

AGENDA
INTERCITY TRANSIT AUTHORITY
Wednesday, January 7, 2026
5:30 P.M.
Board Room – 510 Pattison Street SE, Olympia

To observe the meeting remotely [REGISTER HERE TO OBSERVE THE MEETING](#)

Or by telephone - Toll Free: (844) 730-0140 / Phone Conference ID 772 889 790#

To provide Public Comment remotely, contact the Clerk of the Board at (360) 705-5860 or email pmessmer@intercitytransit.com by noon the day of the meeting to indicate your desire to provide public comment. You will be instructed on how to register. During the public comment portion of the agenda your microphone and video will be enabled.

CALL TO ORDER

STAFF INTRODUCTIONS	15 min.
A. Ali Fuller, Walk N Roll Rep & BCC Coordinator (<i>Kerri Wilson</i>)	
B. Corbin Wickstrom, Tech I (<i>David Chaffee</i>)	
C. Amy Zurfluh, HR Supervisor (<i>Alana Neal</i>)	
D. Matt Kelzenberg, Operations Assistant (<i>Dena Withrow</i>)	
E. Troy Kelly, Facilities Tech II (<i>Staci Revel</i>)	
F. Sheldon Osborn, Vanpool Assistant (<i>Lynne Cunningham</i>)	
G. Nicole Jones, Executive Administrative Assistant (<i>Emily Bergkamp</i>)	
1. APPROVAL OF AGENDA	1 min.
2. PUBLIC COMMENT	15 min.
3. NEW BUSINESS	
A. Digital Call Center Phone Software (<i>Jeff Peterson</i>)	
B. SMART Grant AI Powered Sensors & Integrated Data Management System	
Project Interlocal Agreement w/City of Lacey (<i>Peter Stackpole</i>)	
4. GENERAL MANAGER'S REPORT	5 min.
5. AUTHORITY ISSUES	5 min.

ADJOURNMENT

Intercity Transit assures nondiscrimination in accordance with Title VI of the Civil Rights Act of 1964. For more information, see our [Non-Discrimination Policy](#).

Intercity Transit Public Board meetings are held at 510 Pattison Street, SE, Olympia. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue). Or use other alternate modes to attend this meeting: bike, walk, carpool, or vanpool.

Board materials are available at <https://www.intercitytransit.com/agency/transit-authority/meetings>.

In compliance with the Americans with Disabilities Act, those requiring accommodation to attend meetings or participate in providing public comment, please notify the Clerk of the Board 24 hours prior to the Authority meeting or public hearing. TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 786-8585.

Clerk of the Board: Pat Messmer – (360) 705-5860 – pmessmer@intercitytransit.com

Examples of special accommodation include:

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

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 3-A
MEETING DATE: January 7, 2026

FOR: Intercity Transit Authority

FROM: Jeff Peterson, Senior Procurement and Project Management
Coordinator, (564) 233-8980

SUBJECT: Digital Call Center Phone Software

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- 1) **The Issue:** Consideration of the purchase of a new digital call center software solution to replace the current system that has reached the end of its life cycle.
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- 2) **Recommended Action:** Authorize the General Manager, pursuant to Sourcewell Cooperative contract 120122-RNG, to acquire a cloud-based communications solution from RingCentral in the amount of \$140,000, for a three-year term which includes regulatory fees, a 10% contingency, excluding taxes.
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- 3) **Policy Analysis:** The procurement policy states the Authority must approve any expenditure over \$100,000.
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- 4) **Background:** Intercity Transit is working through a Microsoft 365 Unified Communications Project to modernize communications and reduce complexity. This includes transitioning from the current Mitel Connect phone system. The transition is needed as the current solution is approaching its end of life, software updates are no longer being received, and the system has experienced several multi-day outages due to the legacy integration with our telecom provider over the past 18 months. However, the Teams Phone System will not fully satisfy the requirements of our call center environment which requires advanced features such as queue management, detailed reporting, and multi-channel support. To address this gap in customer service efficiency and to support our cybersecurity posture, the project team conducted extensive research and evaluated four call center solutions through demonstrations, scoring surveys, and stakeholder feedback.

