

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
May 15, 2023 - Virtual Meeting
5:30 PM**

Join on your computer: [Click here to join the meeting](#). The meeting ID: 229 951 310 145
Passcode: MvP6s6; or call in (audio only) +1 929-229-5501,,950252360# United States,
New York City Phone Conference ID: 950 252 360#

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Debbie Sullivan</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. May 17, 2023, ITA Meeting - (<i>Jihan Grettenberger</i>) | |
| | B. June 7, 2023, ITA Meeting - (<i>Nikki Crist</i>) | |
| | C. June 21, 2023, ITA Meeting - (<i>unassigned</i>) | |
| IV. | APPROVAL OF MINUTES - April 17, 2023 | 1 min. |
| V. | NEW BUSINESS | |
| | A. Cybersecurity Program Presentation (<i>Jason Aguero</i>) | 20 min. |
| | B. Hybrid Meeting Discussion (<i>Emily Bergkamp</i>) | 20 min. |
| VI. | CONSUMER ISSUES - All | 10 min. |
| VII. | REPORTS | 10 min. |
| | A. April 19, 2023, ITA Meeting (<i>Nicole Smit</i>) | |
| | B. May 3, 2023, ITA Meeting (<i>Clair Bourgeois</i>) | |
| | C. General Manager's Report (<i>Emily Bergkamp</i>) | |
| VIII. | NEXT MEETING - June 19, 2023 | 1 min. |
| IX. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.

For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to TitleVI@intercitytransit.com.

If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 705-5857.

Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).

Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
April 17, 2023 - Virtual Meeting

CALL TO ORDER

Vice Chair Grettenberger called the virtual April 17, 2023, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Chair Nicole Smit; Vice-Chair Jihan Grettenberger; Harrison Ashby; Clair Bourgeois; Nikki Crist; Ursula Euler; Ty Flint; Betty Hauser; Lloyd Peterson; Doug Riddels, Marilyn Scott; Rachel Weber, and Eliane Wilson.

Absent: Alejandro Garcia; Marie Lewis; Lloyd Peterson; Trina Primm; Allison Spector; Edwina Waehling.

Staff Present: Amanda Collins; Emily Bergkamp; Kevin Karkoski; Zach Heinemeyer; Noelle Gordon; Dena Withrow; Peter Stackpole; Eric Phillips; Duncan Green; Michael Maverick; Jessica Gould; Kerri Wilson; and Ramon Beltran.

APPROVAL OF AGENDA

It was M/S/A by LLOYD PETERSON and HARRISON ASHBY to approve the agenda.

INTRODUCTIONS

Grettenberger introduced Authority member, ROBIN VAZQUEZ, as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. April 19, 2023, ITA Meeting - Nicole Smit
- B. May 3, 2023, ITA Meeting - Clair Bourgeois w/ Rachel Weber as backup
- C. May 17, 2023, ITA Meeting - Jihan Grettenberger

MOTION TO APPROVE MINUTES

It was M/S/A by RACHEL WEBER and DOUG RIDDELS to approve the March 20, 2023, minutes.

A. DIAL-A-LIFT, BUS BUDDY, TRAVEL TRAINING UPDATE- (Kevin Karkoski)

Karkoski introduced himself as the DAL Program Manager with Intercity Transit and provided an update on DAL services, Travel Training, and the Bus Buddy Program. 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. Karkoski also discussed how the Americans with Disabilities Act applies to transit services and the realities facing our aging population.

Karkoski began with an agency overview that highlighted Intercity Transit's service area, Fixed Route System, ADA paratransit, DAL program, Rideshare programs, and outreach initiatives. He also shared the history of how the Americans with Disabilities Act has impacted transit services. In 1990, the ADA was enacted and required accessibility of all new transportation facilities and vehicles in a Fixed Route System. In 1992, the ADA also required equivalent access to demand response services for individuals whose disability prevents them from riding the Fixed Route System. Dial-a-Lift, which is Intercity Transit's complimentary Paratransit Service System was started and its service area is required to extend a minimum of $\frac{3}{4}$ mile beyond the boundaries of the Fixed Route System. In addition to the DAL program, all Intercity Transit buses have been equipped with wheelchair ramps and kneel for ease of boarding, as well as voice and text announcements that play before each stop. There is an ongoing commitment to improved bus stop accessibility through the addition of bus shelters, sidewalk visibility striping, and sidewalk ramp installation. All Intercity Transit's Operators are Passenger Service and Safety Certified to provide quality customer service for all riders on both the Fixed Route System and Dial-a-Lift program.

