

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
November 17, 2025 – Olympia Transit Center
5:30 PM**

Join on your computer: Click [here](#) to join the meeting. Meeting ID: 282 821 440 251
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Conference ID: #

CALL TO ORDER

- | | | |
|--------------|---|----------------|
| I. | APPROVE AGENDA | 1 min. |
| II. | INTRODUCTIONS | 1 min. |
| | A. Intercity Transit Authority Representative (<i>Justin Belk</i>) | |
| III. | MEETING ATTENDANCE | 3 min. |
| | A. November 19, 2025, ITA Meeting – (<i>Rachel Weber</i>) | |
| | B. December 3, 2025, ITA Meeting – (<i>Shawn Sandquist</i>) | |
| | C. December 17, 2025, ITA Meeting – (<i>Hallie Sutter</i>) | |
| IV. | APPROVAL OF MINUTES – October 20, 2025, | 1 min. |
| V. | RIDER’S ROUNDTABLE | 10 min. |
| | A. Transit Ambassador Program Update (<i>Harrison Ashby</i>) | |
| | B. Feedback for Service Change: Impact to Seniors (<i>Julian Preston</i>) | |
| VI. | NEW BUSINESS | |
| | A. Development Update (<i>Peter Stackpole</i>) | 15 min. |
| | B. May 2026 Service Change Recommendation (<i>Rob LaFontaine</i>) | 30 min. |
| | C. Confirmation of Officers (<i>Emily Bergkamp</i>) | 15 min. |
| | D. Cancel December Meeting (<i>Emily Bergkamp</i>) | 5 min. |
| VII. | RIDER’S ROUNDTABLE CONTINUED | 10 min. |
| VIII. | REPORTS | 15 min. |
| | A. November 5, 2025 (<i>Doug Riddels</i>) | |
| | B. No outreach ad-hoc report | |
| | C. General Manager’s Report (<i>Emily Bergkamp</i>) | |
| IX. | NEXT MEETING – January 26, 2025, 5:30 pm | 1 min. |
| X. | ADJOURNMENT | 1 min. |

Attendance Report Attached.

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Minutes
INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
October 20, 2025 – Hybrid Meeting

CALL TO ORDER

Chair Rachel Weber called the hybrid October 20, 2025, meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

Members Present: Clair Bourgeois, Dara Dotson, Doug Riddels, Garret Fuelling, Hallie Sutter, Harrison Ashby, JoAnn Scott, John-Paul Fox-Seidel, Margret Janis, Michael Gray, Rachel Weber, Rachel Wilson, Shawn Sandquist, Suzanne Simons.

Absent: David Payton, Julian Preston, Ty Flint, Jim Hanley.

Staff and Guests Present: Emily Bergkamp, Amanda Collins, Nicole (Nikki) Jones, Jesse Eckstrom, Rob LaFontaine, Kevin Karkoski, Jana Brown, Sue Pierce- IT, Angie Peters- Valley Transit General Manager.

APPROVAL OF AGENDA

M/S/A by JOANN SCOTT and MARGRET JANIS

INTRODUCTIONS

Rachel Weber introduced Authority member, Sue Pierce, as the ITA representative attending the meeting and Angie Peters- General Manager from Valley Transit as a special Guest.

MEETING ATTENDANCE

- A. November 5, 2025, ITA Meeting – (Doug Riddels)
- B. November 19, 2025, ITA Meeting – (Rachel Weber)
- C. December 3, 2025, Joint Meeting – (Shawn Sandquist)
- D. December 17, 2025, ITA Meeting – (Hallie Sutter)

APPROVAL OF AUGUST MINUTES.

M/S/A by MICHAEL GRAY and SHAWN SANDQUIST

NEW BUSINESS

A. May 2026 Service Change (Rob LaFontaine)

Rob LaFontaine- Intercity Transit Planning Deputy Director, stated his primary purpose of his presentation was to ensure the CAC was fully aware of the upcoming intent to change transit service next year. A service change summary and a draft equity analysis are currently available for public comment until November 14. The ITA will hold a public hearing at their November 5th Meeting. Rob noted that they had been receiving good feedback and a lot of clarifying questions from the public so far. His main goal in attending the CAC meeting was twofold: to make the committee aware of the situation and to express his interest in having the CAC select a consensus at their November meeting that he could then take to the ITA for a vote on December 3rd. He

asked members to raise any questions or concerns now so they could be resolved, hoping for a consensus of "thumbs up" from the CAC next month.

Q&A on Clarifying what the CAC is voting on

- **Amanda Collins** asked for clarification on what the CAC would approve, specifically if they would be giving consensus to the overall service change or the process used for the equity analysis.
 - **Rob LaFontaine** clarified that the ITA would be acting on the service change summary and the related equity analysis, and his request of the CAC was to endorse this opportunity – essentially giving him a recommendation to take to the ITA. He noted that while dissent is possible, he wanted to clarify any issues now to turn any potential "thumbs down" into "thumbs up".
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Q&A on May Service Change

Margret Janis offered a compliment, stating she had looked at all the materials and felt the communication was very well done for someone who doesn't always understand everything.

