

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
May 18, 2026 - Olympia Transit Center
5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 237 089 104 108
76 Passcode: By9Y35uY or call in (audio only) +1 929-229-5501, 953 192 34# United
States, New York City Phone Conference ID: 953 192 34#

CALL TO ORDER

- | | | |
|--------------|--|--|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS
A. Intercity Transit Authority Representative (<i>Wendy Goodwin</i>) | 1 min. |
| III. | MEETING ATTENDANCE
A. May 20, 2026 (<i>Margaret Janis</i>)
B. June 17, 2026 (<i>Kindra Galan</i>)
C. July 15, 2026 (<i>Jacqueline Garrison</i>) | 3 min. |
| IV. | APPROVAL OF MINUTES - April 20, 2026. | 1 min. |
| V. | RIDER'S ROUNDTABLE
A. Propose Meeting Start at 5:00 p.m.
B. Thank you Margaret Janis for stepping up as Co-Chair for 2026 | 10 min. |
| VI. | NEW BUSINESS
A. Legislative Update (<i>Joanna Grist and David Foster</i>)
B. Walk N Roll Program Report (<i>Kerri Wilson</i>)
C. Draft Capital Improvement Plan (<i>Jana Brown</i>) | 15 min.
15 min.
15 min. |
| VII. | REPORTS
A. General Manager's Report (<i>Emily Bergkamp</i>) | 10 min. |
| VIII. | NEXT MEETING - June 15, 2026 | 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>.

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Staff Liaison: Amanda Collins – (564) 669-4756 – acollins@intercitytransit.com

Examples of special accommodation include:

- *Sign Language Interpreters (ASL)*
- *Video Remote Interpreting (VRI)*
- *Real-time Captioning (CART - Communication Access Real-time Translation)*
- *Assistive Listening Devices (ALDs)*
- *Text Telephones (TTYs)*
- *Large Print Materials*
- *Braille Materials*
- *Audio Descriptions/Recordings*
- *Screen Reader Compatibility*
- *Qualified Readers*
- *Accessible Digital Documents*
- *Guidance/Assistance*

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Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
April 20, 2026 - Hybrid Meeting

CALL TO ORDER

Community Advisory Committee (CAC) Chair Rachel Wilson called the hybrid April 20, 2026, meeting of the Community Advisory Committee to order at 5:30 p.m.

Members Present: Clair Bourgeois, Ellen Matheny, Hallie Sutter, Jim Hanley, Jacqueline Garrison, JoAnn Scott, Margaret Janis, Marty Slighte, Matthew Collins, Michael Gray, Rabia Sheikh, Chair- Rachel Wilson, Shawn Sandquist, Suzanne Simons.

Absent: Dara Dotson, DC Wheat, Kindra Galan, Ty Flint, Andrew Hague, Finch Lucus.

Staff and Guests Present: Emily Bergkamp - Intercity Transit (IT) General Manager, Nicole (Nikki) Jones - Administrative Assistant, Raymond (Ray) Velasquez - Administrative Assistant Intern, Jesse Eckstrom - Information Systems (IS) Technician, Cameron Crass - Operations Deputy Director, Erik Gregory - Travel Training Coordinator, Rob LaFontaine - Deputy Director Planning, Nick Demerice - Chief Communications and External Relations Officer, Jane Denicola - Customer Service Manager, Don Melnick - CAC Emeritus, and Justin Belk - Intercity Transit Authority (ITA).

APPROVAL OF AGENDA

M/S/A by Rabia Sheikh and Clair Bourgeois

INTRODUCTIONS

Chair Wilson introduced Authority member, Justin Belk, as the ITA representative attending the meeting and Emily Bergkamp welcomed and introduced the CAC Emeritus Don Melnick.

MEETING ATTENDANCE

- A. **May 20, 2026, ITA Meeting** - *(Margaret Janis)*
- B. **June 17, 2026, ITA Meeting** - *(Kindra Galan) - absent*
- C. **July 15, 2026, ITA Meeting** - *(Jacqueline Garrison)*

APPROVAL OF MARCH MINUTES.

M/S/A by JoAnn and Marty Slighte - *JoAnn approved the March Minutes with a corrected name spelling.*

Rider's Roundtable

Chair Wilson initiated the first Rider's Roundtable session, inviting committee members to share questions, concerns, or praise regarding transit services.

Q&A on Mechanical Failures:

- **Question:** A member asked how frequently buses go out of service midday for mechanical issues after noticing several broken-down vehicles.
 - **Answer:** Staff noted that maintenance tracks these trends daily. For example, a previous trend involving radiator hoses was resolved by switching brands.

