

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA
April 20, 2026 - Olympia Transit Center
5:30 PM**

Join on your computer: Click [here](#) to join the meeting. The meeting ID: 240 600 961 861 07 Passcode: Ap9bk7dz or call in (audio only) +1 929-229-5501, # United States, New York City Phone Conference ID: 292 160 583#

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. May 20, 2026 (<i>Margaret Janis</i>) | |
| | B. June 17, 2026 (<i>Kindra Galan</i>) | |
| | C. July 15, 2026 (<i>Jacqueline Garrison</i>) | |
| IV. | APPROVAL OF MINUTES - March 16, 2026. | 1 min. |
| V. | RIDERS' ROUNDTABLE - ALL | 10 min. |
| VI. | NEW BUSINESS | |
| | A. Transit Ambassador Update (<i>Cameron Crass</i>) | 15 min. |
| | B. Trip Planning (<i>Jane Denicola and Erik Gregory</i>) | 15 min. |
| VII. | OLD BUSINESS | |
| | A. System Redesign Q&A (<i>Rob LaFontaine/Nick Demerice</i>) | 15 min. |
| VIII. | RIDERS' ROUNDTABLE CONT'D - ALL | 5 min. |
| IX. | REPORTS | 15 min. |
| | A. March 18, 2026, ITA Report (<i>Ellen Matheny</i>) | |
| | B. Collaboration Ad hoc Report (<i>Clair Bourgeois</i>) | |
| | C. General Manager's Report (<i>Emily Bergkamp</i>) | |
| X. | NEXT MEETING - May 18, 2026. | 1 min. |

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 – (564) 669-4756 – 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
March 16, 2026 - Hybrid Meeting

CALL TO ORDER

Community Advisory Committee (CAC) Chair Rachel Wilson called the hybrid March 16, 2026, meeting of the Community Advisory Committee to order at 5:32 p.m.

Members Present: Ellen Matheny, Hallie Sutter, JoAnn Scott, Kindra Galan, Margaret Janis, Marty Slighte, Matthew Collins, Michael Gray, Rabia Sheikh, Chair- Rachel Wilson, Shawn Sandquist, Suzanne Simons, and Ty Flint.

Absent: Clair Bourgeois, Vice Chair- Dara Dotson, DC Wheat, Jacqueline Garrison, Andrew Hague, Finch Lucas.

Staff and Guests Present: Amanda Collins - CAC Staff Liaison, Nicole Jones - Executive Administrative Assistant, Raymond (Ray) Velasquez Executive Administrative Assistant Intern, Jesse Eckstrom - Information Systems (IS), Cameron Crass - Operations Deputy Director, Rob LaFontaine - Deputy Director Planning, Nick Demerice - Chief Communications and External Relations Officer, Jonathon Yee - Fleet and Facilities Maintenance Director, Michael Midstokke - Fixed Route Manager, and Sue Pierce - Intercity Transit Authority (ITA).

APPROVAL OF AGENDA

M/S/A by Ty Flint and Shawn Sandquist - Motion Passed Unanimously

INTRODUCTIONS

Chair Wilson introduced Authority member, Sue Pierce as the ITA representative attending the meeting.

MEETING ATTENDANCE

- A. March 18, 2026, ITA Meeting - (*Ellen Matheny*)
- B. April 15, 2026, ITA Meeting - (*Suzanne Simons*)
- C. May 20, 2026, ITA Meeting - (*Margaret Janis*)

APPROVAL OF JANUARY MINUTES.

M/S/A by Joanne Scott and Suzanne Simons - Motion Passed Unanimously with an amendment to include Scott Schoengarth's name as the former Bus Buddy coordinator.

RIDER'S ROUNDTABLE

- **Route 60 Changes and Accessibility Concerns**

- A member shared concerns from a resident at 7th and Fairview regarding changes to Route 60, specifically concerning access to medical facilities on Lily Road and Kaiser.

- **Driver Appreciation and Atmosphere**

- A member commended a new driver and their trainer for their professionalism during a recent trip. Another member suggested introducing "soft presences" like flowers, music, or poetry to improve the bus atmosphere.

