

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA  
February 23, 2026 – Olympia Transit Center  
5:30 PM**

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

**CALL TO ORDER**

- |              |  |                |
|--------------|--|----------------|
| <b>I.</b>    | <b>APPROVE AGENDA</b>  | <b>1 min.</b>  |
| <b>II.</b>   | <b>INTRODUCTIONS</b>   | <b>1 min.</b>  |
|              | A. Intercity Transit Authority Representative ( <i>Kelly Von Holz</i> )        |                |
| <b>III.</b>  | <b>MEETING ATTENDANCE</b>  | <b>3 min.</b>  |
|              | A. March 4, 2026, ITA Meeting – ( <i>DC Wheat</i> )                            |                |
|              | B. March 18, 2026, ITA Meeting – ( <i>Ellen Matheny</i> )                      |                |
|              | C. April 1, 2026, ITA Meeting – ( <i>DC Wheat</i> )                            |                |
| <b>IV.</b>   | <b>APPROVAL OF MINUTES – January 26, 2026.</b>                                 | <b>1 min.</b>  |
| <b>V.</b>    | <b>RIDERS’ ROUNDTABLE</b>  | <b>10 min.</b> |
|              | A. March CAC Meeting at Pattison Administrative – Operations Offices           |                |
| <b>VI.</b>   | <b>NEW BUSINESS</b>  |                |
|              | A. Bus Buddy Update ( <i>Janina Robbins</i> )                                  | <b>15 min.</b> |
|              | B. Smart Sensor AI Cameras ( <i>Peter Stackpole</i> )                          | <b>15 min.</b> |
|              | C. System Redesign and Outreach Update ( <i>Rob LaFontaine/Nick Demerice</i> ) | <b>30 min.</b> |
| <b>VII.</b>  | <b>RIDERS’ ROUNDTABLE CONT’D. – All</b>  | <b>5 min.</b>  |
| <b>VIII.</b> | <b>REPORTS</b>   | <b>15 min.</b> |
|              | A. February 4, 2026, ITA Report ( <i>Rachel Wilson</i> )                       |                |
|              | B. February 18, 2026, ITA Report ( <i>Ty Flint</i> )                           |                |
|              | C. Collaboration Ad hoc Report ( <i>DC Wheat</i> )                             |                |
|              | D. General Manager’s Report ( <i>Emily Bergkamp</i> )                          |                |
| <b>IX.</b>   | <b>NEXT MEETING – March 18, 2026.</b>  | <b>1 min.</b>  |
| <b>X.</b>    | <b>ADJOURNMENT</b>   | <b>1 min.</b>  |

**Attendance Report Attached.**

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

*Committee materials are available at <https://www.intercitytransit.com/agency/community-advisory-committee>.*

*In compliance with the Americans with Disabilities Act, those requiring accommodation for meetings should call us at (360) 786-8585 24 hours prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 786-8585.*

*Staff Liaison: Amanda Collins – (360) 357-1532 – [acollins@intercitytransit.com](mailto:acollins@intercitytransit.com)*

*Examples of special accommodation include:*

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

*Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. For assistance, contact Customer Service 360-786-1881.*

**Minutes**  
**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**January 26, 2026 - Hybrid Meeting**

**CALL TO ORDER**

Community Advisory Committee (CAC) Chair Rachel Wilson called the hybrid January 26, 2026, meeting of the Community Advisory Committee to order at 5:31 p.m.

**Members Present:** Vice Chair- Dara Dotson, DC Wheat, Ellen Matheny, Jim Hanley, Jacqueline Garrison, JoAnn Scott, Kindra Galan, Margret Janis, Marty Slighte, Matthew Collins, Rabia Sheikh, Chair- Rachel Wilson, Suzanne Simons, and Ty Flint.

**Absent:** Clair Bourgeois, Hallie Sutter, Michael Gray, Shawn Sandquist, Andrew Hague, Finch Lucas.

**Staff and Guests Present:** Dena Withrow, Amanda Collins, Nicole (Nikki) Jones, Raymond (Ray) Velasquez, Jesse Eckstrom, Izi LeMay, and Mark Neuville - Intercity Transit Authority (ITA).

**APPROVAL OF AGENDA**

**M/S/A by Suzanne Simons and JoAnn Scott**

**INTRODUCTIONS**

Chair Wilson introduced Authority member, Mark Neuville, as the ITA representative attending the meeting and Dena Withrow- Director of Operations, filling in for General Manager Emily Bergkamp.

