

**Minutes**  
**INTERCITY TRANSIT AUTHORITY**  
**Regular Meeting**  
**January 7, 2026**

**CALL TO ORDER**

Chair Cox called the meeting of the Intercity Transit Authority to order on January 7, 2026, at 5:30 p.m. This was a hybrid meeting held at the Pattison Street facility.

**Members Present:** Chair and City of Lacey Councilmember Carolyn Cox; Vice Chair and Community Representative Sue Pierce; Thurston County Commissioner Carolina Mejia; Community Representative Wendy Goodwin; Labor Representative, Mark Neville; Community Representative Justin Belk; City of Tumwater Councilmember Kelly Von Holtz; and City of Yelm Councilmember Brian Hess.

**Members Excused:** City of Olympia Councilmember Robert Vanderpool.

**Staff Present:** Emily Bergkamp; Pat Messmer; Nicole Jones; Jane Denicola; Matt Kenney; Jana Brown; Jonathon Yee; Jeff Peterson; Ramon Beltran; Dena Withrow; Michael Maverick; Peter Stackpole; Brenden Houx; Cameron Crass; Thera Black; Amanda Collins; Daniel Van Horn; Heather Stafford; Alana Neal; Katie Cunningham; Ali Fuller; Corbin Wickstrom; Kerri Wilson; David Chaffee; Amy Zurfluh; Matt Kelzenberg; Troy Kelly; Staci Revel; Sheldon Osborn; Lynne Cunningham; Rob Rinehart; Kyle McPherson; and Ray Velasquez.

**Others Present:** Jeff Myers, Legal Counsel; Ty Flint and Margaret Janis, Community Advisory Committee.

**STAFF INTRODUCTIONS**

- A. Kerri Wilson introduced Ali Fuller, Walk N Roll Rep & BCC Coordinator.
- B. David Chaffee introduced Corbin Wickstrom, Tech I.
- C. Alana Neal introduced Amy Zurfluh, HR Supervisor.
- D. Dena Withrow introduced Matt Kelzenberg, Operations Assistant.
- E. Staci Revel introduced Troy Kelly, Facilities Tech II.
- F. Lynne Cunningham introduced Sheldon Osborn, Vanpool Assistant.
- G. Emily Bergkamp introduced Nicole Jones, Executive Administrative Assistant.

**APPROVAL OF AGENDA**

**It was M/S/A by Von Holtz and Goodwin to approve the agenda as presented.**

**PUBLIC COMMENT**

**Heath Reynolds** from Olympia said he rides the Intercity Transit buses all the time and he's excited the new routes start May 1. He said it will be a fun and new experience, and he appreciates the website updates.

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### **NEW BUSINESS**

- A. Digital Call Center Phone Software.** Senior Procurement and Project Management Coordinator, Jeff Peterson, presented the purchase of a new digital call center software solution to replace the current system that has reached the end of its life cycle.

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.

**It was M/S/A by Mejia and Goodwin to 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. SMART Grant AI Powered Sensors & Integrated Data Management System Project Interlocal Agreement w/City of Lacey.** Development Director, Peter Stackpole, presented an Interlocal Agreement with the City of Lacey supporting AI powered Smart Sensors implementation, coordination, and technical support.

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

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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.

**It was M/S/A by Von Holtz and Goodwin to 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.**

### **GENERAL MANAGER'S REPORT**

Bergkamp reported that IT submitted a grant application to the Department of Commerce to provide technical assistance services to support the development of a feasibility study to design solar power and battery storage at the Pattison campus. The Department of Commerce notified Intercity Transit that we were selected as a successful awardee, however, all awards are subject to Commerce's spending authority as authorized by the legislature. Special thanks to Thera Black and Jessica Gould for their work on this application.