- **System Redesign Promotional Media**

- A member shared their experience participating in promotional interviews and videos for the upcoming system changes.
 - Nick Demerice thanked the members for their time and excitement, noting that these videos help other riders hear the story of the transition.
 - **Community Outreach to "Homes First"**
 - A member reported that the Executive Director of "Homes First" is interested in a presentation for their residents regarding the May 3rd service rollout.
 - Nick Demerice confirmed that he has already reached out to "Homes First" to offer presentations and provided them with the online partner toolkit.
 - **Downtown Walking Guides**
 - A member shared a suggestion from an Olympia Downtown Alliance (ODA) board member regarding downtown walking guides to serve as navigators and facilitators.
 - Cameron Crass, who sits on the ODA Vibrancy Committee, noted that he is in regular contact with ODA leadership and plans to coordinate a training session with the senior management team to explore a potential partnership.
 - **Spanish Language Accessibility**
 - A member highlighted the need for translated materials for the Spanish-speaking community.
 - Nick Demerice confirmed that materials can be sent for translation and accepted the member's offer to assist as a Spanish-speaking volunteer for future outreach events.
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OLD BUSINESS

A. **System Redesign Update and Q&A** – *Rob LaFontaine - Deputy Director Planning & Nick Demerice - Chief Communications and External Relations Officer*

System Redesign Outreach Update

Nick Demerice and Rob LaFontaine provided an update on the "May 2026 Service Change and System Redesign. Outreach efforts are underway, including tabling at the Olympia Transit Center with volunteers and staff. A new online partner toolkit has been deployed, featuring downloadable flyers, digital slides, and newsletter blurbs for community partners to use.

Q&A on JBLM access:

A member asked for clarification on how the new routes reach the base.

- **Staff Response:** Staff clarified that Route 610 connects with Pierce Transit Route 206 at the Berkeley stop in Lakewood for base access.
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Q&A on 15th Avenue service:

A member asked about coverage in the Lacey area.

- **Staff Response:** Staff confirmed Route 71 will provide service on 15th Avenue in Lacey between Sleeter Kinney and Britton Parkway.
-

Q&A on digital trip planning:

A member asked when the new routes would appear on apps.

- **Staff Response:** Staff reported they are close to deploying the new trip planning tool on Google Maps and other transit applications. Staff are checking for accuracy to ensure the trip planning departure is reliable.
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NEW BUSINESS

A. National Transit Employee Appreciation Day (NTEAD)- *Cameron Crass - Operations Deputy Director*

Cameron Crass presented on the significance of National Transit Employee Appreciation Day (NTEAD), noting its transition from "Transit Driver Appreciation Day" to a more inclusive title recognizing all transit professionals. He emphasized that while drivers are the most visible, this nationally recognized day was expanded to include the following roles that make transit possible.

Scope of Appreciation:

- **Professional Bus and Dial-A-Lift Drivers:** For keeping our community moving and serving our most vulnerable in need of transportation.
- **Maintenance Supervisors, Mechanics, Support Specialists, Service Workers, and Detailers, and Inventory Staff:** For their 24/7 work maintaining our fleet and keeping essential service on the street.
- **Facility Supervisors, Technicians, and Specialists:** For maintaining shelters and agency facilities, keeping our spaces clean and welcoming.
- **Walk N Roll, Village Vans and Vanpool Staff:** For serving community needs and educating others about the importance of transportation choices for all.
- **Operations Supervisors, Dial-a-Lift Supervisors, and Dispatch Specialists:** For supporting both drivers and passengers.
- **Transit Ambassadors, Travel Trainers, and Customer Service:** For assisting members of the public in navigating the system.

During the National Transit Employee Appreciation Day presentation, Cameron shared several videos and accounts of Intercity Transit (IT) operators who performed life-saving actions and demonstrated exceptional safety skills.

Safety and Collision Prevention

- **Defensive Driving:** The committee viewed footage of an operator from January 2025. While operating a bus, he was forced to perform an emergency stop when a vehicle ran a red light directly into his path. Because of his high level of attentiveness and training, he avoided collision.
- **General Attentiveness:** Cameron used various clips to illustrate how "invisible" buses can sometimes be to other drivers on the road. He highlighted that IT operators are specifically trained to navigate these high-risk situations to ensure passenger safety.