The project team strongly favored the RingCentral call center solution for its advanced supervisory tools, robust analytics, and integrated omni-channel capabilities (voice, email, SMS, web chat, and fax). These features will enable us to deliver a higher level of customer service and operational oversight.

Intercity Transit is eligible to procure the RingCentral solution through Sourcewell Cooperative contract 120122-RNG, which offers competitive pricing, and favorable terms, and conditions. After thorough evaluation, staff concluded that RingCentral meets our functional requirements at an appropriate cost.

5) Alternatives:

- A. Authorize the General Manager, pursuant to Sourcewell Cooperative contract 120122-RNG, to acquire a cloud-based communications solution from RingCentral in the amount of \$140,000, for a three-year term which includes regulatory fees, a 10% contingency, excluding taxes.
 - B. Defer action. This alternative will result in continued use of a phone system that is unsupported that could cause our phone system to fail.
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6) Budget Notes: This effort has been planned and allocated in Intercity Transit's current budget. The total amount being sought corresponds to the contract pricing and is reasonable within market standards.

7) Goal Reference: **Goal #1:** *"Assess the transportation needs of our community throughout the Public Transportation Benefit Area."* **Goal #2:** *"Provide outstanding customer service."* **Goal #3:** *"Maintain as safe and secure operating system."* **Goal # 6:** *"Encourage use of our services, reduce barriers to access and increase ridership."*

8) References: N/A.

INTERCITY TRANSIT AUTHORITY
AGENDA ITEM NO. 3-B
MEETING DATE: January 7, 2026

FOR: Intercity Transit Authority
FROM: Peter Stackpole, Development Director, 360-357-1795
SUBJECT: SMART Grant - AI-powered Smart Sensors and Integrated Data Management System Project Interlocal Agreement with the City of Lacey

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- 1) **The Issue:** Consideration of an Interlocal Agreement with the City of Lacey supporting AI-powered Smart Sensors implementation, coordination, and technical support.
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- 2) **Recommended Action:** Authorize the General Manager to enter into an Interlocal Agreement with the City of Lacey, identifying processes, roles, and responsibilities related to the implementation of AI-powered Smart Sensors at identified intersections in the city.
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- 3) **Policy Analysis:** The Interlocal Cooperation Act (RCW 39.34) provides authority for two or more public agencies or governing bodies to enter into an agreement in support of a joint project.
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- 4) **Background:** Intercity Transit was awarded a Strengthening Mobility and Revolutionizing Transportation (SMART) Grant from the U.S. Department of Transportation to deploy A.I.-enabled smart traffic sensors on facilities owned by the City of Lacey and the Washington State Department of Transportation (WSDOT). The purpose of the pilot is to evaluate the ability of computer vision software to monitor multimodal activity and provide real-time performance metrics through an integrated data management dashboard. The technology analyzes live visual data to calculate roadway and intersection conditions but does not operate as a traditional video recording system, nor does it retain or store personally identifiable images.

The platform is expected to support data-driven decision-making for both Intercity Transit and the City of Lacey by offering insights into travel behavior and operational conditions along key corridors. Performance measures under evaluation include intersection throughput, multimodal counts and mode splits, queue lengths, delay and signal performance, safety-related indicators such as near-miss events, and observed traffic violations. The SMART pilot runs through November 2026, after which Intercity Transit will assess the effectiveness and scalability of the technology.

Pilot deployment locations include:

Martin Way & College St., Martin Way & Regal, Martin Way & Desmond Dr., 6th Ave. SE & Sleater Kinney Rd., 6th Ave. & College St., 7th Ave. & Sleater Kinney Rd., Pacific Ave. & Sleater Kinney Rd., Pacific Ave. & College St., and Martin Way & I-5 Ramps (both directions).

Through this partnership, the City of Lacey will provide support services, installation coordination, and permitting for equipment installed on their facilities. Intercity Transit will reimburse Lacey for eligible costs, not to exceed \$40,000 per calendar year, as defined in the Interlocal Agreement (ILA). All A.I. traffic sensors and associated hardware and software procured through the SMART Grant will be owned by Intercity Transit, and Intercity Transit will be responsible for responding to Public Information Requests related to the system.