**MEETING ATTENDANCE**

- A. **February 4, 2026, ITA Meeting - (Rachel Wilson)**
- B. **February 18, 2026, ITA Meeting - (Ty Flint)**
- C. **March 4, 2026, ITA Meeting - (DC Wheat)**

**APPROVAL OF NOVEMBER MINUTES.**

**M/S/A by Ty Flint and Dara Dotson**

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**Rider's Roundtable**

Chair Rachel Wilson initiated the first Rider's Roundtable session, inviting committee members to share questions, concerns, or praise regarding transit services. Amanda Collins- Staff Liaison reported that no standing items or online comments had been received for this session. She noted that Director of Operations Dena Withrow was in attendance to document feedback and investigate operational solutions.

- **Dial-A-Lift Safety and Equipment Concerns-** A member raised a safety issue regarding the newest fleet of Dial-A-Lift buses, stating that the lifts are not level and tilt outward. They noted that this causes heavy power chairs to roll while the lift is stationary or in motion, which is distressing for passengers elevated above the ground. They also reported that drivers have mentioned difficulty with visibility from the right side of these new vehicles. Dena Withrow committed to investigating the issue, noting that the Braun Millennium 9000 lifts should be properly cambered and adjusted to handle their rated lifting weight of 800 lbs. to 1,000 lbs.
- **Boarding Accessibility at Ground-Level Stops-** A member highlighted challenges boarding at street-level stops on Routes 64 and 94, specifically where curbs are not present. They noted that while some drivers automatically kneel the bus, others do not, making it difficult to haul oneself and small children onto the vehicle. Committee members suggested that riders should ask for the bus to be knelt or for the ramp to be deployed. Dena Withrow agreed to include a recommendation in the weekly Operations Update encouraging drivers to kneel buses at ground-level stops without being prompted by passengers.
- **Construction Impacts on Route 62A-** A member discussed confusion regarding bus stop relocations caused by construction near Copper Road and the Orion loop. They observed that some stops were moved into the middle of construction zones or lacked clear signage for secondary locations, creating difficulties for elderly riders trying to navigate the route safely. Dena Withrow took note of the specific locations and stated she would coordinate with the Service Impacts Coordinator to address these access issues.
- **Inclusion and ASL Accommodations-** A member inquired about how riders are informed of American Sign Language (ASL) accommodations and suggested that drivers learn basic signs, such as "hello," to make the service feel more welcoming. Amanda Collins confirmed that Intercity Transit utilizes Language Link services for translation and interpretation, relay and TTY (Teletypewriter) devices for communication accommodation but acknowledged the value of basic ASL for improving driver-passenger interactions.

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## CAC INTRODUCTIONS

To welcome new members, the committee held a round of introductions where members shared their tenure and recent personal or professional accomplishments.

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## NEW BUSINESS

### A. Village Vans Update (*Izi LeMay*)

Izi LeMay, Village Vans Supervisor, presented the 2025 annual review for the program, which serves as both a work-related transportation provider and a workforce development initiative. Since its founding in 2002 based on data from the Thurston Regional Planning Council, the program has evolved to help low-income workers overcome transportation barriers while simultaneously training participants in professional skills like customer service, call center operations, and administrative tasks. The staff team grew to three full-time members this year with the addition of Rachel Permann, a former coach operator. LeMay highlighted that the program does not require formal proof of income and instead relies on a self-reporting model like local food banks to decrease barriers for riders. The service area currently focuses on the urban cores of Olympia, Lacey, and Tumwater, though the program is looking into collaborating

with The Evergreen State College (TESC) to analyze historical data and improve future service boundaries as part of a broader system redesign.

During the 2025 calendar year, the program provided 3,002 total trips for 60 active riders. While this reflects a decrease from the 4,700 trips in 2024, LeMay explained that this was largely due to a shift in the number of families with multiple children using the service. The reporting method used by Village Vans tracks each child passenger as an "unlinked passenger trips," causing family rides to exponentially increase the total count. Employment continued to be the primary trip purpose at 77%, with education and training trips seeing a significant spike in August and September. To better understand community needs, the program also tracks "unmet needs," such as requests for rides outside of the 7:00 a.m. to 6:00 p.m. service window or on weekends.