- **Michael Gray** had a recommendation and a question. His recommendation was to add something to the document to describe what interlining is, as it's mentioned a couple of times and seems like a great concept for some concerns. His question was: What is Rob's favorite thing about the proposed change, and what is his least favorite thing he must "live with" in the proposed change?
 - **Rob LaFontaine** responded that his favorite thing is that the redesign considers and responds to "so many ideas, critiques, suggestions, [and] comments" received over his eight years in planning at Intercity Transit. He feels the proposal captures so much of what the community has asked for without sacrificing what currently exists. His least favorite thing is the constraints, noting that if they had more resources, they could do more work, such as more frequency and span. Because of financial, political, operational, and legal constraints, decisions must be made to check as many boxes as possible.
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B. Dial-A-Lift Update (*Kevin Karkoski*)

- **Kevin Karkoski**, Dial-A-Lift (DAL) Manager for Intercity Transit, provided an update for 2024 on the Dial-A-Lift program, Travel Training, and the Bus Buddies programs.

Dial-A-Lift Program

- Dial-A-Lift is an ADA-mandated shared ride **service** for people whose disabilities prevent them from riding the fixed-route bus. Clients must apply for eligibility and recertify every three years. The service area extends three-fourths of a mile from any fixed route.

Eligibility

- A person is eligible if they are unable to board, ride, or exit a ramp-equipped bus without assistance, need to use a ramp that cannot be deployed safely at their bus stop, or have a disability that prevents them from traveling to or from the bus stop under certain conditions.
- There are three types of eligibility:
 - **Unconditional:** No restrictions matching the fixed-route bus service times for that area.
 - **Conditional:** Allows for some mobility, such as being able to walk a certain distance (e.g., two blocks) but needing a lift for a longer distance (e.g., three blocks).
 - **Temporary:** For short-term conditions like a broken leg or surgery, always less than a year, typically 90 to 120 days. At any given time, about **25%** of clients have temporary eligibility.

2024 Performance and Client Data

- The program has about 1,400 clients.
- They received 956 completed applications.
 - 66% were fully or unconditionally eligible.
 - 16% were temporarily eligible.
 - 5% (about 50 people) were found ineligible. Those deemed ineligible can appeal the decision within 60 days to an appeal hearing made up of three community members and a non-DAL Intercity Transit employee. Last year, six people requested an appeal hearing.
- DAL trips totaled **113,961**, a 0.5% decrease from the previous year (essentially flat).
- **On-time performance** was **99%**. They credit the **VIA software**, implemented two years ago, for the improvement, as the previous software, RouteMatch, only achieved a high of 95% on-time performance.
- The Call Center answered 81,557 calls, up 5% from the previous year. The average call waiting period is typically less than a minute. While clients can't book conditional rides on the new VIA app yet, they can track booked rides and their vehicle's location on the day of the ride.

Travel Training Program

- Intercity Transit has two travel trainers and currently a travel training intern. Travel training is individualized and tailored to a person's needs, whether it's learning the routes, overcoming a fear of riding, or using technology apps and reading schedules. They do extensive outreach to high schools for transitional students. They conducted 64 travel training **sessions** last year.
- They also offer mobility device training, allowing clients to practice getting on and off a bus with a new scooter or other device at the bus yard until they feel comfortable.
- **Margret Janis** asked if this training was for fixed bus routes.

- **Kevin Karkoski** clarified that the training is for people who want to use the fixed route but are not confident using their mobility devices on the bus, such as learning how to back a scooter onto the bus.
- The trainers also do a lot of outreach events – 52 last year – at locations like Panorama and assisted living centers to get people interested in riding the bus.

Bus Buddy Program

- The Bus Buddy program celebrated its 10th anniversary last year and is the only active Bus Buddy program in Washington State. It is a program through Catholic Community Services with a grant from WSDOT.
- The program has a new part-time coordinator, Janine Robins, who was the original coordinator 11 and a half years ago.
- All Bus Buddies are volunteers who love transit and want to share their experience. The program provides trips and one-on-one experience that the DAL program cannot.
- In 2024, the volunteers completed 8,300 volunteer hours.
- They made 191 matches (linking a bus buddy with someone who needs a bus ride).
- They held 60 tabling events and 546 special events.
- They gained two new bus buddies.

Q&A on Dial-A-Lift

- **Dara Dotson** asked how many of the six people who appealed were granted eligibility.
 - **Kevin Karkoski** stated that he believes **one** of the six had their original decision overturned and was granted eligibility.
- **Rachel Weber** asked if any eligibility appeals are based on address.
 - **Kevin Karkoski** confirmed that appeals are **not based on address**. If someone is turned down, it is typically because they demonstrated during the functional assessment (e.g., walking the 2,400-foot route) that they can use the fixed-route bus.
- **Rachel Weber** asked about accommodations for folks in the application process, as it can be daunting.
 - **Kevin Karkoski** explained that they will **remove barriers** and simplify the process for anyone having problems, including going to people's houses to help them fill it out, or explaining it over the phone. They also removed the requirement for applicants to see their doctor for the medical part of the application about two years ago, feeling it was not fair or equitable to people who lacked appointments or insurance.
- **Michael Gray** described a scenario where a family member needed short-term transport after a medical event, but the DAL application period would have taken three weeks,

forcing them to hire a private service. He asked where the line is between providing consistent service (90-120 days) and a real short-term need (one or two days).