Karkoski shared additional details about public transportation considerations for our aging population. Everyday in the United States approximately 10,000 people are turning 65 years of age and one-third of those have a disability. On average, a person outlives their ability to drive by about 7 to 10 years. Non-drivers will seek out transportation options, however, many are unfamiliar with public transportation. Intercity Transit's Travel Training and Bus Buddy programs assist with this quandary and support older adults who do not have sufficient familiarity with, and knowledge of, public transportation to successfully use it as a primary mode of transportation.

Karkoski explained that the Travel Training Program teaches independent bus travel and is individualized to each person's needs. Travel Training supports origin to destination trip planning and provides an orientation to all aspects of bus travel. Additionally, Travel Trainers will provide mobility device training for folks who want the ability to practice with their equipment on a bus in a controlled environment to improve confidence. Travel Training creates relationships with bus riders for continued assistance as needs change. Intercity Transit has established agency partnerships to assist transitional students and other individuals with disabilities as they enter the workforce and begin to utilize the Fixed Route System for transportation to and from work.

Karkoski then reviewed the Bus Buddy Program, which is different from Travel Training. Bus Buddies offer ongoing support and companionship beyond the initial education provided in the Travel Training program. The Bus Buddy program's primary goal is to assist individuals by enhancing their mobility, increasing their independence, and maintaining their independent living. Oftentimes, Karkoski shared Bus Buddy program participants are new to the service area and may be familiar with riding a bus but need additional help navigating Intercity Transit's system. Bus Buddies are experienced volunteer riders, and the program is coordinated through a partnership with Catholic Community Services utilizing grant funds from WSDOT.

Karkoski went into further detail about the Dial-a-Lift program, which is an ADA mandated service for people whose disability prevents them from riding the Fixed Route System. DAL Clients must apply for eligibility and recertify every three years. DAL is a shared ride service that serves $\frac{3}{4}$ of a mile beyond the boundaries of the Fixed Route System. The DAL application includes a portion completed by the applicant so they can describe their

challenges or abilities, and another portion completed by their medical provider who provides additional information regarding the applicant's disability and how it impacts their ability to use the Fixed Route System. Karkoski clarified that DAL rides are considered a shared service and oftentimes clients ride along with other clients who share similar routes. This allows the program to be administered in the most efficient and cost-effective manner.

Eligibility Criteria Includes:

- A Client being unable to board, ride, or exit a ramp equipped bus without assistance, OR
- A Client that needs to utilize a ramp, but the ramp cannot be deployed safely at their bus stop, OR
- A Client who has a disability that prevents travel to and from a bus stop under certain conditions.

The categories of program approval include:

- Unconditional: A Client can ride anywhere they want within the service area if they are riding during their nearby bus route service hours. DAL service is fully equivalent to Fixed Route service.
- Conditional: A Client can utilize DAL service under certain circumstances. Conditions can include walking distance for the trip, weather conditions, etc.
- Temporary: A Client can utilize DAL service for a limited time period due to a temporary illness, injury, or disability. About 1/3 of DAL Clients are currently approved with temporary eligibility.

In 2022, DAL served 3,485 clients and received 1,122 applications for DAL service. Of the applications, 48% were granted full or unconditional approval, 12% conditional approval, 35% temporary approval, 5% were ineligible. Approximately 50% of the total applications were existing DAL clients applying for recertification. Another tool utilized by the DAL program is to invite an applicant to complete a functional assessment at the Olympia Transit Center. The assessment includes observing an applicant riding the bus and completing a 2500-foot course within an allotted time. Some applicants can complete the course and assessment, which demonstrates that they may be successful in riding the Fixed Route System. The DAL program has increased the number of functional assessments performed annually to truly vet potential applicants and ensure there is a true need for DAL service. Another assessment tool can be utilized for applicants with cognitive disabilities, and it observes an applicant utilize the routes they would be riding to determine if they can independently navigate the bus system.

DAL Program Statistics:

- 126,952 trips in 2022, an increase of 10% from the previous year.
- 96% on-time performance in 2022.
- 67,851 phone calls in 2022, an increase of 8% from the previous year.
- 95% customer satisfaction rating (Moore & Associates, Inc. 2016).

Karkoski answered questions

Intercity Transit Community Advisory Committee

April 17, 2023

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Lloyd Peterson – commented that he and his spouse use DAL services weekly to attend medical appointments and they have never had a bad experience. Peterson extended his appreciation for the quality service provided by the DAL program and the courteous, efficient drivers.

Robin Vazquez – inquired about the statistics of applicants and resulting eligibility for the program. Specifically, if resources are available to assist those with intellectual disabilities who may need support completing the application.

Karkoski – answered that resources are available to assist and many applicants have the support of other agencies or family members who serve as advocates for the applicants.

Clair Bourgeois – shared that she had heard concerns from a group of former DAL clients who were removed from the program. She asked if it was common to see folks not having renewed eligibility due to program capacity.