Q&A on Policy Enforcement:

- **Question:** A member asked about the enforcement of rules regarding large strollers, wagons, and rolling carts, specifically expressing concern that these items are frequently parked in the ADA priority seating area and blocking the aisles. Another member noted that this creates a significant safety hazard and barrier for passengers with mobility devices who require those designated spaces.
 - **Answer: Staff responded** that while clear rules exist regarding keeping aisles clear and prioritizing ADA spaces, operators often face difficult "on-the-spot" decisions. They explained that drivers must use discretion to avoid de-escalation scenarios or leaving families stranded. However, staff emphasized that the Transit Ambassador program is proving highly effective in this area, as Ambassadors can move through the bus to assist riders in folding strollers or relocating items, allowing the driver to focus on the road while ensuring safety boundaries are respected.

NEW BUSINESS

A. Transit Ambassador Update *(Cameron Crass)*

Operations Deputy Director Cameron Crass provided a comprehensive presentation on the Transit Ambassador Pilot Program, which officially launched in June 2025. The program was designed to create a visible, non-enforcement presence to enhance safety, improve communication, and provide superior customer service at transit centers and on coaches. Currently, the team consists of six ambassadors who work in pairs, identifiable by their blue shirts or high-visibility reflective jackets.

Crass shared significant data points reflecting the program's reach over the past nine months:

- **Passenger Interactions:** Ambassadors have engaged with over 4,400 passengers to provide navigation and assistance.
- **Behavioral De-escalation:** They have successfully addressed over 1,000 passenger-related behavioral issues, focusing on "educational enforcement" of the code of conduct.
- **Route Coverage:** The team has a heavy presence on high-traffic corridors, traveling nearly 8,000 times on Routes 62A/62B, over 1,500 times on Route 13, and more than 1,300 times on Route 68.

The presentation highlighted that the program has been instrumental in assisting vulnerable populations, including helping reunite missing individuals with their families. Looking ahead, the program is preparing for the May 2026 service change, where ambassadors will play a critical role in helping riders navigate the entirely new system. Plans are also underway to seek Authority approval in July to transition the program from a pilot to a permanent agency fixture and to further expand service hours and staffing levels.

Q&A on Authority on the Bus

- **Question:** A member asked who holds the ultimate authority on a bus when an ambassador is present.
 - **Answer:** Staff clarified that the bus driver always maintains ultimate authority over the vehicle and the ambassador.
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Q&A on Program Hours

- **Question:** A member asked if the program expansion to late-night hours was requested by the ambassadors or the operators.
 - **Answer:** Staff responded that both groups requested the change, as many behavioral issues and de-escalation needs occur later in the evening.
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Q&A on Impact on Youth

- **Question:** A member asked how the program has specifically impacted interactions with high school students.
 - **Answer:** Staff responded that ambassadors have developed a strong rapport with students on busy routes like the 62 and 68, helping to maintain a positive environment during peak school commute times.
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B. Trip Planning (*Jane Denicola and Erik Gregory*)

Customer Service Manager Jane Denicola and Travel Training Coordinator Erik Gregory presented the agency's "all hands-on deck" strategy for the May 3, 2026, System Redesign. The redesign aims to provide more frequent buses, faster travel times, and expanded service areas. Staff are currently in a deep learning phase, driving the new routes and reviewing turn-by-turn videos to ensure they can provide accurate guidance to the public.

To spread awareness, the agency has deployed "Next Stop" cards, placed advertisements in local business windows, and held outreach events at high-traffic hubs like the Olympia Farmers Market, The Evergreen State College, and various senior living facilities. For the May 3rd launch, extra staff will be stationed on the platforms at the Olympia and Lacey Transit Centers to provide real-time navigation support.

Q&A on User Data Collection

- **Question:** A member asked if the Intercity Transit website or associated apps collect user data.
 - **Answer:** Staff responded that while Google Maps tracks phone pings for traffic and crowding data, Intercity Transit is exploring a partnership with the Transit app for "Rate My Ride" feedback to collect qualitative data from riders.
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Q&A on Dial-A-Lift Service Areas

- **Question:** A member asked if Dial-A-Lift riders will lose their service areas due to the redesign.