- **Kevin Karkoski** explained that to be fair and equitable to everyone, they must process the 30–50 applications they receive weekly in the order they come in and cannot streamline some folks. He stressed that DAL is not medical transportation but is the equivalent of riding the fixed-route bus for those who cannot.
 - **Emily Bergkamp** added a **caveat**, saying that in unique situations, calling and talking to Kevin or a dispatcher might allow them to help in the moment for a limited period.
 - **Shawn Sandquist** shared a statement as a DAL rider, saying that after missing the last fixed-route bus in the pouring rain, he called DAL, and they sent a bus for him to get home safely. He stated that Dial-a-Lift goes above and beyond to help their customers.
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C. 2026 Update (*Jana Brown*)

- Jana Brown, the Chief Financial Officer (CFO) of Intercity Transit, presented an update on the draft 2026 budget, providing context for those who missed the previous meeting. She directed attendees to the organization's website under the "financial information" section, where they can find the draft 2026 budget, adopted budgets, capital improvement plan, and financial reports. A public hearing is scheduled for November 5th to gather community feedback, and an email address is provided on the website for input.

Current Financial Status (As of September 30, 2025)

- Before detailing the 2026 budget, the CFO reviewed the financial status through the first three quarters of 2025.
- **Resources/Revenues:** Total resources reached \$333.5 million (86.6% of the 2025 budget).
 - **Service revenues** (mainly from van pool) are on track.
 - **Other revenues** totaled \$6.5 million, with \$6.2 million being interest earned on capital reserves, benefiting from a rising interest rate market.
 - **Other agency revenues** were \$69.9 million, with 62% coming from sales tax. Grants tend to lag as they are reimbursement-based.
- **Expenditures:** Expenditures are being managed well.
 - **Operating expenditures** were at about 65% of the planned budget at the 75% mark of the year.
 - **Capital expenditures** lag, which is expected (e.g., vehicle replacement funds are budgeted to place orders but not spent until 18–24 months later).
 - Overall, total expenditures stood at \$46.5 \%\$ of the 2025 budget.

Sales Tax and Budgeting Approach

- The presentation emphasized that sales tax is the number one, yet uncontrollable, revenue source. Recent trends have been highly volatile, with an 11% increase in 2021, a drop to 1% in 2023, and a decrease in 2024. Due to this volatility, the 2026 budget conservatively budgets a 3% increase based on 2024 actuals, essentially keeping the revenue level.

Draft 2026 Budget Details

- **Available Resources:** The total resources projected for 2026 are \$392.2 million, which includes the beginning fund balance, sales tax revenue, consistent van pool fares, and budgeted interest income of \$8.6 million.
- **Grants:** The agency has been successful in securing grants, budgeting \$3.9 million in operating grants (for programs like Smart Sensors and Dial-A-Lift) and significant capital grants for projects like the maintenance building and fleet replacements.
- **Total Expenditures:** Total budgeted expenditures are \$178.6 million (about \$4 million lower than anticipated for the current year).
 - Operating Expenditures: \$104.9 million
 - Capital Expenditures: \$73.6 million
- **Capital Projects:**
 - **New Projects:** Include mechanical system improvements for the adults building, continued investment in the Amtrak Centennial Station, and a new life cycle replacement schedule for the fleet to smooth out expenses annually.
 - **Continuing Projects:** Include the maintenance building, the major ERP/asset management software update (to replace an old 1983 program), and the zero-emission pilot project.
- **Staffing:** The budget includes nine new full-time equivalent (FTE) positions to support the increased workload from recent expansions in service and facilities. Several of these positions are being filled internally by existing operators.

Next Steps

- The information is available to the public, staff, and the Board. The public hearing is set for November 5th, after which staff will fine-tune the budget based on contract updates and feedback. The final approval from the Board is scheduled for December 5th.

Q&A on Sales Tax

- **Dara Dotson** asked how Intercity Transit receives sales tax, specifically if a purchase made online and delivered within the area generates tax revenue for IT.
 - **Jana Brown** confirmed that yes, they do. The tax is collected where the item is delivered. If an item is ordered online and shipped to a person in the service area, IT receives the taxes. However, if a purchase is made outside the area, like driving to Portland to buy an item, IT does not receive the tax.

D. Draft Strategic Plan *(Emily Bergkamp)*

Emily Bergkamp- Intercity Transit General Manager presented the draft strategic plan is an ongoing process to document Intercity Transit's (IT) intended direction, prioritizing efforts, aligning stakeholders, and defining the level and types of services and funding sources for the next six years. It also represents the continuation of commitments made during the multi-year "Intercity Transit Road Trip" planning process, which indicated the community wanted more transit service.