Operational improvements were a major focus in 2025, including a fleet refresh that introduced new transit vans equipped with vinyl seats for easier maintenance. As a certified car seat technician, LeMay emphasized that the program provides car seats and includes stops at childcare centers to support working parents—a critical niche service in the region. The program also modernized its intake process by launching a digital application system powered by Microsoft Power Automate. This system provides applicants with automated confirmation emails and proactive 60-day and 30-day reminders before their one-year service eligibility expires, allowing for more efficient communication and better planning for both staff and passengers.

LeMay also detailed several vital community partnerships, including work with the South Lacey Goodwill Work Opportunity Center to provide transportation for students in digital and financial literacy classes. Other collaborations included the ASHHO Cultural Community Center's culinary program and The Evergreen State College community service work-study program. The presentation concluded with moving testimonials from current and former participants. Notably, LeMay shared the success story of former volunteer Derek Underwood, who is now an Intercity Transit Coach Operator and was recently commended for his life-saving actions during a medical emergency at the Lacey Transit Center. Staff Liaison Amanda Collins added that the unique mission of the Village Vans program was an inspiration that influenced her decision to join Intercity Transit.

LeMay answered questions throughout their presentation.

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### **Q&A on Vehicle Accessibility**

- Question: Does the program include learning skills related to accessible transit, and are the vans themselves accessible to individuals with mobility devices?
  - Answer: Izi LeMay clarified that the current Village Vans fleet is not equipped with lifts. While the program can transport individuals who use walkers or canes if they can board the vehicle independently, passengers requiring a lift are referred to the Dial-A-Lift service to ensure their needs are safely met.

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### **Q&A on Senior Program Changes**

- Question: Is the program now open to everyone, or is it still tailored specifically toward seniors following the dissolution of the senior-specific program?
    - Answer: Izi LeMay explained that the Senior Community Service Employment Program (SCSEP) ended due to a loss of funding. Consequently, Goodwill pivoted its focus to the Work Opportunity Center, which serves all individuals aged 18 and older. Unlike the previous hands-on job placement model for seniors, the current collaboration focuses on classroom-based education and literacy.
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### **Q&A on Student and Job Training Eligibility**

- Question: Are Village Vans services open to university students, such as those at The Evergreen State College, or individuals receiving job training?
    - Answer: Izi LeMay confirmed that the program supports all work-related travel, including internships, interviews, and re-entry requirements. Eligibility is determined on a case-by-case basis by evaluating the difficulty of the commute; the program prioritizes trips that would be excessively long or require multiple transfers on the fixed-route system.
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### **Q&A on Low-Income Criteria**

- Question: What are the specific income criteria for "low-income" eligibility, and what documentation is required?
    - Answer: Izi LeMay stated that the program utilizes a self-reporting model to minimize barriers. Applicants are asked if they have received state or federal assistance in the last two years, but no formal proof of income is required. The program operates on the principle of assuming a legitimate need if a community member requests help.
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### **Q&A on Late-Night Transportation Alternatives**

- Question: Is there a service like Village Vans that can assist students whose classes end late at night, specifically around 10:30 or 10:45 PM?
    - Answer: Izi LeMay noted that Village Vans concludes operations at 6:00 PM. They recommended that students with similar schedules coordinate with the Vanpool department to establish a Vanpool, as this provides a reliable alternative for transportation needs that occur after fixed route and Village Vans services have ended.
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### **Q&A on Hours of Operation**

- Question: What are the official hours of operation for using Village Vans?

- Answer: Izi LeMay confirmed that the program operates Monday through Friday, with transportation services available from 7:00 AM to 6:00 PM.
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### **Q&A on Immigrant Status and Language Access**

- Question: What is the eligibility for individuals based on immigrant status?
    - Answer: Izi LeMay clarified that the program is open to all community members regardless of status. To ensure accessibility, Village Vans utilizes translation and interpreter services to assist non-English speaking applicants throughout the intake process and service delivery.
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### **Q&A on Childcare Drop-Off Locations**

- Question: Does the childcare drop-off have to be at an official facility, or can a passenger be dropped off at a private residence where someone is watching their child?
    - Answer: Izi LeMay explained that the program can accommodate drop-offs at various locations, including private residences, rather than requiring a "brick and mortar" facility. LeMay highlighted their work with the Thurston Early Childhood Coalition to advocate for expanded and more flexible childcare options in the community.
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### **B. Outreach Ad Hoc Subcommittee** *(Amanda Collins)*

Staff Liaison Amanda Collins presented an update on the Outreach ad hoc sub-committee to recruit new volunteers for 2026. The subcommittee aims to explore collaboration between transit advisory committees. The subcommittee formed in 2025 and reviewed the history of joint conferences held in 2004 and 2008; the subcommittee's long-term goal is to host a similar statewide meeting within the next one to three years.