Karkoski – clarified that the program is not overloaded and cannot become overloaded due to the ADA requirement that DAL serve all eligible clients. The DAL program is vetting every application and re-application to determine if there is an ability to ride the Fixed Route System. If a client has an improved situation when they reapply for service, their approval status may change. DAL is complimentary to the Fixed Route System and if a client has an ability to utilize the Fixed Route System, then they will be required to do so. If a client is unable to ride the Fixed Route System, then they will qualify for DAL service.

Emily Bergkamp – added that Intercity Transit has an established appeals process if someone is denied eligibility or if their eligibility status changes and they disagree with the decision. To start an appeal the applicant can send a letter of appeal to Intercity Transit or contact Kevin directly to arrange an appeal hearing for due process. Bergkamp also shared that it is not uncommon for levels of eligibility to change when clients recertify because their physical conditions may change, sometimes symptoms improve and sometimes they worsen.

Harrison Ashby – inquired about the functional assessment course at Heritage Park and asked about the need to have applicants perform an assessment after already obtaining certification from a medical provider.

Karkoski – explained that functional assessments are not necessary on most applications and depend on the facts of the disability claim. Functional assessments are useful when the applicant's answers or their medical provider's answers indicate that they may have some mobility to utilize the Fixed Route System. Other situations when an assessment is useful are when an applicant's answers and their medical provider's answers are not in conjunction with one another. For 2022, of the 1,122 applications received only 225 functional assessments were assigned, which is about 25%. Most applications contain enough information for DAL program staff to determine eligibility without the need for a functional assessment. The purpose of the assessment is to determine if the applicant can ride the bus on their own with adequate mobility. If an applicant starts the assessment and is unable to complete the entire course, they are not pressured to do more than their physical limits. The functional assessment is a good tool to vet mobility of applicants and their ability to safely, independently utilize the Fixed Route System.

Doug Riddels – shared that his experience with DAL services is one of the reasons he became involved with the Community Advisory Committee and that the program greatly improved his family member's quality of life. Riddels then inquired further about the purpose of a functional assessment. Is the anticipated outcome that applicants fail the test to be eligible for DAL service or is it to measure if applicants can use the Fixed Route System safely.

Karkoski- shared that Intercity Transit has been utilizing functional assessments for the DAL program for more than 10 years. Applicants do not have to fail the assessment to be eligible for DAL service, instead applicants may demonstrate that they are eligible for conditional approval through the functional assessment process. Functional assessments are the best tool available to assess conflicting information between an applicant and their medical provider and assess overall applicant safety when riding the Fixed Route System.

Eliane Wilson – inquired about how the zero-fare initiative impacted DAL ridership.

Karkoski – answered that prior to the pandemic and in the first few months of 2020, DAL did not notice a significant difference in ridership. Trips taken by DAL clients include necessary appointments such as dialysis, doctor’s visits, and trips to the senior center, so the zero-fare change did not result in any additional trips beyond what clients were already scheduled for.

B. Bicycle Community Challenge – (Duncan Green) Green introduced himself as the Coordinator for Thurston County’s Bicycle Commuter Challenge, which is celebrating its 36th consecutive year! Green provided a report for the 2023 Winter Bicycle Challenge and updates for the May Bicycle Challenge event. The Winter Challenge thrived this year despite serious wintry weather; the results boasted 380 riders and 74 teams, riding 27,888 miles in 2,854 days. The 2023 Winter BCC set records for the number of people participating and the total number of days ridden. The Winter BCC event runs for the full month of February and introduces many people to the benefits of bicycling in winter, which adds to our community’s health and well-being.

Green has utilized social media to reach additional riders and market the BCC. Social media posts also highlight photos taken by BCC participants during their rides in Thurston County. The 2023 BCC Poster included the image of a horned owl (photographed in Green’s front yard) and donned the tag line of “Whoooooooooooooo is Going to Ride Today?” The poster also highlighted logos of local organizations who participate in the BCC and was distributed around Thurston County. Intercity Transit’s Marketing and Communications team is refreshing the look of the BCC website to allow participants to easily log rides. The improved website will be ready for next year’s challenge!

Green reported that efforts are ramping up for the May BCC, which is the flagship event. The kickoff ride is the Earth Day Market Ride coming up on April 22nd rain or shine. The Bicycle Community Challenge engages the public in promoting alternative commute options, fosters partnerships between Intercity Transit and local businesses, and is enthusiastically supported by the community. New this Spring, Green is also working in partnership with the Walk N’ Roll Program to offer bicycle classes. Topics include fixing flat tires, gears and shifting, and biking with kids. This effort will continue to bring more folks into the new Walk N’ Roll facility on Pattison Street. Finally, Green reported that a new Thurston County Bike Map is in the works and is expected to be released in late spring or early summer.

