INTERcity TRANSIT

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
November 16, 2026 – Olympia Transit Center
5:00 PM

Join on your computer: Click here to join the meeting. The meeting ID: 231 437 654 574 88 Passcode: 762pt2Lv or call in (audio only) +1 929-229-5501, United States, New York City Phone Conference ID: 328 315 102#

CALL TO ORDER

I.	**APPROVE AGENDA**	**1 min.**
II.	**INTRODUCTIONS**	**1 min.**
	A. Intercity Transit Authority Representative *(Eileen Swarthout)*	
III.	**MEETING ATTENDANCE**	**2 min.**
	A. November 18, 2026 *(Marty Slighte)*	
	B. December 16, 2026 *(JoAnn Scott)*	
IV.	**APPROVAL OF MINUTES –** October 19, 2026	**1 min.**
V.	**RIDER'S ROUNDTABLE**	**20 min.**
VI.	**NEW BUSINESS**	
	A. January 2027 Service Change *(Rob LaFontaine)*	**10 min.**
	B. State Legislative Priorities *(Nick Demerice)*	**20 min.**
	C. Election of Officers *(Amanda Collins)*	**10 min.**
VII.	**REPORTS**	**10 min.**
	A. General Manager's Report *(Emily Bergkamp)*	
	B. CAC Recruitment Update *(Amanda Collins)*	
	C. October 21, 2026 ITA Report *(Hallie Sutter)*	
VIII.	**NEXT MEETING |** December 21, 2026	**1 min.**

Attendance Report Attached

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

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- *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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Meeting Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
October 19, 2026 – Hybrid Meeting

CALL TO ORDER

Community Advisory Committee (CAC) Chair Rachel Wilson called the hybrid August 17, 2026, meeting of the Community Advisory Committee to order at 5:00 p.m.

Members Present: Clair Bourgeois, Ellen Matheny, Hallie Sutter, Jacqueline Garrison, JoAnn Scott, Kindra Galan, Vice Chair- Margaret Janis, Marty Slighte, Matthew Collins, Michael Gray, Rabia Sheikh, Chair- Rachel Wilson, Suzanne Simons, Ty Flint.

Absent: Andrew Hague, Finch Lucus, Jim Hanley, and Shawn Sandquist

Staff and Guests Present: Emily Bergkamp – Intercity Transit (IT) General Manager, Amanda Collins – Staff Liaison, Jesse Eckstrom – Information Systems (IS) Technician, Jana Brown – Chief Financial Officer, Brian Hess - Intercity Transit Authority (ITA), and Cameron Hardy (Observer).

APPROVAL OF AGENDA

Modified to add Ellen Matheny's ITA report for 10.7.2026

M/S/A by *Margaret Janis* and *Marty Slighte*

INTRODUCTIONS

Chair Wilson introduced Authority member, Brian Hess, as the ITA representative attending the meeting.

MEETING ATTENDANCE

A. **October 21, 2026 –** *(Hallie Sutter) – Confirmed*
B. **November 18, 2026 –** *(Marty Slighte) – Confirmed*
C. **December 16, 2026** *– (JoAnn Scott) – will be substituted with Clair Bourgeois and if she unable to Kindra Galan*

APPROVAL OF AUGUST MINUTES.

M/S/A by Ty Flint and JoAnn Scott

Rider's Roundtable

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

Discussion Points & Feedback

- **Route 74 Stop Announcements & Drop-Off Locations:** A member pointed out that Route 74 buses do not announce the Kaiser Permanente stop, leading to passenger confusion. Additionally, riders are confused because the bus loops around and drops passengers off on the same side of the street as Kaiser at the Lilly and 12th stop without realizing it.

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- **Route Number Change Announcements:** A member expressed concern that when buses arrive at transit centers, L&I, or the college and change route numbers, drivers do not announce the change. The member suggested implementing automated electronic audio announcements to indicate what route an incoming bus is transitioning into, noting that drivers are often busy or unsure. Another member noted that while the 74-bus driver did announce a route transition in Lacey, the practice was inconsistent.