Plan Organization and Content

- The draft is a 30-page document currently on the website and will have a public comment period. It is organized into four main sections:
- **Section 1: Introduction, History, and Background:**
 - **Timeline:** This year's update will better sync the strategic planning timeline (which became serious in 2001) with the general transit development plan timeline.
 - **Achievements and Challenges:** It reviews the previous year's performance, including securing funding for 23 replacement rideshare vehicles and funding the Corridor Express and Lacey Express through 2029. A challenge was not having all projects funded by WSDOT, despite approval, due to an "oversubscribed" state budget.
 - **External Factors:** It addresses the current lawsuit regarding federal funding and the impact of the government shutdown, noting the FTA is less impacted than other USDOT agencies but that a prolonged shutdown could affect future funding applications.
 - **Goals:** It covers the agency's mission, vision, goals, end policies, and design principles, emphasizing that the spirit and intent have not changed significantly. The mission and vision statements were recently updated to include language on serving the "diverse needs of all our customers" and "providing inclusive and exceptional transit services."
- **Section 2: Policy Positions:** These identify IT's stance on key issues, organized into four main areas:
 - **Fixed Route Service and Design:** The policy is to "proceed with the implementation of the long-range plan" and catch up on momentum delayed by COVID-19's impact on the labor market.
 - **Capital Investments:** IT will continue to finalize the design, pursue permitting, and construct the Pattison Street Facility Rehabilitation and Expansion Project.
 - **Financial Components:** Planning must remain financially constrained to be responsible stewards of taxpayer funding. The agency monitors economic outcomes like the CPI to assess inflation impacts.
 - **Other IT Services (Mobility):** This includes ancillary services like Walk and Roll, Vanpool, and the Community Van. The policy for Vanpool is to "continue to

promote strategies to remove barriers and increase ridership," which involves promoting the service to frontline workers and local businesses, as commuter patterns have changed post-COVID.

- **Sections 3-5:** Cover the Recommended Service Plan and the Capital and Financial Plans (largely covered in Jana Brown's budget update).

Next Steps for Adoption

- The CAC's feedback will be incorporated into the draft.
 - The draft will go before the ITA on November 5th.
 - The ITA will be asked to schedule a Public Hearing, tentatively set for December 3rd.
 - The final Strategic Plan adoption is tentatively scheduled for December 17th.
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E. Nomination of Officers *(Emily Bergkamp)*

- Emily Bergkamp introduced the item, which was to nominate members to serve one-year terms as the CAC's Chair and Vice Chair for 2026. She thanked the current officers, Chair Rachel Weber and Vice Chair Claire Bourgeois, for their service, encouraging nominees to speak with them to demystify the roles.

Process for Choosing Officers

- **Current Officers:** Chair Rachel Weber and Vice Chair Claire Bourgeois have both completed a one-year term.
- **Bylaws:** The Bylaws require a Chair and Vice Chair. Officers serve a one-year term and may serve up to two terms in the same office.
- **Timeline:** The process consists of nomination in October (the current meeting) and affirmation by majority vote in November (the next meeting). Members may self-nominate or be nominated by others.

Nominations

- The following nominations were put forth for the 2026 officer positions:
- **For Vice Chair:**
 - Dara Dotson was nominated by Shawn Sandquist.
 - Dara Dotson accepted the nomination.
- **For Chair:**
 - Rachel Weber was nominated by Margret Janis, but she declined the nomination at that time, stating she felt someone else should serve.
 - Rachel Wilson was nominated by Rachel Weber.
 - Rachel Wilson accepted the nomination.

Next Steps

- The nominations for Chair (Rachel Wilson) and Vice Chair (Dara Dotson) will move forward.
 - Since there is only one nomination for each seat, the group consensus felt that a formal vote might not be necessary.
 - Emily Bergkamp stated that the plan is to forgo a formal election next month and instead declare the new officers, with a "peaceful transition of power" ceremony at the November meeting.
 - The new officers' term will officially begin in January 2026. Amanda will confirm acceptance with the members offline to finalize the process.
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CONSUMER ISSUES / COMPLIMENTS

- This discussion focused on addressing feedback from the CAC self-assessment regarding meeting length and the timing of the Consumer Issues/Compliments agenda item.

Issues and Proposed Solutions

- The CAC's self-assessment noted that meetings tend to run long because the group is "chatty" and has many issues to address. The Consumer Issues item is often placed near the end of the agenda, which is inconvenient for members who need to leave early for the 7:15 p.m. bus.
- Staff member Amanda Collins opened the discussion by asking for suggestions on how to make the item more efficient and meaningful.
- **Doug Riddels** argued that behavioral issues – like "overly chatty" members – are best handled interpersonally by leadership, rather than by creating complicated new rules or processes.
- **Sue Pierce** (ITA Representative and former CAC member) suggested moving the item earlier in the agenda. This would allow members with quick, simple issues (e.g., "a sign is wrong") to state them immediately, while members with topics requiring deeper discussion could flag them but agree to wait until later in the meeting or handle them outside of the meeting, saving time. Rachel Weber (Chair) clarified that the main goal was to allow those who catch the 7:15 p.m. bus to participate.
- **Shawn Sandquist** supported moving similar issues earlier and suggested encouraging members to turn in questions ahead of time, as some issues don't need group discussion and could be handled directly by staff.
- **Emily Bergkamp** (Staff) agreed that triaging low-level issues would help. She stressed the importance of timely reporting for safety concerns and noted that video evidence is only retained for about two to three weeks. She also offered to use the General Manager's report to inform the group about issues that were submitted and successfully resolved.