The group's immediate priority is distributing a survey to transit agencies across Washington to gauge interest in regional partnerships and identify active advisory committees. Three new volunteers were selected: **Ty Flint, Kindra Galan, and DC Wheat.**, **Margret Janis** offered to support compiling survey results. The subcommittee will begin meeting monthly and provide updates to the CAC on outreach goals.

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### **C. Topics of Interest Restructure** *(Amanda Collins)*

Amanda Collins, standing in for General Manager Emily Bergkamp, led a collaborative brainstorming session to ensure the 2026 Community Advisory Committee (CAC) agendas remain committee-driven and meaningful. She emphasized that the CAC's role is to advise the Intercity Transit Authority (ITA) on programs, policies, and projects, and this restructure allows members to voice exactly what they need to understand to perform that role effectively.

During the discussion, committee members identified several key areas of interest for the coming year:

- **Advocacy and Legislation:** There was interest in legislative updates and learning how the committee can better advocate for transit-related bills. Collins noted that Intercity Transit partners with state and federal advocates who can provide these specific updates.
- **System Redesign** (The "May Change"): This was a primary focus for many members. Monthly updates from Planning Manager Rob LaFontaine were requested, along with information on Intercity Transit's marketing and communications outreach plan. A member also suggested staff to table at Lacey and Olympia senior centers to support senior riders.
- **Ridership and Program Data:** Detailed fixed route ridership data, comparing pre- and post-pandemic numbers as well as the impact of the upcoming system redesign was requested; as well as an annual update on the Dial-A-Lift program, which Collins confirmed is scheduled for the final quarter of the year.
- **Rules of Conduct:** A concern was heard from the unhoused community regarding potential changes to rules for bringing carts or large belongings on buses during the redesign. Dena Withrow, Director of Operations, clarified that there are no current plans to change these accessibility rules, though passenger safety and comfort remain priorities. She noted that the most significant recent policy change involved stricter enforcement of animal behavior.

Collins concluded by confirming that Rob LaFontaine will present next month to address the redesign, and she will coordinate with the marketing department to address communication and outreach concerns.

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#### Rider's Roundtable Cont.

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

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#### REPORTS

- **January 7, 2026, ITA Report** (*Ty Flint*) Ty Flint shared highlights from a presentation by Peter Stackpole- Development Director regarding key infrastructure and technology updates for the Martin Way corridor.
  - **Smart Corridors & AI Technology**  
Peter discussed the Smart Corridors project, a partnership with the City of Lacey funded by a federal grant. The initiative is currently testing AI-enabled sensors at several intersections. These sensors are designed to improve transit efficiency by communicating with traffic signals to prioritize bus movement. Ty noted that Peter addressed specific privacy concerns raised by the public: the sensors are strictly for traffic flow and do not record license plates or identify individuals in vehicles. The Authority expressed satisfaction with these privacy safeguards.
  - **Martin Way Roundabout Project**



The report also covered the proposed a “half” roundabout at Martin Way and Meridian Road. This project is intended to help buses turn around more efficiently, saving time and mileage. However, Peter acknowledged significant community opposition from local neighborhoods regarding safety and access. Intercity Transit remains committed to working with residents and the county to find a solution that balances transit needs with neighborhood concerns.

- **January 21, 2026, ITA Report** (*Rabia Sheikh*) Rabia Sheikh reported that the Authority heard the same presentation regarding the Village Vans program that was provided during this meeting. She noted the program's continued utility for the community.

The Authority approved \$31 million in funding for new buses, a major milestone for the agency. Over \$17 million of this total was secured through competitive grants, marking a significant win for Intercity Transit’s fleet modernization and expansion efforts.