- **Trip Planner Route Continuity:** A member noted that when using the trip planner for a route that continues as a different bus, the directions do not clearly clarify the transition, which can be confusing for riders unfamiliar with the system.

- **Dial-A-Lift App Reliability & Rider Anxiety:** A member shared that returning to Dial-A-Lift after four months on fixed routes caused significant anxiety. They recommended discontinuing the Dial-A-Lift app entirely because erroneous app notifications reported that buses had arrived while drivers were parked taking breaks at completely different locations (such as Tumwater Historical Park instead of Falls Park). Another member echoed how intense and invisible this anxiety is, noting it can discourage people from leaving their homes. A member also asked whether the app was newly developed or built into existing IT scheduling software.

- **Service Redesign Feedback:** A member shared some feedback from a retired King County Metro transit planner who criticized the recent bus route redesigns, stating that geographic map coverage was prioritized over rider density, specifically citing perceived coverage losses north of Capital Lake near the courthouse. Staff noted they were already familiar with his feedback through public comments. Bergkamp had also met with him and other retired local transit planners prior to the service redesign.

- **Real-Time Stop Signage Accuracy & Font Size:** A member observed that electronic signs at stops for routes like the 13 and 9X display scheduled timetable times rather than real-time arrival estimates when delays occur. Another member added that the font size on the signs is very small and difficult to read from a distance or for people with visual impairments, a concern echoed by online feedback. Staff clarified that the signs are part of an active pilot program with multiple display iterations, and while mounting options are limited by electrical infrastructure under overhangs, staff would follow up with the vendor regarding real-time accuracy and font size options.

- **Fixed-Route Reliability Praise:** A member shared positive feedback that fixed-route buses—specifically Routes 51 and 70—have been much more on time since recent internal line adjustments were made. Another member praised the Transit app for letting them track bus movements in real-time, which contrasted with their frustrating experience using Dial-A-Lift.

- **Transit App Map Navigation Tip:** A member asked how to view actual bus locations on the map using the Transit app when arrival times are a few minutes away. Another member explained that users must press the "GO" button to activate live vehicle tracking on the map view. Staff agreed that an instructional video or guide explaining these features would be useful.

- **Walk-N-Roll Program Communication & Community Success:** A member reported that inquiries sent to the general email address listed on the Intercity Transit website for the Walk-N-Roll program often go unanswered, suggesting direct staff contacts or social media messaging as better alternatives. Staff agreed to follow up on the general inbox. Another member shared an uplifting story about a senior center community member who was thrilled to receive a free adult bicycle through the Walk-N-Roll program.

- **Route 9X Commute Ridership:** A member highlighted that Route 9X is heavily utilized and packed during commute hours, demonstrating strong public demand and popularity.

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Q&A on Route 74 Stop Names:

- **Question:** A member asked if stop announcements and signage could include recognizable business names like Kaiser Permanente to reduce confusion.
    - **Answer:** Staff explained that Intercity Transit generally avoids using business names because they can change over time (such as Group Health becoming Kaiser Permanente) but stated they would investigate whether an exception could be made for Kaiser given its long-standing location.

Q&A on Dial-A-Lift App Glitches:

- **Question**: A member asked whether the mobile app was a recently developed standard-alone tool or tied to existing agency software and recommended discontinuing it due to erroneous arrival alerts.
    - **Answer**: Staff noted that the app is integrated into the VIA ride-scheduling software. Because it was initially disabled due to early issues, staff acknowledged the need to inform data teams about current launch glitches—such as tablet settings or premature ride completions—to investigate whether settings need adjustment or if the app needs to be temporarily turned off. Staff also thanked members for sharing the heavy emotional toll and anxiety caused by transportation hurdles.