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- 5) **Alternatives:**
- A. Authorize the General Manager to enter into an ILA with the City of Lacey, identifying roles and responsibilities related to the implementation of AI-powered Smart Sensors.
 - B. Defer action. Do not approve the ILA. Without an ILA in place, the project coordination and certain USDOT requirements would be difficult to coordinate. The project may not proceed.
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- 6) **Budget Notes:** The overall project is 100% funded through the USDOT SMART Grant, including costs covered by this ILA. This ILA does not include authorization of funds beyond staff support and coordination.
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- 7) **Goal References:** **Goal 2:** *"Providing outstanding customer service."* **Goal #3:** *"Maintain a safe and secure operating system."* **Goal #4:** *"Provide responsive transportation options within financial and staffing limitations."* **Goal #6:** *"Encourage use of our services, reduce barriers to access and increase ridership."*
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- 8) **References:** N/A.

TRPC Members & Representatives

City of Lacey
TBD

City of Olympia
Dani Madrone

City of Rainier
Dennis McVey

City of Tenino
TBD

City of Tumwater
Eileen Swarhout

City of Yelm
Joe DePinto

Confederated Tribes of the Chehalis Reservation
Amy Loudermilk

Nisqually Indian Tribe
Mike Mason

Town of Bucoda
John Wood

Thurston County
Carolina Mejia

Tumwater School District
Mel Murray

North Thurston Public Schools
Esperanza Badillo-Diiorio

Olympia School District
Hilary Seidel

Intercity Transit
Robert Vanderpool

LOTT Clean Water Alliance
Carolyn Cox

Port of Olympia
TBD

PUD No. 1 of Thurston County
TBD

Associate Members

Economic Development Council of Thurston County
Michael Cade

Lacey Fire District #3
Michael Cerovski

Puget Sound Regional Council
Josh Brown

The Evergreen State College
William Ward

Timberland Regional Library
Cheryl Heywood

Thurston Conservation District
Marianne Tompkins



PRE-AGENDA
8:30 a.m. – 11:00 a.m.
Friday, January 9, 2026

NOTE: Remote meeting with an in-person option.

The TRPC pre-agenda provides our members with the opportunity to review the topics of the upcoming TRPC meeting. This information is forwarded in advance to afford your councils and boards the opportunity for discussion at your regular meetings. This will provide your designated representative with information that can be used for their participation in the Regional Council meeting. For more information, please visit our website at www.trpc.org.

Consent Calendar

ACTION

These items were presented at the previous meeting or are routine in nature. They are action items and will remain on consent unless pulled for further discussion.

- a. Approval of Minutes – December 5, 2025
- b. Approval of Vouchers – December 2025

TRPC Operating Budget

ACTION

The 2026 Operating Budget will be presented for adoption. This will include a recommendation on the cost-of-living adjustment. The budget is based on the previously approved Work Program. The core work elements outlined in the Work Program are included in the operating budget as well as estimates for expenditures and revenues.

Call for Written Officer Nominations

INFORMATION

Each year, the Council elects a Chair, Vice Chair, and Secretary. Acting Chair, Carolyn Cox, will ask for written officer nominations to be submitted by January 23, 2026, to Burlina Lucas at lucasb@trpc.org. Officer elections will occur in February, at which time nominations from the floor will also be accepted.

Comprehensive Plan Certifications

PRESENTATION

Staff will provide an update on the status of Comprehensive Plan certifications, using the process approved by Council in 2024 and updated in 2025.

WRIA 13 Lead Entity for Salmon Recovery Annual Update

PRESENTATION

Staff will provide an update on salmon recovery program activities.

Federal Priorities and Federal Reauthorization

PRESENTATION

Staff will discuss priorities for federal transportation funding, including the upcoming Surface Transportation Reauthorization process.

Report from Outside Committee Assignments

INFORMATION

Executive Director's Report

INFORMATION

Member Check In

INFORMATION