Jihan Grettenberger expressed her appreciation for the update on the Bicycle programs map and website enhancements and utilization of the Walk N’ Roll facility.

C. Walk N’ Roll 2022 Program Report - (Kerri Wilson) Wilson introduced herself as the Walk N’ Roll Program Coordinator. Wilson shared that the Walk N’ Roll program educates and

encourages youth to walk, bike, roll, and ride transit for transportation. Her presentation provides an update on 2022 program accomplishments and goals for 2023.

To start 2022, the Walk N' Roll program continued its work with Traffic Gardens, which provide a miniature streetscape for youth to learn about and practice pedestrian and bicycle safety skills. In partnership with Safe Kids Thurston County and the Olympia School District, Walk N' Roll installed a permanent Traffic Garden at McKenny Elementary School. The Garden is used during students' physical education classes and is open to the public when school is not in session. Throughout 2022, Walk N' Roll also worked with Safe Kids Thurston County to install temporary Pop-Up Traffic Gardens for various school and community events. Walk N' Roll further supported these events by providing bikes, scooters, and bicycle safety education.

Walk N' Roll also hosted the inaugural Great Olympia Bike Rodeo in partnership with the Safe Kids Thurston County, Target Zero, the Olympia Police Department, and the City of Olympia. Participants visited seven stations where they learned about and practiced bike safety skills, were fitted for a free bike helmet, and received a bike safety check. Wilson shared that Walk N' Roll also hosted six smaller Bike Rodeo events including events for a cub scout troop in Lacey, the City of Tumwater summer camps, Lydia Hawk Elementary School's field day event, and the YMCA summer camp at Hansen Elementary School.

Wilson shared that Walk N' Roll also supported bicycle education in the local school districts of Olympia and North Thurston. Schools experience many challenges teaching bicycle education during Physical Education classes but Walk N' Roll's support makes it easier and more accessible for teachers. Wilson's program provides classes, bicycles, fleet maintenance, helmets for students, and other teaching materials. To overcome the challenge of children not knowing how to ride, Walk N' Roll held their first learn-to-ride class at McKenny Elementary School. Five students participated in learning to ride a bicycle for the first time. In 2023, another learn-to-ride class was offered at Tumwater Hill Elementary School and more classes are planned.

In the Walk N' Roll bike shop volunteers learned and practiced bike mechanic skills while volunteering 297 hours towards rebuilding 52 donated bicycles and performing safety checks on 92 bicycles. Rebuilt and inspected bikes are given to youth who participate in bicycle education classes. The earn-a-bike class was conducted online in the beginning of 2022 and over 40 Thurston County youth learned bike safety and maintenance skills through a series of videos and quizzes. After they completed the class, they received a refurbished bicycle. In summer 2022, Walk N' Roll resumed in-person classes through Olympia Parks and Recreation teaching 50 youth through a series of hands-on activities and group bicycle rides on city streets. All participants received a refurbished bicycle, a new helmet, and a bike lock.

New partnerships were established through Avanti High School to teach students bicycle safety and maintenance skills as part of their physical education curriculum. This partnership was a ground-breaking way to connect with high school aged students. During the spring and fall quarters, 34 students participated in the class that was co-taught with PE teachers and Walk N' Roll staff. All students received a refurbished bicycle. Walk N' Roll also helped six schools in the Olympia and North Thurston school districts organize Walk N' Roll school events to celebrate National Walk and Bike to School Days. Events such as these encourage students and their families to walk, bike, and roll to school, reducing traffic

congestion and improving air quality around the school. Additional efforts were made to engage youth in the Youth Walk Challenge and Bicycle Community Challenges and each event saw more than 30 youth participants! Walk N' Roll also provided transit education to four schools and community groups. Youth were invited to tour a bus and learn about why transit is important for the community. These tours resumed in 2022 following pandemic restrictions and Walk N' Roll was excited to bring back Transit education. A final youth initiative was in partnership with Safe Kids Thurston County and Garfield Elementary School to install a Sense of Place Walk. The course includes 14 stations that are painted on the ground and inspire youth to move their bodies while learning about the local environment, community, and history. One of the stations is in front of an Intercity Transit bus stop and includes information about transit.

With the move into the new Walk N' Roll facility, Wilson hosted an Open House in March and began teaching classes with Duncan Green. The first class was held in April and more classes are planned on a monthly basis. Walk N' Roll is also working in partnership with Safe Kids Thurston County to take the new mobile traffic garden to schools and community events. Two more permanent traffic gardens are planned to be installed this summer. Additional learn-to-ride classes and expanded bicycle education are planned to include a week-long bike camp for youth ages 8-10.