Q&A on Real-Time Signage and Pilot Technology:

- **Question**: Members asked why electronic stop signs displayed scheduled timetable times instead of real-time updates and requested larger font sizes for better readability.
    - **Answer**: Staff explained they recently toured the real-time signage technology with a vendor representative and confirmed that signs are designed to show real-time updates indicated by a small Wi-Fi icon. Staff noted they would follow up regarding why static schedules appeared, explained that the signage is still an active pilot program with physical constraints based on electrical wiring, and promised to ask the vendor if scrolling text or larger fonts are feasible.

NEW BUSINESS

A. **Draft 2027 Budget** *(Jana Brown)*

Chief Financial Officer Jana Brown presented the draft 2027 budget to update the Community Advisory Committee (CAC) in anticipation of a public hearing in November and final board approval in December. She also provided a pulse check on the income statement ending August 31, 2026, noting that service revenues and operating expenses are tracking on target, while capital expenditures are lower due to prioritized software implementation and service changes. Sales tax revenue accounts for roughly 60% of funding resources, with 2027 projections remaining neutral to 2026 collections. Operating and capital grants make up another significant portion, alongside a beginning fund balance of $275 million designated primarily for capital needs and vehicle replacements. The total proposed budget for 2027 stands at $185,153,561, which includes $109,260,605 in operating expenditures and $75,892,956 in capital expenditures driven heavily by vehicle backorders and rolling projects. New projects for 2027 feature the Amtrak Centennial Station roof replacement, CAD/AVL software

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upgrades, hydrogen infrastructure improvements, and Olympia Transit Center parking updates. Proposed staffing additions include additional coach operators, supervisors, transit ambassadors, a safety coordinator, business system analysts for the One IT software systems, an advanced technology training coordinator, and a senior finance specialist. The preliminary budget details are currently available on the public website for review. A public hearing is scheduled for November 18, 2026, leading up to final budget adoption at the December Authority meeting.

Q&A on Staff Compensation:

- **Question:** A member asked what portion of the budget goes toward salaries and benefits.
    - **Answer**: Staff explained that salaries are distributed across the entire budget rather than housed in a single-line item, meaning each administrative and operational service area includes its share of personnel costs.

Q&A on Fuel Costs:

- **Question**: A member inquired how the agency is forecasting expenses for 2027 given recent price hikes.
    - **Answer**: Staff responded that a budget amendment was completed in July 2026 to increase fuel allocations by $1 million, and fleet staff utilize mileage estimates and rate projections to build those increases directly into the 2027 budget. When asked if fuel is purchased ahead of time on long-term contracts, staff clarified that the agency piggybacks on state Department of Enterprise Services (DES) contracts and maintains seven on-site fuel fleets to service coaches, dial-a-lift gas vehicles, propane vehicles, and incoming hydrogen needs.

Q&A on Hydrogen:

- **Question**: A member asked whether hydrogen will eventually become cheaper than diesel over the long term.
    - **Answer**: Staff noted that long-term costs depend heavily on regional manufacturing development, pointing out that while a federally funded Northwest hydrogen hub project was recently pulled back by the federal government, other plants are advancing in Wenatchee, Washington, and Forest Grove, Oregon. To launch the pilot program and train staff, Intercity Transit is currently sourcing hydrogen fuel from California, which incurs higher transportation expenses.

Q&A on sales tax and professional services revenue increase:

- **Question**: A member asked if the sales tax expansion on professional services included consulting and similar services.
    - **Answer**: Staff noted they did not have the exact details off the top of their head and promised to follow up, acknowledging that the tax structure changes implemented by the Department of Revenue in late 2025 have driven a substantial, closely monitored increase in revenues.

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A. Draft Strategic Plan Update *(Emily Bergkamp)*

Strategic Plan Purpose & Review Timeline:

General Manager Emily Bergkamp introduced the upcoming updates to the five-year strategic plan, which outlines a comprehensive roadmap for delivering inclusive and sustainable public transportation. Committee members were encouraged to review the executive summary online and provide suggestions on guiding values, mission/vision statements, and service guidelines ahead of a scheduled public hearing on November 18, 2026.