Life-Saving Medical and Emergency Responses

The presentation detailed instances where operators went beyond their primary driving duties to act as first responders:

- Performing CPR: Multiple examples were cited where drivers administered CPR to passengers and community members in distress, including a notable case involving a baby.
- Suicide Intervention: An operator was credited with intervening in and stopping an attempted suicide.
- Rescuing a Child: A driver spotted a special needs child who was unattended in the roadway and took action to rescue and secure them.

B. Transit Ambassador Update - Cameron Crass - Operations Deputy Director

This item was tabled to the next meeting.

The Committee participated in a tour of the Pattison Administrative and Operations Facility following adjournment of the meeting.

NEXT MEETING: 5:30 p.m. April 20, 2026, at the Olympia Transit Center.

- **ADJOURNMENT** Meeting adjourned at 6:30 p.m.

Prepared by Nicole Jones

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-A
MEETING DATE: April 20, 2026**

FOR: Community Advisory Committee

FROM: Cameron Crass, Operations Deputy Director, 360-705-5824

SUBJECT: Ambassador Program Update

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- 1) **The Issue:** Provide an update on the Ambassador Program.

 - 2) **Recommended Action:** Information only.

 - 3) **Policy Analysis:** Staff provide the Authority and Community Advisory Committee status reports on various agency programs.

 - 4) **Background:** Intercity Transit launched the Ambassador Program as a one-year pilot in June 2025 to strengthen our connection with the community and enhance the experience for both riders and Operators. Since its launch, the program has had a meaningful and positive impact across the system and has been well received by passengers, Operators, supervisors, and management.

Six Ambassadors were hired via an internal recruitment process conducted in Spring 2025. Ambassadors received focused and specialized training prior to going into service. All six continue to serve in these roles today, providing consistent, familiar, and trusted support to riders throughout the system.

In the past six months, Ambassadors have engaged with passengers more than 4,400 times, offering assistance, information, and guidance on how to navigate transit services. These interactions have helped reduce barriers to access, supported new and vulnerable riders, and fostered a more welcoming and inclusive transit environment. In addition, Ambassadors have helped address over 1,000 passenger behavior-related concerns, often resolving situations through early, positive engagement. This proactive presence has reduced the need for operator intervention, allowing Operators to remain focused on safe and reliable service. It has also reduced the need for law enforcement assistance as well.

Ambassadors have maintained a strong presence across the entire system, riding every route in the network. Their highest levels of engagement have occurred on Routes 62A and 62B, with nearly 8,000 rides combined; Route 13 with more than

1,500 rides; and Route 68 with over 1,300 rides. This visibility helped build familiarity and trust with regular riders and provided timely support in areas of greatest need.

Additional examples of the Ambassador program's success will be provided, including situations where they were able to support passengers, assist Operators, and connect the community to much-needed resources.

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

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

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." **Goal 5:** "Integrate equity and sustainability into all agency decisions and operations to lower social and environmental impact to enhance our community and support the Thurston County Regional Climate Mitigation Plan." **Goal 6:** "Encourage use of our services, reduce barriers to access 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.

**INTERCITY TRANSIT
COMMUNITY ADVISORY COMMITTEE
AGENDA ITEM NO. 6-B
MEETING DATE: April 20, 2026**

FOR: Community Advisory Committee

FROM: Jane Denicola, Customer Service Manager, (360) 236-5084
Morgan Hagquist and Erik Gregory, Travel Trainers, (360) 705-5879

SUBJECT: Trip Planning Support for Service Redesign

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- 1) **The Issue:** Provide the CAC with an update on the trip planning support ahead of the May 2026 service redesign.
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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:** As we prepare for the upcoming service changes associated with our system redesign, both Customer Service and Travel Training teams have been actively working to familiarize ourselves with the new updates. In addition, we are taking a proactive approach to community outreach to help spread awareness of these changes. This effort gives community members the opportunity to explore the updates in more detail and better understand how their daily commutes may be affected.
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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. 7-A
MEETING DATE: April 20,2026**

FOR: Community Advisory Committee

FROM: Rob LaFontaine, Planning Deputy Director, 360-705-5832
Nick Demerice, Chief External Relations Officer, 360-236-5058

SUBJECT: Project Update, May 2026 System Redesign

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- 1) **The Issue:** Provide a standing update to the CAC on the implementation and preparation for the upcoming May 3, 2026, service change.