Wilson answered questions

Robin Vazquez - commented that her family had a great time at the pop-up bike event at the Lacey Fun Fair last year.

Eliane Wilson - asked where the program got their bicycles from

Kerri Wilson - answered that all bikes are donated by members of the community.

Jihan Grettenberger - shared that she knows of a youth who participated in earn-a-bike a few years ago and the bicycle is still their primary mode of transportation since the family does not own a car. The youth has also learned how to do minor repairs on his own. It's great to see the empowerment that comes with access to bikes and transportation.

CONSUMER ISSUES

- *Jihan Grettenberger - shared that Marie Lewis resigned from the CAC and asked the committee if there was an interest in opening additional recruitment to replace outgoing members.*

Eliane Wilson - asked how many members had left the Community Advisory Committee

Grettenberger - answered that she believes three people resigned in the last month.

Amanda Collins - confirmed that three members have resigned. Collins also shared that recruitment efforts for annual vacancies typically begin in the early fall months of August or September. Once we begin acquiring applications, the sub-committee begins the interview process, and new members are then onboarded after selection to start at the beginning of their term. The total recruitment process is about 3-4 months from start to finish.

Intercity Transit Community Advisory Committee

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Ty Flint – shared that he believes we can stay the course. He has known people who have signed up over the years that never attended a meeting and the CAC always persevered. Flint believes continuing with fall recruitment is a good plan.

Grettenberger – responded that there will be a need for more ITA meeting coverage as we work through the year and that CAC members will be asked to provide availability to meet the need, which does not seem to be a problem.

Collins – requested that if current CAC members have any referrals of folks who are interested in joining the committee to send in the applicant's information so they are invited to apply during fall recruitment.

Betty Hauser – asked how many members remain on the Community Advisory Committee?

Collins – answered that we have 17 active CAC members, 16 being full CAC members and one is a youth member.

Hauser – replied that it seems like enough people to keep the committee energized and moving forward.

Grettenberger – replied that she agrees and offered other CAC members to provide input via e-mail to make sure their voices are heard.

Urusla Euler – added that the size of the CAC is fairly large and she agrees with other sentiments that the group still has good energy and is capable of providing valuable input. Euler also asked if there were any alternates from the last recruitment process and if they could be contacted about vacancies.

Emily Bergkamp – responded that she was not sure and that staff could look into this.

Nicole Smit – responded that she was on the interview committee and there was only one candidate that was not selected due to scheduling conflicts that could not be resolved so likely they are not a viable option to become an alternate.

Eliane Wilson – responded that she was also on the committee, and she recalls that there was a discussion of using the person who was not selected as an alternate and the committee decided against it.

Grettenberger – summarized the input from other members by saying the CAC is a mighty crew and there are no other candidates to pull from. She reminded CAC members to start sharing about recruitment now so there is a good pool of applicants during fall recruitment.

Lloyd Peterson – shared that while he has missed several meetings recently, it is not due to lack of interest in the committee. He had been dealing with a health condition that prevented him from attending and is on the road to recovery. He expects to continue participating with regular attendance moving forward.

Grettenberger – thanked Peterson for his comment and participation on the CAC.

Intercity Transit Community Advisory Committee

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- *Marilyn Scott* – inquired about the removed bus stop off of State Street that on the inbound route to the Olympia transit center and if it was going to be replaced or permanently moved.

Bergkamp – replied that she heard in the Operations Committee Meeting that the Planning department intends to replace that bus stop. She will confirm with Rob LaFontaine and follow-up.

Scott – shared that she knows of a rider who uses the stop frequently and now that it is removed that rider must walk up a hill to access the bus.

- *Ursula Euler* – commented that she would like the opportunity to meet again in person and perhaps to offer hybrid attendance for members to join either online or in-person. Euler asked if returning to in person meetings had been previously discussed or if it is something that could be considered in the future.

Bergkamp – responded that it has been on the minds of staff as well to offer hybrid meetings. Many agencies are moving towards this option to have both in-person and virtual. If it was of interest to the CAC, the topic could be added to the agenda for further discussion so members could share their thoughts.

Clair Bourgeois – commented that she is interested in returning to live meetings.

Collins – responded that staff are planning to meet to discuss the details of hybrid meetings and practice with the necessary technology. Staff can be prepared to provide an update next meeting with next steps.

Grettenberger – commented that it would be important to offer hybrid options for those who are unable to attend in person and for staff who are presenting to the CAC. Grettenberger encouraged CAC members to continue to provide feedback.