Accomplishments & 2027 Outlook:

The plan highlights 2026 as a historic year marked by a major network redesign, progress on the One IT ERP system, and data-driven September 2026 service changes to improve on-time performance. While no major fixed-route changes are scheduled for 2027, staff anticipate schedule adjustments and routing reviews to address service gaps in Midtown Lacey, South Puget Sound Community College, The Evergreen State College, and the Thurston County Courthouse.

Mission & Vision Discussion:

Staff reviewed the agency's mission and vision statements—last updated in 2024 to emphasize safety, psychological safety, and diverse customer needs. Committee members and staff discussed ways to refine the language to make it more succinct while ensuring the organization's positive work culture, employee support, and commitment to reflecting the diverse community are properly represented.

Agency Goals & Operational Context:

The plan is guided by eight core goals covering PTBA-focused community needs assessment, outstanding customer service, safety, financial and staffing limitations, equity and sustainability, barrier reduction, partnerships, and emergency resiliency. Bergkamp shared an example regarding federal spare ratio compliance and maintenance limitations at the permanent shop, illustrating how staff balance regulatory targets with practical operational realities to avoid missed trips.

Discussion Points and Feedback

- A member inquired whether concerns regarding federal requirements and statements were connected to the discussion, to which staff explained that terms like diversity, equity, and inclusion (DEI) have sometimes been misconstrued, though Intercity Transit uses DEI to ensure broad outreach and hiring without quotas rather than removing terms due to external pressures or federal grant considerations.

- Another member suggested that the mission and vision statements contain numerous adjectives that can water down the core message, noting that a more succinct approach using fewer buzzwords could improve readability while preserving the underlying values.

- Staff noted that previous feedback from the DEI committee explored rewording options and acknowledged that there may be room to incorporate references to a positive work culture, employee support, and a workforce reflecting the community into both the mission and vision statements.

- A member emphasized the importance of implicit meaning within concise mission statements, noting that words like safety, accessibility, and sustainability carry significant weight even when brief.

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- Additional member comments highlighted that the workforce and the public form an interconnected community, pointing out existing bus signage welcoming all people as an alignment with these core values.

Q&A on Expanding Service to Unserved Areas:

- **Question:** ITA representative Brian Hess inquired about the process for incorporating communities outside of the current Public Transportation Benefit Area (PTBA), specifically areas south and outside of Yelm like Clearwood or Lake Lawrence.
    - **Answer:** Staff explained that there is a formal process requiring a ballot measure for residents to vote on approving an additional sales tax rate to fund transit services in their area, noting that sales taxes apply based on delivery addresses and zip codes such as online purchases**.**

Q&A on Future Review and Next Steps

- **Question:** A member praised the presentation and context provided by staff, expressing a desire to revisit the strategic plan with more time on the agenda in November.
    - **Answer:** Staff agreed to allocate more time at the next meeting to cover remaining topics like design principles—which govern fixed-route service priorities—while encouraging members to review the material offline ahead of the November session.

B. Nomination of Officers *(Amanda Collins)*

Amanda Collins led the annual nomination process for the 2027 leadership positions of Chair and Vice Chair. Current officers are permitted to serve up to two one-year terms under the organization's bylaws, and both expressed willingness to be nominated again. Members were given the opportunity to self-nominate or nominate their peers, with final elections scheduled to take place at the November meeting before the new term begins in January 2027.