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- **Collaboration Sub-Committee Report** – (*Amanda Collins*)  
No Report

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- **General Manager’s Report** (*Dena Withrow*)

#### **E-Bike Lending Library Grant Success**

Dena Withrow announced that the Washington State Department of Transportation (WSDOT) has officially approved the grant for the E-Bike Lending Library. This project, which grew out of an employee survey with over 100 responses, will provide Intercity Transit staff with cost-free opportunities to integrate e-bikes into their daily commutes. The grant covers the purchase of nine bikes (including cargo, commuter, and adaptive models), supportive equipment, and a part-time program coordinator. Dena credited the successful application to the vision of Kerri Wilson- Walk-n-Roll Program Supervisor and a collaborative team including Thera Black- Project Coordinator, Mark Neuville- Amalgamated Transit Union (ATU) President, and others who managed the grant's technical and insurance requirements.

#### **Operations and Training Updates**

The agency continues to see strong growth in its workforce, with Operator Class 26-01 officially beginning on January 12 with 17 students. Additionally, the South Sound Regional Roadeo has been calendared for June 27–28 at the Tumwater Brewery grounds. This event serves as a regional competition for both maintenance teams and operators. Dena encouraged the ITA and CAC members to attend this family-friendly event and noted that the agency is actively seeking volunteers and judges.

#### **Emeritus Mentorship and Community Engagement**

In a significant leadership update, former member Don Melnick has accepted an Emeritus position on the CAC. Don will serve as a mentor and share his extensive experience to encourage CAC members to consider future vacancies on the ITA board.

#### **City of Lacey Human Services Needs Assessment**

Finally, the report highlighted a collaboration with the City of Lacey regarding their Human Services needs assessment. Transportation stakeholders are invited to a focus group on February 12 at 1:30 PM at

the Intercity Transit boardroom. This session aims to gather insights to help guide Lacey's strategic priorities for human services. Members interested in participating or attending via Zoom should RSVP through Pat Messmer- Executive Assistant.

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**NEXT MEETING: February 23rd, 2026, at the Olympia Transit Center.**

- **ADJOURNMENT** Meeting adjourned at 7:14 p.m.

Prepared by Nicole Jones

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. 5-A  
MEETING DATE: February 23, 2026**

**FOR:** Community Advisory Committee

**FROM:** Janina Robbins, Bus Buddy Program, (360) 688-8832

**SUBJECT:** Bus Buddy Program Update

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- 1) **The Issue:** Provide the CAC with an update on the Bus Buddy Program.
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- 2) **Recommended Action:** Information only.
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- 3) **Policy Analysis:** The CAC provides feedback on Intercity Transit programs and services.
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- 4) **Background:** Intercity Transit's Bus Buddy program provides free, one-on-one assistance for riders who want a little extra help learning to use the bus, pairing community volunteers who are experienced, frequent riders with individuals who would benefit from guidance and confidence-building support. Since its launch in 2013, the program has been supported in partnership with Catholic Community Services of Western Washington. Janina Robbins now serves as Bus Buddy Coordinator; referrals and rider requests can be made by calling 1-844-851-9380. The Bus Buddy effort complements Intercity Transit's Travel Training program, which offers one-on-one or small-group instruction focused on the practical skills needed to ride safely and confidently.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 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 a safe and secure operating system." **Goal #4:** "Provide responsive transportation options within financial and staffing limitations."
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- 8) **References:** N/A.

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. 5-B  
MEETING DATE: February 23, 2026**

**FOR:** Community Advisory Committee  
**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:** Discussion 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:** For information and discussion only.
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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:

<https://intercitytransitwa.sharepoint.com/sites/ExecutiveServices/Shared Documents/General/CAC/Meeting Packets/2026/202602/SMART ILA City of Lacey Agenda.docx>

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:**

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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.

**COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. 5-C  
MEETING DATE: February 23, 2026**

**FOR:** Community Advisory Committee

**FROM:** Rob LaFontaine, Planning Deputy Director 360-705-5832  
Nick Demerice, Chief External Relations Officer

**SUBJECT:** Project Update, May 2026 System Redesign

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- 1) **The Issue:** Provide an update to the CAC on the implementation and preparation for the upcoming May 3, 2026 service change.
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- 2) **Recommended Action:** Information and discussion.
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- 3) **Policy Analysis:** Provide regular opportunities for engagement and feedback from members of the Community Advisory Committee regarding changes to transit service.
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- 4) **Background:** Following the adoption of the Service Change Summary and Equity Analysis by the Authority on December 3, 2025 staff have been actively finalizing design decisions including route maps, schedules, training materials, bus stop construction, as well as developing a variety of public information and outreach tools.
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- 5) **Alternatives:** N/A.
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- 6) **Budget Notes:** N/A.
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- 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"*
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- 8) **References:** May 2026 Service Change Summary and Equity Analysis