REPORTS

- **April 5th ITA Report-** Ty Flint provided the ITA report and shared that the ITA met some new employees and approved the purchase of new bus shelters. This meeting was Interim General Manager Emily Bergkamp's first meeting serving as GM.
- **General Manager's Report** – Bergkamp provided the General Manager's report including:
 - Bergkamp shared her history with the CAC and its role in her own Intercity Transit journey. Between 1999-2004, Bergkamp worked at a nonprofit called Senior Services for the South Sound and served on the CAC as a member. She became inspired to start a career in public transit through her time on the CAC watching Intercity Transit leaders have long, fulfilling careers at the agency. Bergkamp stepped down from the CAC when she began working with Intercity Transit as the Vanpool Program Manager from 2004-2007. She then transitioned to the youth education program, which was developing into the program currently known as Walk N' Roll that provides robust education and outreach to the community. In 2008, with her previous experience serving people with disabilities, Bergkamp transitioned to the

role of DAL Program Manager where she worked for several years before being promoted to Operations Director in 2018, and now Interim General Manager in 2023.

- At the last meeting, Intercity Transit shared about festivities to celebrate Transit Driver's Appreciation Day on March 18. One of the ways we celebrated was by sharing information on social media. Marketing, Communications, & Outreach Coordinator Ally McPherson, provided a snapshot of the information shared on Facebook and Twitter. Many people took time out of their day to comment and share their thanks for the dedication to our community that our drivers show, every day. In celebrating Transit Driver's Appreciation, the agency also expressed our gratitude to our Maintenance and Facilities staff who keep our vehicles operating safely and our building and bus stops looking good.
- On March 24, Intercity Transit met with Dana Lockhart, PhD from the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency to facilitate a discussion of Intercity Transit's response to a real-world cyber incident. Staff had the opportunity to provide feedback about the possible impact from different perspectives. Lessons learned from this exercise will be incorporated into further cybersecurity mitigation plans.
- Intercity Transit continues to be sought after to share our experience in implementing Zero Fare. On March 22, various staff met with an environmental justice organization from the Portland, OR area called Opal, who is planning a fareless transit campaign for their local TriMet system.
- The Open House for Ann's retirement was very well attended both by staff and the community at large. A special thanks was given to the planning committee - Pat Messmer, Nancy Trail, Joy Gerchak, Ally McPherson, Nicky Upson, Denise Paul, Amanda Collins, and Russell Gilsdorf for putting together a beautiful event and doing so with only donated funds.
- Operator Class 23-02 began their Intercity Transit adventure on Monday, April 3. Bergkamp welcomed Sandra, Jacob, Luis, Jeff, Sean, Robert, Devin, Tyrone, Richard, David, John, Scott, Brian, Michael, and Chauncey.
- Work continues on the Martin Way Park and Ride Direct Access project, which is currently ahead of schedule. Intercity Transit received approval from the Federal Highway Administration to use the Park & Ride with its new improvements until a formal Use Agreement has been agreed to by all parties and executed by the ITA board. This approval will expedite the agency's use of the direct access improvements and help to test its functionality prior to reaching a formal agreement with WSDOT.
- Intercity Transit is currently hiring Coach Operators for the next class, number 23-03, with a June 5th start date. Please share with your friends and family, and anyone who might be interested. The application deadline is Friday, April 21st for the June 5th start date. Ideal candidates are those who exhibit strong customer service skills, Intercity Transit provides training for everything else, including the necessary Commercial Drivers License, through a rigorous 8-week, full-time, paid training

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period. Interested candidates can apply at intercitytransit.com. After applying, qualified candidates must complete and pass a mandatory customer service test to move on to the interview phase.

- Last week Intercity Transit received recognition at the Thurston Green Business Awards luncheon for its efforts to lower its environmental footprint. Senior Marketing, Communications & Outreach Coordinator, Nicky Upson participates on the Thurston Green Committee and helped plan the luncheon. Thurston Green is a partnership between the Thurston County Chamber, Cities of Lacey, Olympia, and Tumwater, Thurston Climate Action Team, and Lacey MakerSpace.
- Intercity Transit will attend the WorkEx Internship Fair on April 18, 2023, at the JBLM Hawk Career Transition Center. Human Resources will utilize this event to meet transitioning service members who are looking for internship and employment opportunities. The goal is to have a variety of industries showcasing their worksites and provide the opportunity to hire service members who are transitioning out of the military.
- Intercity Transit's Operations department management and union leadership are attending the 46th Collective Bargaining and Arbitration Conference on April 20th - April 21st, 2023. This conference brings together professionals interested in all aspects of labor and employment relations to network, share ideas, and learn about new developments, issues, and practices in the field.

NEXT MEETING: May 15, 2023.

ADJOURNMENT at 7:03pm.