Nominations

- **For Chair:**
    - Rachel Wilson was nominated by Ty Flint and accepted
    - Kindra Galan was nominated by Rabia Sheikh (Pending confirmation due to absence).
    - Rabia Sheikh was nominated by Rachel Wilson and accepted the nomination.
- **For Vice Chair:**
    - Margaret Janis was nominated by Ty Flint and accepted

A. General Manager's Report *(Emily Bergkamp)*

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General Manager Emily Bergkamp provided an update regarding a lawsuit in which Intercity Transit participated as part of a coalition led by King County. On August 25, 2026, the 9th Circuit Court of Appeals ruled in favor of King County, Intercity Transit, and over 70 other local governments nationwide in the *King County v. Turner* case. The lawsuit successfully challenged federal executive branch efforts to condition federal grants from agencies like the USDOT and FTA on adopting specific administrative policies. Because an injunction had been in place during the legal proceedings, Intercity Transit has received or expects to receive $27 million in federal funding, which complements the local sales tax revenue used to support transit services, Dial-A-Lift, and facility upgrades. Bergkamp noted that while the federal government still has a limited timeline to pursue further legal steps, the favorable appeals ruling strengthens their position, and she extended special thanks to legal counsel Jeff Myers and Pacifica Law Group partner Paul Lawrence for their work on the case.

B. **CAC Ad hoc Committee Report** *(Amanda Collins)*

Intercity Transit is pausing plans to coordinate a statewide meeting with other agencies' CAC volunteers following feedback from other transit agencies. Continued efforts will be coordinated through Washington State Transit Association's (WSTA) Clerks Committee.

C. **October 7, 2026, ITA Report** *(Ellen Matheny)*

During the October 7th special meeting, Ellen Matheny attended on behalf of the board and reported on a highlight of the session: a presentation by Emily titled "Intercity Transit 101." The presentation detailed the history, creation, and ongoing management of the Public Transportation Benefit Area (PTBA) in Thurston County, also known as Intercity Transit. Impressed by its engaging quality, visual pictures, and depth, Ellen strongly advocated for scheduling Emily to deliver the full 30-minute presentation to their group in the future, despite their currently packed agenda.

December Meeting Announcement *(Amanda Collins)*

Amanda announced that, unlike in previous years when the December meeting was cancelled due to a lack of agenda items, a December CAC meeting will be held this year to cover scheduled business.

NEXT MEETING: November 16, 2026, 5:00 pm, Olympia Transit Center

- **ADJOURNMENT:** Meeting adjourned at 6:47 p.m.

Prepared by Amanda Collins & Nicole Jones

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INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-A
MEETING DATE: November 16, 2026

FOR: **Community Advisory Committee**

FROM: **Rob LaFontaine, Planning Deputy Director, 360-628-3267**

SUBJECT: **January 2027 – Service Change**

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1) **The Issue:** Provide the CAC with a review of fixed route changes for January 2027.

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

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3) **Policy Analysis:** As a means to improve outreach, transparency, and public involvement, a staff presentation for anticipated service changes to the fixed route network will be shared with the Authority and CAC.

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4) **Background:** Sunday, January 10, 2027 will be Intercity Transit's next formal change in service. Planned adjustments to fixed route schedules, bus stops, and bus routes can occur three times a year in January, May and September coinciding with the established dates of Operator bidding on work assignments. The changes being prepared for January 2027 primarily include adjustments to schedules intended to improve on-time performance and bus-to-bus connections. There are no anticipated changes to existing bus route alignments or significant adjustments to existing bus stops.

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

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6) **Budget Notes:** Service Changes are reflected in the 2027 Annual Budget in terms of total operating employees, vehicles, and related facilities.

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7) **Goal Reference: Goal #1**: *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #4:** *"Provide responsive transportation options within financial and staffing limitations."* **Goal #6:** *"Encourage use of our services, reduce barriers to access and increase ridership."*

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8) **References:**

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-B
MEETING DATE: November 16, 2026

FOR: **Community Advisory Committee**

FROM: **Nick Demerice, Chief Communication and External Relations Officer, 360-236-5058**

SUBJECT: **State Legislative Update and Agenda**

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1) **The Issue:** The Washington State Legislature convenes in January 2027 for its annual session. During this "long session," the Legislature will adopt a new biennial budget. This briefing provides the Community Advisory Committee (CAC) with an overview of the agency's legislative priorities and strategy.

