

## Board of Directors

### Current Officers:

#### **Marianna Hanefeld, President (2019-2021)**

SNOTRAC



Marianna Hanefeld, Executive Director and Mobility Manager for the Snohomish County Transportation Coalition, has a reputation as a collaborative organizational leader and program advocate. She brings over 20 years of expertise in building strategic partnerships and community engagement from her background in the education, non-profit and civic arenas. She has served as an executive and board member of a number of non-profit organizations, most recently the Lake Washington Tech Foundation, Attain Housing and the Kirkland Cultural Arts Commission. Her journey to Mobility Management includes her primary focus as an educator, having been a teacher and educational consultant for the Lake Washington School District for over 10 years. Since then she has held positions as a school administrator, and customer service

associate, as well as volunteering for groups she supports.

Marianna holds a BA in Music Education from Seattle Pacific University and an MA in Organizational Leadership from Gonzaga University. Her interests include keeping up with her 4 grown kids, traveling with her husband of 40 years, reading, cooking and engaging conversation. She is a life-long learner and divergent thinker that enjoys re-imagining projects and organizations. She is excited to join Steve Hutchins as co-president this term and to lead the CTANW team, working on initiatives that will best serve our members.

#### **Steve Hutchins, Co-President (2019-2021)**

*Around the Sound/Transpro*



Steve Hutchins is an experienced transit professional. With more than 35 years of experience, Steve's background includes operating NEMT, ADA, and public transit (both fixed route and demand activated) services, as well as managing the largest Medicaid brokerage in the State of Washington as COO at Paratransit Services.

Starting his career in 1977 as a transportation coordinator in Wenatchee, Steve soon started working in King County as a subcontractor to Metro starting the first 504 Compliance demonstration (later evolved into ADA) project. Steve was also a leader in Medicaid transportation services as the state began the transition to a brokeraged statewide service where he managed a demonstration project for what was then known as DSHS MAA. His experience also includes working in the private sector for the then transportation leader DAVE Systems, and he later directed the day-to-day management of Sunline Transit before moving on to Paratransit Services for nearly 15 years. In 2006 Hutchins bought JFM transportation, which merged with Transpro becoming the largest NEMT provider in the state of Washington now called ATS Trans (Around the Sound).

*(Steve Hutchins, Co-President – continued...)*

Steve was a Charter member of the Evergreen State Specialized Transportation Association (ESSTA) which evolved into CTANW. As the first president of ESSTA and with more than 38 years of transportation management, Steve is uniquely qualified to return to the board of directors.

### **Susan Carter, Vice President (2019-2021)**

*Hopelink*



Susan Carter is currently the Director of NEMT Operations at Hopelink, the Medicaid Non-Emergency Medical Transportation Broker for King and Snohomish counties. She started work in Hopelink's Transportation Division in 2006 and was quickly enamored with the complexity and significance transportation played. Susan has held various positions throughout Hopelink including roles in Community Services, Metro contracted Direct Operations, Transportation IT and the NEMT Brokerage.

Susan holds a BA in English and Sociology, a Masters in Sustainable Transportation, and a Certificate in Project Management all through the University of Washington. Susan is ecstatic to participate on the board and looks forward to learning and sharing with its members.

### **Michael Kelly, Vice President #2 (2019-2020)**

*Human Services Council*



Michael earned a BA in Sociology from Washington State University, in Pullman WA. He has held several positions in the brokered transportation industry with the Human Services Council (HSC) over the past 12 years; including Customer Service Representative, Senior Customer Service Specialist, Ombudsman, Call Center Supervisor and Transportation Service Manager. Michael also serves as the trainer for HSC's Employment Transportation Bike-to-Work program for the eight years. Michael has worked on numerous software development over the past 3+ years, positively impacting HSC's contracted providers.

### Connie Mahugh, Secretary (2017-2019)

*Rural Resources Community Action*



Connie Mahugh is the Transportation Director at Rural Resources Community Action in Colville, WA. Connie has been in the transportation industry for more than 24 years, including time as a dispatcher, program assistant, program manager, and now director of transportation. Her background includes a wide variety of specialized training, including: Family Development Specialist, "Transit and Community Transportation Management", Victim Service Advocate, "Service in America", "Transit and Paratransit Management", WSTTC "Dispatch Training Program", "PASS", "Transit Collision Investigation" and she is a licensed CDL driver.

Connie says she was "naïve" when she first started in the industry, and thought everyone had a vehicle, family or friends to provide transportation. Now, Connie says one of the most important things CTANW can do is continue to push forward the philosophy that it truly takes all types of transportation to keep all of Washington's people moving and connected.

"CTANW's advocacy and legislative agenda, and the relationship with WSDOT are all very important to me."

As a lifelong Colville resident, Connie is active in her local community and finds great joy in being Nana to her 2 year old grandson. She appreciates the four seasons that NE Washington has to offer. In her spare time, she and her husband ride motorcycles and snowmobiles, show a classic car and boat on Lake Roosevelt.

### Priscilla Vargas, Treasurer (2018-2019)

*Ecolane*



Priscilla's role encompasses all aspects of the presales and post-sales activities on behalf of Ecolane prospects and customers. This includes comprehensive account management beyond the initial implementation. Priscilla's 29 year career in transportation has included management of paratransit operations, business development, customer and strategic planning. Prior to joining Ecolane, Priscilla served the King County Metro Transit Division as manager for Paratransit and Rideshare Operations, where she oversaw an \$80 million budget with more than 55 employees in paratransit operations, contract management, vanpool programs, mobility options, and customer engagement. Priscilla was instrumental in improving Metro's paratransit services while growing the largest public vanpool operation in the country.