Prepared by Amanda Collins

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**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: May 15, 2023**

FOR: Community Advisory Committee

FROM: Jason Aguero, Chief Information Systems Officer, 360-705-5807

SUBJECT: Agency Cybersecurity Update

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- 1) **The Issue:** Update the CAC regarding the progress we have been making around improving the agency's cybersecurity posture.
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- 2) **Recommended Action:** Information and discussion only.
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- 3) **Policy Analysis:** To keep the CAC abreast of progress toward securing the agency's technical assets and data.
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- 4) **Background:** Staff will share information about the agency's actions, both past and present, to increase the agency's cyber resiliency.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** Multiple projects supporting the future steps are included in the 2023 budget. Staff has initiated and plans to complete some of the budgeted work in the coming months.
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- 7) **Goal Reference: Goal #2:** *"Provide outstanding customer service."*
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- 8) **References:** N/A.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B MEETING
DATE: May 15, 2023**

FOR: Community Advisory Committee

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

SUBJECT: Hybrid Community Advisory Committee Meetings

1) **The Issue:** Discuss opportunities for Community Advisory Committee members to attend meetings both in-person and virtually in a hybrid format.

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

3) **Policy:** CAC Bylaws20160701

4) **Background:** In 2020, Intercity Transit's Authority (ITA) Board bylaws were revised to comply with the OPMA's laws concerning remote attendance during the COVID-19 pandemic. Remote meetings became necessary to ensure the safety of staff and volunteers, and to limit the spread of COVID-19. The Community Advisory Committee (CAC) followed the direction of the ITA and has been meeting remotely throughout the pandemic. No revisions to the CAC bylaws were made to address the change to remote meetings.

On April 17, 2023, CAC members requested to discuss the possibility of resuming in-person attendance options with a hybrid meeting format.

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

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

7) **Goal References:** An engaged Community Advisory Committee supports all agency goals.

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

Authority Meeting Highlights
a brief recap of the April 19, 2023, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Scheduled a public hearing for May 17, 2023, at 5:30 p.m. to receive public comment on the draft Intercity Transit 2024-2027 TIP.
- Authorized the General Manager to execute an amendment to the existing Task Order with SCJ Alliance increasing the total project budget by \$60,000 for a revised total not-to-exceed amount of \$302,000 for the Martin Way Park-and-Ride project.

Other Items of Interest:

- Cameron Crass introduced **Operator Class 23-02**
- Peter Stackpole introduced **Noelle Gordon, Development Assistant**
- Jana Brown introduced **Jennifer Houk, Finance Manager**
- Kevin Karkoski introduced **Morgan Hagquist, DAL Travel Training Coordinator**

Interim General Manager's Report:

Bergkamp reported Intercity Transit received recognition at the Thurston Green Business Awards luncheon for efforts to lower our environmental footprint. Senior Marketing, Communications and Outreach Coordinator, Nicky Upson, participates on the Thurston Green Committee and helped plan the luncheon. Thurston Green is a partnership between the Thurston County Chamber, Cities of Lacey, Olympia, and Tumwater, Thurston Climate Action Team, and Lacey MakerSpace. Bicycle Community Challenge Coordinator, Duncan Green, hosted an information table at the event promoting the contest starting in May.

Intercity Transit attended the WorkEx Internship Fair on April 18 at the JBLM Hawk Career Transition Center. This was a great opportunity to meet transitioning service members looking for internship and employment opportunities. The goal is to have a variety of industries showcasing their worksites and possibly providing the opportunity to hire service members who are transitioning out of the military.

Staff from Operations, Human Resources Management and Union Leadership will attend the 46th Annual Collective Bargaining and Arbitration Conference April 20 and 21. Professionals interested in all aspects of labor and employment relations network to share ideas and learn about new developments, issues, and practices in the field.

Intercity Transit is hiring Coach Operators for the next class 23-03 with a June 5 start date, and the application deadline is Friday, April 21. We encourage friends, family, and anyone who might be interested to apply. Ideal candidates exhibit strong customer service skills as a top priority. Training is provided, including the necessary CDL, through a rigorous 8-week, full-time, paid training period. Candidates can go to our website at www.intercitytransit.com. Interviews for this class are tentatively scheduled to take place starting the first week of May.

Bergkamp said work continues on the Martin Way Park-and-Ride Direct Access project and is ahead of schedule. We received approval from the Federal Highway Administration to use the Park-and-Ride and new improvements until a formal use agreement has been agreed to by all

parties and executed by the ITA. This will expedite our use of the direct access and help test its functionality prior to a formal agreement with WSDOT.

Chief Communications, Marketing and Outreach Officer, Nick Demerice, is working on an agency intranet which will help with internal communications. Staff hopes to launch the intranet by the end of the year. HR Manager, Alana Neal is creating new employee onboarding functionality through NeoGov, which is the HR management software IT uses. This will provide a streamlined onboarding experience for new employees, ensuring they get all the support needed as they join the Intercity Transit team.