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

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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. The agency's lobbying activities will comply with the Public Disclosure Commission's guidance for public agencies and POLICY-HR-3519 regarding political activity.

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4) **Background:** Previously, Intercity Transit employed Foster Government Relations and Grist Public Affairs LLC to assist staff in keeping up to date with Washington State Legislature activities. Their contract expired in October 2026, and staff recommended temporarily pausing third-party state advocacy services for the time being. Chief Communication and External Relations Officer Nick Demerice has almost 20 years' experience in public service, including government relations and policy development. In his role Nick's essential duties include establishing and maintaining relationships with government officials, policy makers, and regulatory agencies, and will provide these services internally.

The Legislature faces significant constraints across the operating, capital, and transportation budgets. Its membership will also include many new legislators following several retirements and the 2026 election. Given this environment, the

agency does not plan to pursue major budget or policy requests during the 2027 session. Instead, it will focus on three priorities:

1. Maintain and build relationships
2. Protect existing appropriations and contracts
3. Pursue opportunities for policy improvements

This approach will protect current investments, strengthen key relationships, and position the agency to pursue future opportunities.

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5) **Alternatives:** N/A

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6) **Budget Notes:** Intercity Transit has approximately $11 million in state funding awards that must be reappropriated. These projects are nearing completion. Additionally, IT will apply for several competitive awards through the Washington State Department of Transportation. Discontinuing third party state advocacy and continuing this work with internal and experienced resource Nick Demerice saves the agency $48,000 per year.

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7) **Goal Reference:** Legislative activities support all eight agency goals.

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

INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-C
MEETING DATE: November 16, 2026

FOR: **Community Advisory Committee**

FROM: **Amanda Collins, CAC Staff Liaison, 360-357-1532**

SUBJECT: **Election of Officers**

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1) **The Issue:** The Community Advisory Committee (CAC) will conduct elections for their officers.

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2) **Recommended Action:** Elect a Chair and Vice-Chair.

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3) **Policy Analysis:** Per CAC Bylaws, "Officers/Term of Office," nominations are made in October and elections conducted in November.

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4) **Background:** Multiple members were nominated for the Chair position and only one member was nominated for Vice Chair. An election will be held during the November meeting to affirm the selections by a majority vote. Staff will provide the ballots and will tally the votes by the end of the November meeting. Staff will announce the results of the election. The newly elected Chair and Vice Chair will begin their (1) year terms January 2027.

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5) **Alternatives:** N/A

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

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7) **Goal References:** N/A

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8) **References:** CAC Bylaws.

Intercity Transit Authority Meeting Highlights/Summary
A brief recap of the October 21, 2026, Special Meeting

Wednesday night, the ITA:

- Approved Resolution 03-2026 to establish a foundational procurement framework, authorizing the General Manager to implement aligned policies and other instruments, and;
    - Decommissioned legacy Procurement Resolutions 78-1986, 05-1994, and 04-2009, and;
    - Retained the current Procurement Policy (DV-1705) until a replacement policy aligning with the new Resolution is finalized.

- Approved Resolution 04-2026 authorizing the creation, use, and participation in rosters and cooperative contracts, granting the General Manager authority to implement it through policies and related instruments.

- Approved Resolution 05-2026 granting the General Manager authority to implement the grant of authorities through policies and related instruments.

- Authorized the General Manager, pursuant to Department of Enterprise Services Contract 05224, to purchase electric vehicle supply equipment and related services from District Fleet in an amount not-to-exceed $172,000.

- Authorized the General Manager to increase authorized budget to KPFF's contract by $15,000, for a total amount of $536,939.34.

- Directed staff to schedule interviews with all Community Advisory Committee candidates on November 6, 2026.

- Scheduled a public hearing for the 2027 draft budget at 5:30 p.m., Wednesday, November 18, 2026, at 5:30 p.m.

