Committee

FROM: Kevin Karkoski, Dial-A-Lift Manager, 360.236.5044

SUBJECT: Dial-A-Lift, Travel Training & Bus Buddy Program Update

1) **The Issue:** Provide the CAC with an update on Dial-A-Lift (DAL) services, Travel Training, and the Bus Buddy Program.

2) **Recommended Action:** Information only.

3) **Policy Analysis:** The DAL Manager will provide updates to the CAC at least once a year, and more often as requested.

4) **Background:** DAL, Travel Training, and the Bus Buddy Program are vital services of Intercity Transit, providing greater independence for seniors, individuals with disabilities and the community at large by providing a continuum of accessible transportation services.

DAL provides door-to-door transportation for those whose disability prevents them from utilizing fixed route service. Comprehensive Travel Training ensures those who can utilize fixed route service receive proper training to successfully do so. The Bus Buddy Program is a partnership with Catholic Community Services and provides the support of volunteer expert bus riders to less experienced riders who desire ongoing assistance traveling on fixed route.

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

6) **Budget Notes:** N/A.

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-B
MEETING DATE: October 20, 2025**

FOR: Community Advisory Committee

FROM: Jana Brown, Chief Financial Officer, 360-705-5816

SUBJECT: 2026 Draft Budget

-
- 1) **The Issue:** Introduce the Draft 2026 Budget and gather CAC feedback.
-
- 2) **Recommended Action:** Information and discussion only.
-
- 3) **Policy Analysis:** It is the policy of the Intercity Transit Authority to review and accept comments from the public prior to adopting the annual budget. The draft budget document relies on the Capital Improvement Plan and coordinates with the Strategic Plan. The Strategic Plan identifies the Authority's plan regarding service levels, which is the prime driver of proposed expenses for 2026.
-
- 4) **Background:** Staff will present elements of the draft 2026 budget to include capital projects, new initiatives, new staff, on-going projects from the previous fiscal period, and operational expenses. Staff will also discuss potential grant opportunities, which align with the Strategic Plan, and their impact on the budget.

The proposed Operating budget for 2026 is \$105 million, which includes \$3.4 million for rollover projects.

The proposed Capital budget for 2026 is \$73.6 million, which includes \$25.2 million in new projects and \$48.4 million for rollover projects.

The total proposed 2026 expenditure budget including staff recommended new projects/positions is \$178.6 million.

The major elements of Intercity Transit's 2026 budget are:

- Sales tax revenue for 2026 has been conservatively budgeted, representing what has been collected thus far in 2025, which represents a 3% increase of 2024 actuals.
- Continue construction to renovate the Pattison Street maintenance facility

- “One IT” Technology Project to include an Enterprise Resource Planning (ERP) System, an Equipment and Asset Management (EAM) System, and a Transit Operations Management (TOMS) System.
- Life Cycle Vehicle Replacements
- Continuing the pursuit of the grant funded BRT and Corridor Programs
- Lacey Smart Sensors Project
- Transfer Centers and Bus Stop Improvements
- Add 9 new positions:
Commuter Services Assistant, Operations Assistant, Transit Instructor Supervisor, and 2 Transit Instructors, Human Resource Analyst, Information Services Technician, Inventory Specialist and a Facilities Tech III

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

6) **Budget Notes:** The Authority will review the draft budget at their meeting on October 15, 2025, meeting. A public hearing has been scheduled for Wednesday, November 5, 2025. The Draft Budget package is available for public review and comment on Intercity’s public facing webpage. The budget is scheduled for adoption on December 3, 2025, Authority meeting.

7) **Goal Reference:** The annual budget impacts all agency goals.

8) **References:** [DraftBudget-2026.pdf](#)

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: October 20, 2025**

FOR: Community Advisory Committee

FROM: Jana Brown, Chief Financial Officer, 360-705-5816

SUBJECT: 2026 Draft Budget

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- Continue construction to renovate the Pattison Street maintenance facility

- “One IT” Technology Project to include an Enterprise Resource Planning (ERP) System, an Equipment and Asset Management (EAM) System, and a Transit Operations Management (TOMS) System.
- Life Cycle Vehicle Replacements
- Continuing the pursuit of the grant funded BRT and Corridor Programs
- Lacey Smart Sensors Project
- Transfer Centers and Bus Stop Improvements
- Add 9 new positions:
Commuter Services Assistant, Operations Assistant, Transit Instructor Supervisor, and 2 Transit Instructors, Human Resource Analyst, Information Services Technician, Inventory Specialist and a Facilities Tech III

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

6) **Budget Notes:** The Authority will review the draft budget at their meeting on October 15, 2025, meeting. A public hearing has been scheduled for Wednesday, November 5, 2025. The Draft Budget package is available for public review and comment on Intercity’s public facing webpage. The budget is scheduled for adoption on December 3, 2025, Authority meeting.

7) **Goal Reference:** The annual budget impacts all agency goals.