**Intercity Transit Authority Meeting Highlights/Summary**  
***A brief recap of February 4, 2026, Intercity Transit Authority Meeting***

**Wednesday night, the ITA:**

- Authorized the General Manager to issue a purchase order to One Diversified for Board room Audio and Visual Enhancements in the amount of \$119,400. (Jeff Peterson)
- Authorized the General Manager, pursuant to Washington State Contract 28423, to purchase replacement vehicles to support our Village Van program from Bud Clary Ford in the amount of \$156,000. (Noelle Gordon)
- Elected City of Lacey Councilmember, Carolyn Cox as Chair of the Intercity Transit Authority.
- Elected Community Representative, Sue Pierce as Vice Chair of the Intercity Transit Authority.
- Completed committee assignments as follows:

***Thurston Regional Planning Council - Councilmember Robert Vanderpool***

***Alternate - Councilmember Kelly Von Holtz***

***Transportation Policy Board - Community Representative Justin Belk***

***Alternate - Commissioner Carolina Mejia***

***Pension (401K) Committee - Community Representative Sue Pierce***

**Other Items of Interest:**

- Michael Midstokke introduced **Operator Class 26-01**.
- David Chaffee introduced **Ben Robinson, Technician**.

**General Manager's Report**

- Operator Class of 2025 graduated Friday, January 30 and is officially out on the road on their own!
- ITA, CAC members and staff are invited to participate in a facilitated focus group discussion with five open-ended questions, lasting less than an hour on Thursday February 12, 2026, at 1:30 p.m. in person at Intercity Transit – Pattison Executive Board Room or via Zoom. The City of Lacey is gathering input on human services needs in our community, and inviting transportation stakeholders to share their perspectives, experiences, and insights. Their goal is to engage a broad range of stakeholders to help guide human services priorities in Lacey. Information gathered through this conversation will help inform the City's Human Services Needs Assessment and future strategic planning efforts.
- Bergkamp attended the 1<sup>st</sup> Quarter WSTA Board of Directors Legislative Conference. The two-day meeting included presentations from the Governor's Office, WSDOT, leadership of both the Senate and House Transportation Committees, WSTA Lobbyists, a World Cup Update, and worked through standard WSTA business and actions items.

- Bergkamp joined a meeting of local elected officials from Lacey (Mayor Ryder), Tumwater (Mayor Dahlhoff), Yelm (Mayor DePinto), Olympia (Mayor Payne), and Thurston County (Commissioner Menser), and Elissa Gertler, the new Executive Director of the Thurston Regional Planning Council along with Congresswoman Marilyn Strickland. The purpose of this conversation was to gather local input as we look ahead to the future of federal infrastructure and transportation policy, particularly with the Infrastructure Investment and Jobs Act (IIJA) set to expire later this year. Congresswoman Strickland wanted to hear directly from local leaders about priority needs, lessons learned from recent IIJA investments, and what a next-generation infrastructure bill should address for Thurston County and the region.
- Last week, Bergkamp and Chief Marketing, Communications, and Outreach Officer Nick Demerice were interviewed for the Olympia Standard Podcast by co-host Daniel Garcia to chat about the upcoming May Service Redesign. The episode will be posted soon, so stay tuned.

*Prepared February 5, 2026, Pat Messmer/Clerk of the Board*



**Intercity Transit Authority Meeting Highlights/Summary**  
***A brief recap of February 18, 2026, Intercity Transit Authority Meeting***

**Wednesday night, the ITA:**

- Authorized the General Manager to execute a contract with Vector Electrical Group, LLC, in the amount of \$509,167, including a 10% contingency. (Jonathan Martin)
- Authorized the General Manager, pursuant to Washington State Contract 28423, to purchase a Chevrolet Work Truck from Bud Clary Chevrolet in the amount of \$101,000 including sales tax. (Noelle Gordon)
- Approved Resolution 01-2026 amending ITA Bylaws, paragraph 5.1 to change the ITA meeting frequency from twice per month, to once per month effective April 1, 2026. (Emily Bergkamp)
- Approved the biennial performance evaluation during an executive session at the March 4, 2026, meeting. (Emily Bergkamp)

**Other Items of Interest:**

- Cameron Crass provided an update on the Ambassador Program.

**General Manager's Report**

- Digital Schedules and maps are now online at <https://www.intercitytransit.com/>, and work has started on new transit guides which will be available well in advance of the May service redesign. A temporary trip planner will be available soon.