- Scheduled a public hearing for the 2027-2032 Draft Strategic Plan on Wednesday, November 18, 2026, at 5:30 p.m.

Other Items of Interest:

- Izi LeMay introduced **Gabby Fuentes, Village Vans Coordinator.**
- David Chaffee introduced **Douglas Baldwin and Phillip Thomas, Technicians.**
- Staci Revel introduced **Mark Kallas and Tom Malamakal, Facilities Technicians II.**
- Jason Aguero introduced **Camie Bailey, Sr. Project Manager.**

General Manager's Report

- Bergkamp was contacted by Noah Dalbey, a Master of Urban and Regional Planning student from Virginia Commonwealth University currently writing a thesis on fare-free local bus systems in the US, and part of their thesis is a case study comparison that includes Intercity Transit. Bergkamp completed a survey answering questions such as:
    - What IT's reasoning was for making the decision to go zero-fare.
    - Whether equity outcomes were discussed as reasoning for going zero-fare.
    - How is zero-fare funded.
    - How did the introduction of zero-fare impact ridership.
    - What is user feedback regarding zero-fare.

- Intercity Transit observed a Great Shakeout drill last week. IT partners with Thurston County Emergency Management, participating in monthly council meetings and plays a formal role in specific Emergency Support Functions of the county's Comprehensive Emergency Management Plan. These support functions help aid local jurisdictions with transportation resources upon request for incident response, provide a bus to be used as temporary housing, shelter, a warming, or cooling center, and emergency mass transportation services for evacuees without reliable transportation. It's important to remember our role in these functions is secondary to operating our services during emergencies whenever feasible to ensure the people who rely on us - without emergencies - can reach vital resources. This is clearly documented in the plan.

  By participating in preparedness drills, Intercity Transit strives to ensure our employees can answer confidently that "I was at work, safe, and helping others…" and ensure our community can say, "I was going about my day but was able to get help because the buses were still running.

- **One IT Update**
  1. Workday is progressing toward go-live with Payroll Parallel Cycle 1 complete and passed with 97% accuracy. This surpassed the 90-95% goal.
  2. Workday Parallel Cycle 2 in progress and on track to meet the 95-99% target.
  3. Trapeze user acceptance testing (UAT) is scheduled onsite November 16th-20th.
  4. Cutover planning for February 1st go-live is in progress.

- We're celebrating the spooky season with a family-friendly group bike ride on October 31! Walk N Roll will lead a slow-paced, all-ages ride from Tumwater Historical Park to Downtown Olympia and back, taking a scenic route around Capitol Lake. Costumes that are safe and comfortable to bike in are encouraged. Join for the whole event or just a portion. Meet at Tumwater Historical Park at 2 p.m. with a bike and helmet, and we'll roll out at 2:30 p.m. From 3-4 p.m., enjoy Love Oly's Downtown for Halloween event. Attendees may travel around the event with their bikes or leave them with Walk N Roll's bike valet at Sylvester Park. At 4 p.m., we'll regroup at Sylvester Park for our return ride back to Tumwater Historical Park, where we'll arrive by 4:30 p.m.

- During the month of October, students and their families are encouraged to celebrate Walk to School Month by walking, biking, or rolling to school. Walking, biking, and rolling to school helps to:
  - Build community with neighbors.
  - Promote good health and activity.
  - Reduce road traffic congestion.
  - Improve air quality around schools.

  For those driving, help keep families stay safe by always following the speed limit of 20 miles per hour in school zones and stopping for pedestrians at crosswalks and intersections. Walk N Roll partners with Olympia, Tumwater and North Thurston school districts to organize walk-to-school events throughout the year. Visit the Walk N Roll website to see which schools are participating or email us directly at walknroll@intercitytransit.com to learn more.