Thanks to the generous support of our sponsors, volunteers and participants, the Bicycle Community Challenge is now in its 36th year! Intercity Transit's Bicycle Community Challenge (BCC) is a fun, free community event encouraging people of all ages and abilities residing in Thurston County to try bicycling for transportation, health and well-being. The BCC runs during the month of May, celebrating National Bike To Work Day on the third Thursday. The Earth Day Market Ride is the Kick-off event for the May BCC, and this year, the Earth Day Market Ride falls on the actual date of Earth Day, April 22.

A group of Maintenance, Dial-A-Lift and Procurement staff will visit the Midwest Forest River/El Dorado plant next week, where the assembly of our 28 new body-on-chassis DAL vans will take place in late summer, hopefully with an arrival date by the end of the year. This step is important with an updated body, plus a new plant and assembly team. The group also plans to visit the Roush plant where these vans will undergo the conversion from diesel to propane. This van build has been delayed due to COVID and supply chain issues.

Prepared April 20, 2023
Pat Messmer/Clerk of the Board

Authority Meeting Highlights
a brief recap of the May 3, 2023, Intercity Transit Authority Meeting

Wednesday night, the Authority:

- Declared capital assets as surplus with a total estimated value of \$8,300.

Other Items of Interest:

- Alana Neal introduced **Alysia Bean, HR Specialist.**
- Jason Aguero provided an update on the progress around improving the agency's Cybersecurity posture.

Interim General Manager's Report:

Duncan Green reported 135 people participated in the Earth Day Market Ride Saturday, April 22, which is the kick-off event for the May Bicycle Community Challenge. Current May Bicycle Community Challenge activity shows 287 riders have logged 4,219 miles.

Intercity Transit attended two hiring events this week. SPSCC hosted a Career Day which brings together a variety of local employers to share career and internship opportunities, recruit employees, and share information about their businesses. It's a free event open to the community. JBLM hosts brown bag hiring fairs every Wednesday, which staff attended today. Service members, Military Spouses, and all other Department of Defense ID Card holders get to meet a variety of employers who are actively hiring. Attendees build their professional network and benefit from a supportive environment to help them find their next career.

Interviews for the next Operator Class 23-03 took place this week. This group will start their Intercity Transit careers on June 5. We are hoping for a class size of about 13. Special thanks to Interim Operations Director Dena Withrow, Cameron Crass, Fixed Route Manager, Kevin Karkoski, DAL Manager and Hannah Toulme, Human Resource Specialist for all their work on the hiring process and interviews.

Intercity Transit participated in the pilot study of "SHIFT Onboard." SHIFT stands for "**S**uccess and **H**ealth **I**mpacts **F**or new bus operators during **O**nboarding." It is an enhanced training and support program for new bus operators during their first year on the job. It involves group activities and discussion during operators' initial training period, followed by collaborative and supportive online challenges. Online challenges include setting health and job success goals, tracking goal progress and job satisfaction, and completing short training topics on health and job success. They provide the opportunity for Supervisors to receive training to continue supporting the health and wellbeing of our Operators. Research professionals from the program will provide an update to staff Friday and invite them for a board presentation in the future.

April 26 was Administrative Professionals' Day and it's a perfect reason to be thankful. A big shout out to our Administrative Professionals, Pat Messmer, Amanda Collins, Mike Serrienne, Tyler Huey, Noelle Gordon, and Taylor Slobojan. Thank you for consistently keeping us organized and creating a network of support for all staff to thrive in.

Bergkamp gave a big shout out to Jonathon Yee for diligently working with the staff of Center for Transportation and the Environment (CTR) to identify a good date for a Board workshop to learn about the status of CTR's work on Intercity Transit's Zero Emissions Transition Plan. Yee and Clerk of the Board, Pat Messmer will continue to poll the Authority and staff to find a date and time that works for everyone.

Prepared May 4, 2023

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-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Harrison	Ashby												
Clair	Bourgeois												
Nikki	Crist			Absent									
Ursula	Euler	Absent											
Ty	Flint		Absent										
Alejandro	Garcia	Absent	Absent	Absent	Absent								
John	Gear		Absent	Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Jihan	Grettenberger												
Betty	Hauser												
Marie	Lewis	Absent	Absent	Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Jeremy	Mott			Absent	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Lloyd	Peterson	Absent		Absent									
Trina	Primm		Absent	Absent	Absent								
Doug	Riddels												
Marilyn	Scott	Absent	Absent										
Nicole	Smit												
Allison	Spector	Absent	Absent	Absent	Absent								
Edwina	Waehling	Absent		Absent	Absent								
Rachel	Weber	Absent											
Eliane	Wilson												

= Joint meeting does not count against required meeting attendance