- **Margret Janis** agreed with triaging but emphasized that the group benefits from hearing about what other people are seeing, so staff reporting on resolved issues in the meeting is valuable.
- **Clair Bourgeois** suggested that planning and scheduling issues that affect the whole group should be discussed in the meeting, but one-on-one, one-time **incidents** (e.g., a specific driver complaint) should be handled privately with staff.
- **Sue Pierce** offered a final reminder that members can always contact Customer Service directly for time-sensitive, one-on-one problems that need immediate action.
- **Rachel Wilson** complimented her journey using Intercity Transit, the Sounder train, and the Link Light Rail all the way to Linwood for a WAPRO (Washington Association of Public Records Officers) conference. She called the trip "dreamy," noting she finished half an audiobook, and even got home around 5:30 p.m.
- **Michael Gray** offered a general compliment, saying that Intercity Transit provides a great community benefit. He was able to easily use the bus to collect a family member's personal vehicle after a medical emergency, without having to arrange a private ride in the middle of a workday.

Conclusion and Action

- Amanda Collins summarized the consensus and confirmed the action plan:
1. **Reprioritize:** The Consumer Issues/Compliments item will be moved to the front of the agenda to ensure full participation.
 2. **Encourage Pre-Submission:** Members will be encouraged to send issues ahead of time to allow staff to triage and address low-level issues quickly. The group will receive follow-up on resolved issues.
 3. **Bookend the Discussion:** The item will have an initial segment at the beginning of the meeting and can be bookended with an overflow segment later in the meeting if needed, like the ITA's public comment structure.

REPORTS

- **October 1, 2025** (*Dara Dotson*)
Dara reported that the ITA voted to approve the Bus Stop Expansion plan and recognized the hiring of new drivers.
- **October 14, 2025** (*Jim Hanley*)
No update, Jim was absent.
- **Collaboration Sub-Committee Report** – (*Shawn Sandquist*)
- Although there was no formal report from Shawn, it was noted that Angie Peters, the General Manager of Valley Transit, was observing the meeting. Staff member Amanda

Collins explained that Ms. Peters was looking to start her own Community Advisory Committee at Valley Transit and wanted to see the process in action.

- **General Manager's Report** (*Emily Bergkamp*)

Agency Recognition and Personnel

- **CAC Ambassador (Don Melnick):** The agency plans to create a temporary "CAC Ambassador" role for Don Melnick, a former CAC and ITA member. This honorary position would allow him to attend meetings and share his valuable historical and institutional knowledge, while allowing new candidates to fill official CAC seats.
- **National Disability Employment Awareness Month:** The DEI Committee hosted a presentation by Steve Barrera, the founder of Beyond Disabilities, on October 6th. Barrera, who was born with cerebral palsy, delivered a motivational message on inclusion and overcoming limitations.
- **National Customer Service Week:** Intercity Transit celebrated National Customer Service Week (October 6th–10th) with the theme "Mission Possible," recognizing the work of the customer service team.
- **New Bus Buddy Coordinator: Janine Robbins** has returned as the new Bus Buddy Coordinator, replacing Scott Schoengarth. Robbins originally started the program over 10 years ago. A new phone number for the program will be shared in the meeting minutes.

Agency Initiatives

- **WSDOT Active Transportation Grant:** Intercity Transit has applied for a grant to purchase nine e-bikes (three cargo, five commuter, and one adaptive bike) and fund a part-time coordinator to manage an e-bike lending library for IT employees. The goal is to allow staff to try e-bikes before purchasing them.
- **Federal Advocacy Update:** Federal advocate Dale Byrne expressed optimism that the current government shutdown would end soon and reassured the group that the agency's involvement in a recent lawsuit is unlikely to hinder future grant funding. He also anticipates that the next surface transportation bill will maintain current funding levels.

2026 World Cup (Requested by Shawn Sandquist)

- Intercity Transit is planning for the June/July 2026 World Cup, though all matches will be hosted in Seattle and Portland.
- Olympia, Lacey, and Tumwater are collaborating on a "**Fan Zone**" – led by the Thurston County Chamber – which may feature live showings of matches at a location like the Port of Olympia.

- IT may receive around \$300,000 in funding to enhance service during this period, possibly by increasing regional service, adding temporary service, and increasing security. CFO Jana Brown noted that the area may also see a sales tax boost from visiting travelers.

Driver Security Barriers

- **Margret Janis** inquired about the status of the new driver security barriers. Emily Bergkamp responded that there were initial issues with them being noisy and sticking, which were reported by operators to the OCPC (Operator/Committee Policy Committee).
- Regarding the bar across the top interfering with the driver's view: this is being addressed by **moving and adjusting mirrors** to ensure drivers can see the back of the bus.

NEXT MEETING: November 17th, 2025 at the Olympia Transit Center.