8) **References:** [DraftBudget-2026.pdf](#)

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-C
MEETING DATE: October 20, 2025**

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Deputy Director 360-705-5832

SUBJECT: May 2026 Service Change Summary & Equity Analysis;
Public Comment Period

1) **The Issue:** Review the May 2026 Service Change Summary & Draft Equity Analysis.

2) **Recommended Action:** Information and discussion.

3) **Policy Analysis:** In accordance with our updated 2024 – 2027 Title VI Program, major changes in bus service require formal adoption of a written equity analysis; a publication intended to identify adverse impacts from proposed changes in bus service and any proportionate disparity to minority and low-income populations. The adoption process for the Analysis includes a public comment period, review and consideration from Intercity Transit’s Community Advisory Committee, and a public hearing with the Intercity Transit Authority Board.

4) **Background:** Consistent with the 2026 Draft Annual Budget and forecast of Planned Operating Changes programmed in the 2025 – 2030 Transit Development Plan (TDP), Intercity Transit intends to change fixed route service on May 3, 2026, by implementing a comprehensive system redesign of local bus routes. The anticipated change includes the deployment of 25 new bus routes and discontinuation of 17 existing routes.

The May 2026 service change meets Intercity Transit’s established definition of a Major service change. As such, the completed Summary document includes an analysis of minority and low-income populations directly affected by the adjustments to service. The associated methodology and presentation of findings are included within draft Analysis and will be publicly shared as part of a formal comment period and public hearing. Following the comment period the Authority Board will consider final adoption of the findings of the Service Equity Analysis prior to changes being implemented by Intercity Transit staff.

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

6) **Budget Notes:** N/A.

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 #4: *“Provide responsive transportation options within financial and staffing limitations.”* Goal #6: *“Encourage use of our services, reduce barriers and increase ridership”* Goal #7: *“Build partnerships to identify and implement innovative solutions that address mobility needs, access and equity as a service provider and as an employer”*

8) **References:** Intercity Transit’s 2018 Long-Range Plan; Intercity Transit’s 2024 – 2027 Title VI Program.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-E
MEETING DATE: October 20, 2025**

FOR: Community Advisory Committee

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

SUBJECT: Nominations of Officers

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- 1) **The Issue:** To nominate members to serve one-year terms as the officers of the group (Chair and Vice Chair) for the January – December, 2026 year.
-
- 2) **Recommended Action:** Nominate interested and willing CAC members for Chair and Vice Chair.
-
- 3) **Policy Analysis:** Per the CAC By Laws and Operating Principles, officers will be nominated in October and elected in November for one-year terms.
-
- 4) **Background:** CAC Chair Rachel Weber has completed a one-year term and Vice Chair Clair Bourgeois has completed a one term in their respective positions. The By Laws and Operating Principles provide:

OFFICERS/TERM OF OFFICE

“Officers will consist of Chair and Vice Chair. The process for choosing officers shall consist of nomination in October (either self-nomination or nomination by others) and affirmation by majority vote in November.
(Amended 07/16/01; 02/06/08; 7/6/16).

Officers will serve a term of one year and may serve up to two terms in the same office. If a CAC member completes an officer vacancy during the year, it shall not be considered against the two-term limitation. A member may serve two years as Chair and two years as Vice Chair consecutively.”

Members may nominate other members who are willing to accept the nomination, and members may self-nominate. If you wish to nominate someone, it is best to contact the member ahead of the meeting to ensure they will accept the nomination.

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

6) **Budget Notes:** N/A

7) **Goal Reference:** Maintaining active, interested CAC members supports all agency goals.

8) **Reference:** CAC By Laws.

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-21	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	x	x	absent			
David	Payton	absent	absent	absent	absent	absent	absent	absent	absent	absent			
Doug	Riddels	absent	x	x	x	x	x	x	x	x			
Garrett	Fuelling	x	absent	absent	absent	absent	x	x	x	absent			
Harrison	Ashby	x	x	x	x	x	x	x	x	x			
JoAnn	Scott	x	x	x	x	x	x	x	x	x			
Hallie	Sutter	x	x	x	x	x	x	x	x	x			
Margret	Janis	x	x	x	x	x	x	x	x	x			
Michael	Gray	x	x	x	x	absent	x	x	absent	x			
Shawn	Sandquist	x	x	x	x	x	x	x	x	x			
Suzanne	Simons	x	x	x	x	absent	x	x	x	x			
Ty	Flint	absent	x	x	x	absent	x	x	x	x			
Rachel	Weber	x	x	x	x	x	x	x	x	x			
Rachel	Wilson	x	x	x	x	x	x	x	x	x			
Dara	Dotson	x	x	x	x	x	x	x	x	x			
Jim	Hanley	Not Joined	Not Joined	Not Joined	Not Joined	x	absent	x	x	absent			
Kristi	Duke	Not Joined	Not Joined	Not Joined	Not Joined	Not Joined	x	absent	Resigned	Resigned	Resigned	Resigned	
YOUTH John-P	Fox Seidel	x	x	x	absent	x	x	absent	absent	x			
YOUTH Julian	Preston	x	x	x	x	x	x	x	x	x			

= Joint meeting does not count against required meeting attendance