We also have outreach planned at several locations over the next few weeks to educate riders about the changes coming.

- The 2026 Winter Bicycle Challenge is here! Intercity Transit's annual Winter Bicycle Challenge encourages all Thurston County residents to bike for any reason. This fun and free event runs throughout the month of February and is open to people of all ages. Those interested can sign up at <https://bcc.intercitytransit.com/>.
- Bergkamp and Chief Marketing, Communications, and Outreach Officer Nick Demerice were interviewed for the Olympia Standard Podcast by co-host Daniel Garcia to chat about the upcoming May Service Redesign. The episode is posted at their website <https://theolympiastandard.com/>.
- Bergkamp, Dial-A-Lift Manager Kevin Karkoski, Human Resources Deputy Director Alana Neal, and Chief Communications, External Relations Officer Nick Demerice attended Leadership Thurston County's Distinguished Leadership Awards. TVW, Katie McMurray founder of Sensory Tool House, and the Squaxin Island Tribe were honored for demonstrating outstanding initiative, inspiring others, and making a significant impact in our community beyond their organizations, exemplified through their community support and involvement.

Bergkamp discussed riding the bus to the event, which was an enjoyable trip to and from on a lovely, dry, evening!

- Bergkamp shared information about Intercity Transit's role during World Cup Festivities at the February 11 Transportation Policy Board meeting presentation by Jennie Foglia-Jones, the consultant working on local events for the Thurston County Chamber. IT is eligible for funding through WSDOT to increase route frequency by 1,500 service hours locally (24, 51, 14) for a Fan Zone event planned for June 19, 2026, at The Port of Olympia, and regionally on Seattle Match dates (route 600). World Cup attendees often book hotel rooms up to three hours away from the venue. Some of the local routes mentioned are being implemented with our service redesign going into effect May 3, 2026.

Event organizers are exploring event parking at South Puget Sound Community College, and there is usually ample parking along Deschutes Pkwy. for good access to Route 24, and at the Martin Way Park-and-Ride and Hawks Prairie Park-and-Ride for 15-minute service on new Route 9x to OTC where fans can connect with Route 24.

The local expanded service will be open to everyone riding transit the dates the fan zone is active, as will regional service for Seattle match dates.

Intercity Transit will also be working with the event organizer to promote using transit for the SEA-WIN app activities encouraging visitors to frequent locations in Olympia/Lacey for chances to win fan gear.

- Wednesday, March 18 is National Transit Employee Appreciation Day. This annual celebration is recognized across the transit industry to recognize and honor its workforce, specifically frontline employees, trades technicians, and essential workers who continuously strive to deliver vital transportation options that serve as a lifeline for our community.

Our Coach and Dial-A-Lift (DAL) Operators, Operations Supervisors, DAL Supervisors and Dispatch Specialists, Maintenance, Facilities and Inventory teams, Customer Service Representatives, Transit Ambassadors, Travel Trainers, Village Vans, Walk N' Roll, and Vanpool program staff go above and beyond to keep us moving. Our agency event planners have some fun ways to honor these Transit Heroes on March 18 and the surrounding days.

- IT completed the first full year of our Stipend program for CAC participation. Attendance increased by 32% YOY. The 2024 average attendance across all members and all months was about 60%. The 2025 average attendance across all members and all months was 92%.
  - Year 1- 50% enrollment in stipend from CAC members.
- We are currently recruiting for a Chief of Staff (COS), which was crafted to replace the budgeted FTE position of Director of Strategic Programs, previously held by retiree Eric Phillips. The COS will serve as a strategic and trusted advisor to the General Manager. This role offers a unique opportunity to advance the Agency's mission and vision by promoting a unified framework for colleagues at all levels to understand their role in shaping the present and future success of Intercity Transit. The COS will play a pivotal role in supporting the development and sustainability of our robust, inclusive transit system that meets the evolving needs of our community.

Visit our website to apply. Applicants need to include a letter of interest and a resume. Letters of interest should explain how candidates meet the skills and qualifications for this position. **Completed applications must be submitted in NEOGOV by 5 p.m., Wednesday, March 25, 2026.**

If ITA members know of anyone who might be interested, the Clerk can forward the information to you.

*Prepared February 19, 2026, Pat Messmer/Clerk of the Board*

# COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

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

= Joint meeting does not count against required meeting attendance