- **Answer:** Staff responded that no service areas are being lost; in fact, several areas, including those near the airport and north of 26th Ave, will see an increase in Dial-A-Lift residential coverage.
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Q&A on Real-Time Accuracy

- **Question:** A member asked how accurate the real-time arrival predictions are in these apps.
 - **Answer:** Staff responded that while the data is generally reliable, they advise riders to use it as a guide rather than a guarantee, as traffic and technical glitches can occasionally cause delays in data reporting.
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Q&A on Travel Training and Mobility Devices

- **Question:** A member asked about the typical process for travel training, especially for those with new mobility devices.
 - **Answer:** Staff responded that training is client-centered and can range from a single session to 15 or more, depending on the individual's needs. They highlighted a recent success where a rider practiced boarding with a new, larger mobility chair to alleviate anxiety before riding a fixed route.
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Q&A on Accessibility of Information

- **Question:** A member shared a concern about the accessibility limitations of online only sources of information.
 - **Answer:** Staff responded that the agency is currently working with a contractor (Anthro Tech) to bring the website in line with new federal accessibility standards over the next year. They acknowledged that mobile accessibility is a challenge with high-density transit data and recommended the printed Transit Guides or calling Customer Service as alternatives in the interim.
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OLD BUSINESS

A. System Redesign Q&A (*Nick Demerice and Rob LaFontaine*)

Nick Demerice and Rob LaFontaine addressed final questions regarding the upcoming system redesign. They discussed the retirement of Route 41 and the extensive outreach campaign, which included mailing postcards to every household in the county and placing staff at transit centers to answer questions.

Q&A on Pushback on Changes to Route 41

- **Question:** A member asked how the agency is addressing the vocal pushback and online petition regarding the loss of Route 41 on Division Street.
 - **Answer:** Staff responded that they are listening to the feedback but noted that for most affected riders, the change involves a transfer that adds only 5 to 10 minutes to the total trip. They emphasized that the redesign significantly improves frequency across the rest of the system.

Q&A on Accessibility for All

- **Question:** A member asked what resources are available for riders with cognitive or memory challenges who find the new maps and videos overwhelming.
 - **Answer:** Staff responded that one-on-one travel training is the best resource. Trainers can meet with a rider to physically walk them through their new route until they feel comfortable.

Rider's Roundtable Cont.

The second part of the Rider's Roundtable was tabled due to time.

REPORTS

- **March 18, 2026, ITA Report** (*Ellen Matheny*)
Ellen Matheny reported that the March 18th meeting focused on legislative efforts and operator appreciation. She highlighted the dedication of bus operators, describing them as "real heroes" for their daily service to the community.
- **April 15, 2026, ITA Report** (*Suzanne Simons*)
Suzanne Simons provided the report for the April 15th ITA meeting. She noted the Authority's interest in the Transit Ambassador program's success and discussed the preparations for the system redesign. The report also covered general agency updates and financial reviews presented at that session.
- **Collaboration Sub-Committee Report -** (*Clair Bourgeois*)
Clair Bourgeois reported on the recent collaboration meeting. She noted that the committee reviewed a survey that had not yet received enough responses from committee members. Amanda will resend the survey to volunteers and members. The next meeting was rescheduled for Thursday at 10:00 a.m.
- **General Manager's Report** (*Emily Bergkamp*)
Emily Bergkamp discussed her recent trip to Washington, D.C., to advocate for federal funding. She stressed the importance of maintaining discretionary funding levels in the surface transportation bill to keep up with the rising costs of bus replacements.

NEXT MEETING: May 18, 2026, at the Olympia Transit Center.

- **ADJOURNMENT** Meeting adjourned at 7:36 p.m.

Prepared by Nicole Jones

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-A
MEETING DATE: May 18, 2026**

FOR: Community Advisory Committee

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

SUBJECT: Update on State Advocacy Activity

1) **The Issue:** David Foster and Joanna Grist, our state advocates from Foster Government Relations and Grist Public Affairs, LLC will provide the CAC an update on activities affecting public transportation in the Washington State Legislature.

2) **Recommended Action:** This is an informational item.

3) **Policy Analysis:** Policy EX-0008 “Establishing Organization Relationships” asserts Intercity Transit shall maintain and strengthen relationships with jurisdictions to ensure Intercity Transit takes advantage of the resources made available by, and the experience of, federal, state, and regional transportation agencies. Intercity Transit employs Foster Government Relations and Grist Public Affairs, LLC to assist staff in keeping up to date with Washington State Legislature activities.

4) **Background:** David Foster and Joanna Grist, our state advocates from Foster Government Relations and Grist Public Affairs, LLC will discuss the current issues facing the Washington State Legislature and the Governor’s Office and how they relate to Intercity Transit. They will focus on current and future State funding issues involving the Washington State Department of Transportation, and other State agencies. They will also discuss current and future State policies that have an impact on our ability to partner with state government. In addition, they will briefly address how Intercity Transit can maintain connection with our state legislators.

Intercity Transit has contracted with Foster Government Relations and Grist Public Affairs, LLC since 2016. David Foster and Joanna Grist are our primary contacts with the firms.

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

6) **Budget Notes:** Intercity Transit’s contract with Foster Government Relations and Grist Public Affairs, LLC is \$48,000 a year.

7) **Goal Reference:** Consistent advocacy with the Washington State Legislature will help achieve all goals of the agency.