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

Prepared by Nicole Jones

COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-A
MEETING DATE: November 17, 2025

FOR: Intercity Transit Authority

FROM: Peter Stackpole, Development Director, 360-357-1795

SUBJECT: Development Department Priorities / Project Updates

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- 1) **The Issue:** Provide the CAC with an overview of active projects within the Development Department, highlighting progress and next steps for several key initiatives.
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- 2) **Recommended Action:** Information and discussion.
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- 3) **Policy Analysis:** Regular project updates to the CAC promote transparency, accountability, and public understanding of major initiatives that enhance safety, connectivity, and customer experience throughout the Intercity Transit system.
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- 4) **Background:** The Development Department is advancing several capital and technology initiatives that support Intercity Transit's long-term vision for improved mobility and system performance:
- High Capacity Transit (BRT Lite): Advancing corridor analysis, conceptual design, and funding strategy to improve travel speed, reliability, and passenger amenities along key corridors.
 - Smart Corridors Phase IV: Continuing implementation of coordinated signal timing and transit signal priority to enhance bus movement and reduce intersection delays.
 - SMART Grant – AI Sensors: Deploying artificial intelligence-based roadway sensors to enhance traffic data collection, safety analysis, and operational planning.
 - East Martin Way Gateway Station Roundabout Project: Advancing preliminary design for a multimodal roundabout that will improve safety, access, and transit efficiency at the future Gateway Station site.
 - Real-Time Signage Program: Expanding installation of digital signage providing live departure information at key stops and transit centers to improve customer convenience and satisfaction.

Staff will provide an update on project status, coordination efforts, funding, and anticipated milestones.

5) **Alternatives:** N/A

6) **Budget Notes:** All projects are funded through a mix of local, state, and federal sources, including competitive grant programs. Budget impacts will vary depending on project phase and external funding awards.

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 and increase ridership”* Goal #7: *“Build partnerships to identify and implement innovative solutions that address mobility needs, access and equity as a service provider and as an employer”*

8) **References:** N/A

COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 5-B
MEETING DATE: November 17, 2025

FOR: Intercity Transit Authority

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

SUBJECT: May 2026 Service Change Summary & Equity Analysis;
CAC Recommendations

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- 1) **The Issue:** Consider CAC endorsement of the May 2026 Service Change Summary & Draft Equity Analysis.
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- 2) **Recommended Action:** CAC consensus on the advancement of the May 2026 Service Change Summary & Draft Equity Analysis to the Authority for final adoption.
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- 3) **Policy Analysis:** In accordance with our updated 2024 – 2027 Title VI Program, major changes in bus service require formal adoption of a written equity analysis; a publication intended to identify adverse impacts from proposed changes in bus service and any proportionate disparity to minority and low-income populations. The adoption process for the Analysis includes a public comment period, review and consideration from Intercity Transit’s Community Advisory Committee, and a public hearing with the Intercity Transit Authority Board.
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- 4) **Background:** Consistent with the 2026 Draft Annual Budget and forecast of Planned Operating Changes programmed in the 2025 – 2030 Transit Development Plan (TDP), Intercity Transit intends to change fixed route service on May 3, 2026, by implementing a comprehensive system redesign of local bus routes. The anticipated change includes the deployment of 25 new bus routes and discontinuation of 17 existing routes.

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

A 6-week public comment period was held between October 1 – November 14, 2025. During that time Intercity Transit staff collected, reviewed, and responded to dozens of comments. Additionally, an Open House event was held at the Olympia Transit Center on Monday, November 3rd with approximately 70 participants in attendance, and a public hearing with the Authority Board on November 5th. The comment period, open house, and public hearing combined to provide an opportunity to present clarifying information which relieved many of the original concerns about proposed route changes. Staff will present a summary of the public comments during the scheduled meeting, however we are encouraged to share that as of this writing none of the comments received have exposed any significant design flaws in the proposed system requiring major edits to the route structure and related equity analysis.

It is understood and respected that some members of the public who have shared frustration over the changes will experience a loss in directness or efficiency for trips specific to their individual circumstances. Planning Staff are continuing to develop the related bus stop locations and route schedules to support the redesign; comments received brought emphasis to key locations where bus-to-bus connections are critical.

-
- 5) **Alternatives:** Advise staff to proceed differently than the recommended action.
-
- 6) **Budget Notes:** The necessary financial resources to implement and operate the May 2026 redesign is reflected in the 2026 Draft Budget.
-
- 7) **Goal Reference:** Goal #1: *“Assess the transportation needs of our community throughout the Public Transportation Benefit Area”* Goal #2: *“Provide outstanding customer service”* Goal #4: *“Provide responsive transportation options within financial and staffing limitations.”* Goal #6: *“Encourage use of our services, reduce barriers and increase ridership”* Goal #7: *“Build partnerships to identify and implement innovative solutions that address mobility needs, access and equity as a service provider and as an employer”*
-
- 8) **References:**

Intercity Transit’s 2018 Long-Range Plan; Intercity Transit’s 2024 – 2027 Title VI Program.