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Bergkamp reported on Walk N Roll News:

- **DIY Bike Repair:** Due to our DIY Bike Repair Night's popularity, we are adding a new event to our monthly calendar! DIY Bike Repair Events are held on the first Thursday of the month from 5 to 8 p.m. and starting on January 17, on the third Saturday from 10 to 1 p.m. These events are located at the Walk N Roll Educational Bike shop and are by appointment only. Please email [walknroll@intercitytransit.com](mailto:walknroll@intercitytransit.com) to sign up.
- **Learn to Ride:** Our winter Learn to Ride classes are held outside under the covered area at the Plum Street YMCA. Classes are for youth ages 4-11. We provide bikes, helmets, and friendly instructors. Registration is required through the South Sound YMCA. Classes are offered January 17, February 14 and March 14 from 12 to 1:30 p.m. for 4-8-year-olds and 1:45 to 3:15 p.m. for 9-11-year-olds.
- **Bike Maintenance:** Do you know how to make sure your bike is in safe riding shape before taking it for a spin? Ring in the new year by learning more about your bike at Walk N Roll! Join us on January 13 from 5 to 8 p.m. for a free ABC Quick Check class and learn how to complete a pre-ride safety check on your bike.
- **Teens Biking to Destinations:** Registration is open for our free Spring Break Teens Biking to Destinations class! Ride bikes, learn bike mechanics and bike handling skills, and bring home a brand new bicycle and accessories! The class will be held at Avanti High School, April 6-10, from 9 a.m. to 1 p.m. The class is open to youth ages 12 to 15. Register through Olympia Parks and Rec.

The new Community Advisory Committee members will go through orientation on Monday, January 12. Staff will review guiding principles, meeting schedule & procedures, CAC bylaws, org chart and structure, review of various fact sheets, budget, transit development and strategic plans, Dial-A-Lift overview, and review of acronyms and transit terminology.

Bergkamp will host Renee Radcliff Sinclair, President & CEO of TVW for a meeting and tour of the Pattison Facilities. Renee reached out to discuss what TVW has planned and opportunities for Intercity Transit to partner.

Bergkamp, Planning Deputy Director Rob LaFontaine and Chief Marketing, Communications and Outreach Officer Nick Demerice will appear on closed circuit Panorama TV on January 16 to share information with Panorama residents about Intercity Transit's system redesign planned for May 2026.

The City of Lacey is gathering input on human services needs in our community, and they are 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. The Authority Board, CAC members and staff are invited to

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participate in a facilitated focus group discussion with five open-ended questions, lasting less than an hour. Information gathered through this conversation will help inform the City's Human Services Needs Assessment and future strategic planning efforts. Please RSVP Pat Messmer if you are interested in participating and she will notify the event organizer Michelle Chavez.

What: Human Services Focus Group Conversation

When: Thursday, February 12, 2026

Time: 1:30 p.m. to 2:30 p.m.

Where: Intercity Transit Pattison Board Room

Remote: A Zoom Option will be provided

**AUTHORITY ISSUES**

**Pierce** thanked the facilities and maintenance teams for their tireless work cleaning bus stops in harsh, rainy conditions, noting their efforts are often unseen but deeply valued.

**Goodwin** expressed gratitude to Nick Demerice and Lyndzie Parker for their exceptional engagement and responsiveness in community outreach, particularly emphasizing how meaningful it is for the nonprofit sector to feel truly heard.

**Hess** shared news regarding a 640-acre development in Yelm that includes plans for a "Southern Loop" roadway, which he hopes will eventually facilitate new bus routes. He also reflected on his tenure with Intercity Transit, thanking the ITA and staff for their attention to Yelm's transit needs as he awaits news on his potential reappointment to the Board.

**Cox** shared updates from Lacey, celebrating the swearing-in of new city council members including herself, and expressed her hope of being reappointed to the Intercity Transit Board for another term.


**ADJOURNMENT**

**With no further business to come before the Authority, Chair Cox adjourned the meeting at 6:34 p.m.**

**INTERCITY TRANSIT AUTHORITY**

  
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Carolyn Cox, Chair

**ATTEST**

  
\_\_\_\_\_  
Pat Messmer  
Clerk of the Board

**Date Approved: February 18, 2026**

Prepared by Pat Messmer, Clerk of the Board/Executive Assistant, Intercity Transit