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

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-B
MEETING DATE: May 18, 2026**

FOR: Community Advisory Committee

FROM: Kerri Wilson, Walk N Roll Program Supervisor, 564-233-9446

SUBJECT: Walk N' Roll 2025 Annual Program Report

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- 1) **The Issue:** To share the 2025 accomplishments of Intercity Transit's Walk N' Roll education program.
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- 2) **Recommended Action:** For information and discussion.
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- 3) **Policy Analysis:** The Authority and CAC support outreach and education as part of Intercity Transit's overall objective to increase ridership, raise awareness of active transportation and its value, and encourage and support community sustainability.
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- 4) **Background:** Intercity Transit's Walk N' Roll program is part of the agency's Marketing & Communications division. The program has been very successful in creating partnerships and securing grant funding to continue outreach and educational efforts in the community. Transportation Alternatives Program funds have been awarded through the regional competitive process administered by the Thurston Regional Planning Council. These secured federal grants are for \$660,408 (\$509,072 remaining for 2026/2027) and \$1,623,232 and will be used for Operating costs. In addition, the Walk N' Roll program secured WA state funding for Operating and Capital costs administered through Cascade Bicycle Club for \$340,554 for this year (\$165,245 remaining) and an additional application was submitted to Cascade for the upcoming year (7/2026 - 6/2027) for \$545,157. We also will receive \$368,000 of Washington state funds for Operating and Capital costs from Washington State Department of Transportation in support of the Employee E-bike lending library to be utilized between April 2026 and June 2027.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** Walk N' Roll's work is supported by seven permanent FTE positions and two temporary part-time assistants. All but two are partially grant funded.

7) **Goal Reference:** **Goal #3:** *Maintain a safe and secure operating system.* **Goal #4:** *Provide responsive transportation options within financial and staffing limitations.* **Goal #5:** *Integrate equity and 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.* **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.* **Goal #8:** *Integrate resiliency into all agency decisions to anticipate, plan and adapt given the critical functions of transit operations.*

8) **References:** Walk N' Roll 2025 Annual Report.

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-C
MEETING DATE: May 18, 2026

FOR: Community Advisory Committee
FROM: Jana Brown, Deputy-Director Chief Financial Officer, 705-5816
SUBJECT: Draft Capital Improvement Plan 2027-2031

1) **The Issue:** Present the Draft Intercity Transit Capital Improvement Plan (CIP) 2027-2031.

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

3) **Policy Analysis:** Intercity Transit is committed to reviewing and considering public comments before adopting any official plan. The Capital Improvement Plan is incorporated into the annual budget, which outlines the expenditure necessary to maintain the service levels established in the Authority approved Strategic Plan.

4) **Background:** Intercity Transit regularly develops and maintains plans for implementing capital projects. These plans are integrated into the Transportation Improvement Program (TIP), the Transportation Development Plan (TDP), and the annual budget process. The Capital Improvement Plan is a key strategic tool that consolidates these elements and improves coordination with the operating budget.

The CIP is updated annually and incorporated into budget discussions and approvals. It remains fiscally constrained while ensuring that agency assets are maintained in a state of good repair – protecting capital investments and reducing future maintenance and replacement costs.

Additionally, the five-year forecast provides a framework for aligning a one-year budget with multiyear capital projects while supporting long-range financial planning.

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

6) **Budget Notes:** In October, the Authority will review the Draft Budget, which includes all capital costs identified in the CIP. A public hearing will be held in November for additional comments and potential adjustments. The full budget – including capital and operating components – will be presented for final adoption in December 2026.

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

8) **References:** [Draft Capital Improvement Plan 2027-2031](#)

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		1	2	3	4	5	6	7	8	9	10	11	12
CAC Members		Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26
Clair	Bourgeois	absent	x	absent	x								
Dara	Dotson	x	absent	absent	absent								
DC	Wheat	x	absent	absent	absent								
Ellen	Matheny	x	x	x	x								
Hallie	Sutter	absent	x	x	x								
Jim	Hanley	x	absent	x	x								
Jacqueline	Garrison	x	x	absent	x								
JoAnn	Scott	x	x	x	x								
Kindra	Galan	x	x	x	absent								
Margaret	Janis	x	x	x	x								
Marty	Slighte	x	x	x	x								
Matthew	Collins	x	x	x	x								
Michael	Gray	absent	x	x	x								
Rabia	Sheikh	x	x	x	x								
Rachel	Wilson	x	x	x	x								
Shawn	Sadquist	absent	absent	x	x								
Suzanne	Simons	x	x	x	x								
Ty	Flint	x	x	x	absent								
YOUTH Andrew	Hague	absent	absent	absent	absent								
YOUTH Finch	Lucus	absent	absent	absent	absent								

= Joint meeting does not count against required meeting attendance