May 2026 Service Change Summary & Draft Equity Analysis

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

FOR: Community Advisory Committee

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

SUBJECT: Election of Officers

-
- 1) **The Issue:** The Community Advisory Committee will conduct elections for their officers.
-
- 2) **Recommended Action:** Elect a Chair and Vice-Chair.
-
- 3) **Policy Analysis:** Per the Operating Procedures, nominations are made in October and elections conducted in November.
-
- 4) **Background:** Only one person was nominated for each position, so ballot votes are not required. The Chair can simply declare that the nominee is elected. Therefore, we will ask Chair Weber to declare Rachel Wilson, Chair and Dara Dotson, Vice Chair, effective at the January 2026 meeting serving for one (1) year terms.
-
- 5) **Alternatives:** N/A
-
- 6) **Budget Notes:** N/A
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- 7) **Goal References:** N/A
-
- 8) **References:** Operating Procedures.

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

FOR: Community Advisory Committee

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

SUBJECT: Cancel December 20, 2021, CAC Meeting

-
- 1) **The Issue:** Whether to cancel the December 15, 2025, CAC meeting.
-
- 2) **Recommended Action:** Cancel the December 15, 2025, CAC meeting.
-
- 3) **Policy Analysis:** The CAC must take action to cancel a regularly scheduled meeting.
-
- 4) **Background:** At this time, staff does not anticipate any agenda items scheduled for the December 15, 2025, meeting. Given the lack of agenda items, staff recommends canceling the meeting.
-
- 5) **Alternatives:**
- A. Cancel the December 15, 2025, CAC meeting.
 - B. Maintain the schedule as it stands, and meet on December 15, 2025.
-
- 6) **Budget Notes:** N/A.
-
- 7) **Goal Reference:** N/A.
-
- 8) **References:** N/A.

Intercity Transit Authority Meeting Highlights/Summary
A brief recap of October 15, 2025, Intercity Transit Authority Meeting

Wednesday night, the ITA:

- Directed staff to schedule CAC interviews on November 7 based on the recommendations of the ad-hoc committee. The ad-hoc committee recommends interviewing a portion of applicants versus all applicants, and select applicants based on thoroughness of responses and committee needs. The ad-hoc committee prepared a list of 18 short-list applicants (3 per vacancy) and 5 standby applicants, and the recommendation includes interviewing all youth applicants. *(Emily Bergkamp)*
- Authorized the General Manager, pursuant to Washington State Contract 03424, to purchase as-needed uniform items from Galls, LLC (Galls) in an amount not-to-exceed \$225,000 per year, including sales tax. *(Noelle Gordon)*
- Scheduled a public hearing for the 2026 draft budget for 5:30 p.m., Wednesday, November 5, 2025. Final adoption is proposed for December 3, 2025. *(Jana Brown)*
- Declared items as Surplus Property
 - A. **Bus Shelter.** Donate a surplus bus shelter to the City of Bucoda. The estimated value of the surplus bus shelter is \$500. *(Noelle Gordon)*
 - B. **Vehicles.** Declared the Vanpool and Facilities vehicles listed in Exhibit A as surplus. Intercity Transit received replacements for these vehicles which have exceeded their useful life and are surplus to our needs. In accordance with Intercity Transit's process, once declared surplus the non-federally funded vehicles will be offered for direct purchase by other public agencies. The total value of the vehicles listed in Exhibit A is estimated at \$116,250. *(Noelle Gordon)*

Other Items of Interest:

- Intercity Transit's Federal Advocate, Dale Learn, of Gordon Thomas Honeywell Governmental Affairs, provided an update on activities affecting public transportation in Washington D.C.
- Matthew Branson, WSTIP Executive Director, presented Intercity Transit with the **WSTIP 2024 Safety Star Award**.
- David Chaffee introduced **Ted Blankenship, Technician**.

General Manager's Report

- Bergkamp gave a brief update on former ITA member Don Melnick, who applied to be on the CAC. Bergkamp said to capitalize on his vast experience, particularly his knowledge bridging the CAC and ITA, the ad-hoc committee will create an emeritus role for Don so he can assist with being an ambassador for the committee.

- IT's Grant Program Manager, Jessica Gould, applied for the WSDOT Active Transportation grant. The grant request is for \$147,657 for the purchase of 9 e-bikes (3 cargo bikes, 5 commuter bikes and 1 adaptive trike), supportive equipment, and a part-time program coordinator who would manage all aspects of the e-bike lending library. The design of the project and number of bikes was determined by the IT employee survey (over 100 responses!) which showed tremendous interest and support for this project. Kerri Wilson brought the opportunity and the vision to apply for an e-bike lending library for IT employees. With help from the following individuals, we put together a very strong application:
 - Kerri—vision and a fully formed Project Implementation Plan
 - Thera—editing for word limits, content enhancement, and letter of support drafts
 - Drew—updated map of service area
 - Heather and Ally—employee survey assistance
 - Peter and the Cut Commute Committee—Letter of support and encouragement
 - Mark Neuville—Letter of support from ATU
 - Jana—liaison with WSTIP on insurance questions

- In celebration of October's National Disability Employment Awareness Month (NDEAM), the DEI committee hosted a special presentation by Steve Ferreira, founder of *Beyond Disabilities*, on Monday, October 6th. Ferreira is a dynamic and inspiring motivational speaker who has shared his story over 1,000 times across the U.S. and internationally. Born with cerebral palsy, Steve brings a powerful message about overcoming limitations, embracing differences, and living life beyond disability. His presentations offer a fresh perspective on inclusion, accessibility, and the value of diverse experiences in the workplace.