- In keeping with Intercity Transit tradition, employees can wear Halloween costumes on Friday, Oct. 30 and/or Saturday, Oct. 31. *Ride with us if you dare!*

- At the September ITA/CAC joint meeting, the ITA expressed interest in receiving a better understanding of the CAC's advocacy position on issues – such as are they supportive, unsupportive, neutral, and why. A suggestion was made to create a subcommittee that could look at issues more closely and render a position/opinion. However, staff do not currently have the time available to pull together and coordinate an additional committee and believe there are other ways to get this specific

feedback from the CAC. For instance, regarding opinions on issues the Board will eventually vote on, staff suggested creating surveys following presentations on topics. Bergkamp believes we can achieve what the ITA is looking for through a confidential survey approach. Using the CAC's bylaws as a guide, Bergkamp created a list of which issues match the purpose and authority of the committee for surveying purposes.

The CAC advises and provides customer feedback to the ITA on transportation issues and choices, and represents the public in accomplishing IT's mission and goals:

- Issues related to Public Transportation Benefit Areas (PTBA's)
- Agencywide Plans, including
    - Transit Improvement Plan
    - Transit Development Plan
    - Capital Improvement Plan
    - Yearly Budget and mid-year updates
    - Strategic Plan
    - Short- and Long-Range Plans
    - Title VI Plan
    - Public Transportation Agency Safety Plan
    - Service Change Summary and Equity Analysis
- Service Planning Efforts
- Capital Projects
- Operating Services and Practices

- As the zero-fare transit pilot approaches a decision point, the Authority will need to determine whether to make the pilot permanent or resume charging fares. A survey has been created to identify what information Board members would find most useful in evaluating that decision. Pat Messmer will send the survey out soon to Board members.

- Special thanks to Fleet & Facilities Maintenance Director Jonathon Yee for hosting a wonderful tour of our rehabilitated Maintenance Building which our crew will move back into on November 14. More thanks are owed to Olympia City Councilmember Robert Vanderpool and ITA Community Representative Sue Pierce for attending, along with special guests former ITA Community Representative Don Melnick and previous General Manager Ann Freeman-Manzanares. The building looks beautiful.

Prepared October 22, 2026, Pat Messmer/Clerk of the Board

COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		1	2	3	4	5	6	7	8	9	10	11	12
CAC Members		**Jan-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***	***x***	***x***	***x***	***x***	***absent***	***x***		
Dara	Dotson	***x***	***absent***	***absent***	***absent***	***x***	***x***	***x***	***absent***	***absent***	***absent***	***absent***	***absent***
DC	Wheat	***x***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***
Ellen	Matheny	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***		
Hallie	Sutter	***absnet***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***absent***	***x***		
Jim	Hanley	***x***	***absent***	***x***	***x***	***absent***	***x***	***absent***	***x***	***x***	***absent***		
Jacqueline	Garrison	***x***	***x***	***absent***	***x***	***x***	***x***	***absent***	***x***	***x***	***x***		
JoAnn	Scott	***x***	***x***	***x***	***x***	***x***	***x***	***absent***	***absent***	***x***	***x***		
Kindra	Galan	***x***	***x***	***x***	***absent***	***x***	***x***	***absent***	***x***	***x***	***x***		
Margaret	Janis	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***		
Marty	Slighte	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***		
Matthew	Collins	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***		
Michael	Gray	***absent***	***x***	***x***	***x***	***x***	***absent***	***x***	***x***	***x***	***x***		
Rabia	Sheikh	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***		
Rachel	Wilson	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***		
Shawn	Sadquist	***absent***	***absent***	***x***	***x***	***absent***	***x***	***x***	***x***	***absent***	***absent***		
Suzanne	Simons	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***	***x***		
Ty	Flint	***x***	***x***	***x***	***absent***	***x***	***x***	***x***	***x***	***absent***	***x***		
YOUTH Andrew	Hague	***absent***	***absent***	***absent***	***absent***	***x***	***absent***	***absent***	***absent***	***absent***	***absent***		
YOUTH Finch	Lucus	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***	***absent***		

= Joint meeting does not count against required meeting attendance