 - 2) **Recommended Action:** Information and discussion.

 - 3) **Policy Analysis:** Provide regular opportunities for engagement and feedback from members of the Community Advisory Committee regarding changes to transit service.

 - 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.

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

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

 - 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:** May 2026 Service Change Summary and Equity Analysis

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

Wednesday night, the ITA:

- Authorized the General Manager, pursuant to Department of Enterprise Services (DES) Contract 19922, to purchase Vidmar Vertical Lift Module in the amount of \$990,000, which will include sales tax and a 7% contingency. *(Noelle Gordon)*
- Authorized the General Manager to execute an amendment to increase the DES Project Management total fee schedule from \$854,340.60 to \$1,142,740.60 based on the updated total overall project budget of \$114,000,000. *(Jonathan Martin)*
- Authorized the General Manager to revise the total construction contract amount with Four Seasons Concrete Construction to \$2,574,968.83, which includes a 3.5% construction contingency. *(Jeff Peterson)*
- Authorized the General Manager to have DES enter into an agreement with Stantec Architecture to provide design services for the Pattison South Parcel Metal Structure, in an amount not to exceed \$1,200,000. *(Jonathan Martin)*
- Authorized the General Manager, pursuant to Department of Enterprise Services (DES) Contract 19922, to purchase a Vidmar Tire Carousel and reinstall the existing Tire Carousel in the amount of \$147,554, which includes sales tax and 10% contingency. *(Noelle Gordon)*
- Authorized the General Manager, pursuant to Department of Enterprise Services (DES) Contract 19922, to purchase a Vidmar STAK System in the amount of \$285,362, which includes sales tax and 10% contingency. *(Noelle Gordon)*

Other Items of Interest:

- Katie Cunningham introduced **Jeff Peterson, Construction Projects Coordinator.**
- David Chaffee introduced **Greg Romanczak, Technician.**
- Jonathon Yee introduced **Staci Revel, Facilities Manager.**

In honor of National Transit Employee Appreciation Day, Operations Deputy Director, Cameron Crass, shared footage highlighting how Intercity Transit Operators and frontline transit staff make a difference in our communities.

General Manager's Report

- Today, March 18 is National Transit Employee Appreciation Day! Bergkamp took time to recognize various work groups that we celebrate on this important date, and employees received take and go beverages and a functional gift to commemorate the occasion.

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.

Intercity Transit's (IT's) frontline employees, trades technicians, and essential workforce help all of us be better people and professionals. We should never forget they are the foundation our community is mobility is built on.

- Bergkamp and Clerk to the Board Pat Messmer worked with Chief Marketing & External Relations Officer, Nick Demerice to create a plan for informing the public about the ITA's meeting frequency change. After tonight's ITA meeting, there will be a press release to share with The Olympian and The JOLT announcing the change, information on our website and social media outlets, Rider News in March and April, information shared through GovDelivery, and signage posted at public building entrances in case members of the public show up the 1st Wednesday of the month in April or subsequent months.
- The following outreach tabling events are planned this month to share information about the May 3 Redesign:
 - March 20 from 9 am to 11:30 am at Olympia Senior Center
 - March 21 from 11 am to 1 pm at Capital Mall

There will be more opportunities in April, and the real crunch time the week before and the week of May 4. ITA members who are interested in helping can email Lyndzie Parker at lparker@intercitytransit.com.

- Bergkamp spent the week in Wenatchee participating in a peer review joining other transit professionals reviewing Link Transit's ADA Paratransit coordinated by the American Public Transportation Association.