In addition to his speaking career, Ferreira is an accomplished athlete, a TEDx presenter, and a certified ADA consultant. His organization, *Beyond Disabilities*, advocates for people with disabilities and encourages communities to recognize that disability is simply a different way of living—not a limitation. To learn more about Steve, visit his website [Beyond Disabilities | Motivational Speaker | United States](#).

- Customer Service Manager Jane Denicola and the Customer Service Team celebrated Customer Service Week October 6-10 with the theme of Mission: Possible. The work group enjoyed a group lunch out and held an Open House for all IT employees with refreshments, games and fun, and enjoyed a breakfast made by Denicola, Supervisors Russ Gilsdorf and Renee Fonseca. Thank you, Customer Service, for all the great support you provide our agency and the folks who count on us, our customers.

Prepared October 16, 2025
Pat Messmer/Clerk of the Board

Intercity Transit Authority Meeting Highlights/Summary
A brief recap of November 5, 2025, Intercity Transit Authority Meeting

Wednesday night, the ITA:

- Held a public hearing to take public testimony on planned changes to bus service anticipated to take effect Sunday, May 3, 2026 (*Rob LaFontaine*).
- Held a public hearing to take public testimony on the 2026 Draft Budget (*Jana Brown*).
- Set a public hearing for the 2026-2031 Draft Strategic Plan on Wednesday, December 3, 2025, at 5:30 p.m. with adoption proposed for the December 17, 2025, ITA meeting (*Emily Bergkamp*).
- Approved Resolution 05-2025 authorizing the General Manager to temporarily waive vanpool fares for eligible federal employees during any period of a federal government shutdown (*Lynne Cunningham*).
- Reappointed Community Representative Sue Pierce for a third 3-year term through December 31, 2028 (*Emily Bergkamp*).

Other Items of Interest:

- Kerri Wilson introduced **SJ Francis, WNR Program Representative**.
- David Chaffee introduced **Vincente Dearmore, Technician**.

General Manager's Report

- Bergkamp attended a ribbon cutting/open house of the new Thurston County Ballot processing center.
- A multi-disciplinary team met to review the Foul Weather Plan for updates before severe winter weather arrives.
- Bus Buddies chose their newest/oldest Bus Buddy Coordinator moving forward. Janina (Jan) Robbins, who was the first Intercity Catholic Community Services Bus Buddy Coordinator when the program started in 2013, accepted the position as Bus Buddy Coordinator. She has extensive experience using the IT system and knows how to coordinate the Bus Buddy program with ease. Dial 1-844-851-9380 for referrals and/or to request a Bus Buddy.
- Bergkamp shared the following quote from an observer of a recent Dial-A-Lift Driver interaction:
"Leaving an appointment this morning, I found some joy that would have been so easy to pass by. Noticed an Olympia Intercity Transit bus driver assisting a gentleman arriving for his appointment – smiles, laughter, joking around. You would have thought they were old friends until I heard 'Nice to meet you, sir.' 'I appreciate you, mister.' Day made, for all three of us. It's not hard to make a difference in this world if you shine your inner joy outward. I took a few seconds to thank the bus driver for being great at his job and for bringing me some joy today too. Notice joy, extend yourself and really 'see' people – it matters. Make this week great, friends – we all matter!"

Prepared November 6, 2025
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-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-21	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25
Brandon	Mixon	x	x	x	x	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned	Resigned
Clair	Bourgeois	x	x	x	x	x	x	x	x	absent	x		
David	Payton	absent	absent	absent	absent	absent	absent	absent	absent	absent	absent		
Doug	Riddels	absent	x	x	x	x	x	x	x	x	x		
Garrett	Fuelling	x	absent	absent	absent	absent	x	x	x	absent	x		
Harrison	Ashby	x	x	x	x	x	x	x	x	x	x		
JoAnn	Scott	x	x	x	x	x	x	x	x	x	x		
Hallie	Sutter	x	x	x	x	x	x	x	x	x	x		
Margret	Janis	x	x	x	x	x	x	x	x	x	x		
Michael	Gray	x	x	x	x	absent	x	x	absent	x	x		
Shawn	Sandquist	x	x	x	x	x	x	x	x	x	x		
Suzanne	Simons	x	x	x	x	absent	x	x	x	x	x		
Ty	Flint	absent	x	x	x	absent	x	x	x	x	absent		
Rachel	Weber	x	x	x	x	x	x	x	x	x	x		
Rachel	Wilson	x	x	x	x	x	x	x	x	x	x		
Dara	Dotson	x	x	x	x	x	x	x	x	x	x		
Jim	Hanley	Not Joined	Not Joined	Not Joined	Not Joined	x	absent	x	x	absent	absent		
Kristi	Duke	Not Joined	Not Joined	Not Joined	Not Joined	Not Joined	x	absent	Resigned	Resigned	Resigned	Resigned	
YOUTH John-P	Fox Seidel	x	x	x	absent	x	x	absent	absent	x	x		
YOUTH Julian	Preston	x	x	x	x	x	x	x	x	x	absent		

 = Joint meeting does not count against required meeting attendance