Prepared March 19, 2026, Pat Messmer/Clerk of the Board

Intercity Transit Authority Meeting Highlights/Summary
A brief recap of April 15, 2026, Intercity Transit Authority Meeting

Wednesday night, the ITA:

- Authorized the General Manager, pursuant to Department of Enterprise Services (DES) Contract 16322, to purchase Accessibility Audit services from Anthro-Tech, Inc. in the amount of \$201,606, which includes a 20% contingency. (Katie Cunningham)
- Authorized the General Manager to have DES enter into an agreement with Stantec A&E to provide design services for the Interim Hydrogen Fueling, in an amount not to exceed \$250,000. (Jonathan Martin)
- Scheduled a public hearing for May 20, 2026, at 5:30 p.m. to receive public comment on the draft Intercity Transit 2027-2030 TIP. (Jessica Gould)
- Authorized the General Manager, pursuant to Omnia Partners contract 2024056-02, to acquire VMware licensing and maintenance services from SHI in the amount of \$156,500 for a three-year term. (Jeff Peterson)
- Heard public comment regarding the May service change, specifically about the Route 41.
- Discussed a petition being circulated regarding the upcoming service change, specifically Route 41.

Other Items of Interest:

- Kerri Wilson provided the Walk N' Roll 2025 Annual Program Report.

General Manager's Report

- Bergkamp informed the ITA about the upcoming Interjurisdictional Conference. RCW 36.57A.055 governs the periodic review of the governing body's composition for Public Transportation Benefit Areas (PTBAs) in Washington State. Essentially, it ensures that as populations shift and areas are annexed, the board remains representative of the communities it serves. To comply, Intercity Transit holds an Interjurisdictional Conference every four years with a special meeting held prior to the start of a regular meeting. Pat Messmer will coordinate the conference for 5 p.m. at the May 20 ITA meeting.
- Bergkamp will present recommendations to Link Transit's Board regarding their ADA paratransit service next week from a peer review she was a part of through the American Public Transportation Association.
- The Earth Day Market Ride returns for the 21st year on Saturday, April 18. Rides begin at designated starting locations around Thurston County and are led by Walk N' Roll staff and volunteers. Riders will make their way along pre-established routes to Heritage Park Fountain. At the fountain, there will be snacks and beverages, a prize drawing, a group photo, and a cheer. Then cyclists proceed to the Olympia Farmer's Market as one huge group where there

is valet bike parking so they can enjoy the market. Full event details are available on the BCC website.

- Bergkamp, ITA Member/Commissioner Mejia, Former ITA Member/Tumwater City Councilmember Kelly Von Holtz, Operations Deputy Director Cameron Crass, Fleet and Facilities Maintenance Director Jonathon Yee and Chief Communications and External Relations Officer Nick Demerice attended the American Public Transportation Association's Legislative Conference in Washington DC April 12-16. While there they visited with Senator's Murray and Cantwell, plus Congresswomen Strickland and Gluskamp-Perez to share appreciation of how their support of federal funding for transit provides services to our community. Each member of the group had an opportunity to attend these meetings to discuss the reauthorization of the surface transportation bill, the importance of maintaining the current levels of discretionary funding and share information about Intercity Transit's services. The group also discussed other pertinent issues facing our region and agency. Intercity Transit's Federal Advocate Dale Learn of Gordon Thomas Honeywell coordinated the various visits and works hard to maintain IT's relationship with our representatives when we can't be there.

Prepared April 16, 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	x	absent									
Dara	Dotson	x	absent	absent									
DC	Wheat	x	absent	absent									
Ellen	Matheny	x	x	x									
Hallie	Sutter	absent	x	x									
Jim	Hanley	x	absent	x									
Jacqueline	Garrison	x	x	absent									
JoAnn	Scott	x	x	x									
Kindra	Galan	x	x	x									
Margaret	Janis	x	x	x									
Marty	Slighte	x	x	x									
Matthew	Collins	x	x	x									
Michael	Gray	absent	x	x									
Rabia	Sheikh	x	x	x									
Rachel	Wilson	x	x	x									
Shawn	Sadquist	absent	absent	x									
Suzanne	Simons	x	x	x									
Ty	Flint	x	x	x									
DUTH Andre	Hague	absent	absent	absent									
YOUTH Finch	Lucus	absent	absent	absent									

= Joint meeting does not count against required meeting attendance