Priscilla has also held key positions with Sacramento Regional Transit District, Sonoma County Transit,

*(Priscilla Vargas, Treasurer – continued...)*

the Metropolitan Transportation Commission and Laidlaw Transit. She has a deep passion for promoting “mobility for all” that is efficient, cost effective and adaptable to the expanding technologies occurring in the transportation industry. Her commitment to public transportation, especially in the paratransit arena has been a key to her continued success.

## Current Members:

### Ann Kennedy (2019-2021)

*Paratransit*



Ann Kennedy is the General Manager for Paratransit Services' Washington Brokerage, has 32 years of experience in transportation and management, and has been with the company since November 2001. Ann is responsible for general management of the Medical Transportation brokerage contract serving nine counties in Western Washington, Work First contracts in seven counties, social service and school contracts, and coordination efforts in the counties served under the NEMT contract, as well as regionally in the Puget Sound area. As part of the coordination efforts, Ms. Kennedy has worked with various

Emergency Management Departments through the years to help agencies understand the resources that exist within the NEMT Brokerage infrastructure. She actively works on identifying how the transportation providers can participate in emergency response and ways to mitigate barriers. Ms. Kennedy is an active CERT member in her local community, a shelter volunteer, and a PC-Net trainer.

### Betsy Dunbar (2019-2020)

*MedStar*



Betsy Dunbar is the Director of Transportation Success at Medstar Transportation. With 20 years of experience with Medstar, she has a solid understanding of the day to day operations and what it takes to ensure a great customer experience. She specializes in broker relations and contract management ensuring all aspects of every contract are carried out in a successful and professional way. On a personal note, she is married with 4 children, 6 grands with 1 on the way, loves creating memories with family, music, and reading a good book



### Madelyn Carlson (2018-2020)

*People For People*



Madelyn Carlson is the CEO for People For People. Established in 1965, People For People is a non-profit agency that provides resources and opportunities that empower people to lead self-sufficient and enriched lives. People For People's service region includes twenty Eastern Washington counties with Administration offices in Yakima, Washington. Madelyn has thirty years in nonprofit administration, financial oversight, and contract compliance. For the past fourteen years as People For People's CEO, Madelyn has been a strong advocate for expanding rural transportation for individuals with special transportation needs and has served on CTANW leadership team since 2010. Madelyn is a current board member for the Non-Profit Insurance Program (NPIP) that was formed by CTANW members in 2004 to create the ability for nonprofit transportation providers to secure stable and affordable insurance coverage.

### Kirk Foster (2020-2022)

*Wapato Shores Accessible Transportation*

Kirk Foster is the owner and president of Wapato Shores Accessible Transportation. Kirk has a bachelor's degree in English Literature and Public Law. In 2001, Kirk began hearing stories of elders missing appointments due to the lack of quality service the NEMT providers in Washington County, Oregon. These complaints inspired Kirk to start Wapato Shores in 2002. Wapato Shores' mission from the beginning has been to put the passenger's needs above all other decisions. That approach has led Wapato Shores to grow from one van in 2002 to more than 60 vehicles in 2020. In 2007 Kirk joined the NW Ride Center advisory board. In 2009 he was elected to be the NEMT representative on the Portland Private for Hire Transportation Advisory Board and remains in that role today. Kirk is also a board member of the Oregon NEMT association which represents NEMT providers in Portland and he is currently hoping to help CTANW increase its footprint and influence in Oregon.

## Ex-Officio Members

### Colleen Kuhn

*Human Services Council*



It takes a village to support the transportation needs of our aging population. Whether transportation is provided by transit, public or non-profit providers, volunteer drivers or neighbors, ensuring access to safe and affordable mobility options for those who do not drive is critical to an individual's ability to live independently.

Colleen Kuhn is the Executive Director of the Human Services Council (HSC), a long-standing non-profit providing transportation and volunteer services in Southwest Washington. Colleen has extensive background in specialized transportation services, resources and planning efforts. Colleen is the Board

*(Colleen Kuhn - continued...)*

President for Community Transportation Association of the Northwest and represents those with specialized transportation needs on the Washington State Transportation Improvement Board and has led the development of two Accessible Transportation Coalitions in Southwest Washington.

### **Karen Parkhurst**

*Thurston Regional Planning Council*

Karen Parkhurst serves as TRPC's Programs & Policy Director, joining TRPC in 2000 after years in management and policy at the High Court of American Samoa, The Washington State House of Representatives, and Intercity Transit. Ms. Parkhurst also spent time in government relations, advocating for transit, high tech, educational, and social service clients. At TRPC, Karen leads state and federal legislative strategy efforts, grant writing and management, rural and special needs transportation, transit, commute trip reduction, health, active community environments, public outreach, and local food systems. She serves as a member of the State Commute Trip Reduction Board and Agency Council on Coordinated Transportation. Karen has a BA from The Evergreen State College with a focus on labor and cultural studies. Perhaps most importantly, Karen is a Libra who enjoys walking on the beach, arguing about politics, and believes she can change the world.

### **Kelly Scalf**

*TranGO*



Kelly is the CEO of TranGO, Transit for Greater Okanogan, and has served in that position since 2014. Okanogan County passed a sales tax initiative in 2013 to support the creation of public transit, and service began in July of 2015, with expansion in July of 2016.

Kelly previously served as the Planning and Transportation Division Director at Rural Resources Community Action from 1997-2012, providing public community transportation services including fixed route, demand response, NEMT, senior meal sites support and HeadStart. She developed plans for Job Access/Reverse Commute and the initial Human Services Transportation Plans, as well as representing CTANW on the ACCT Council. Kelly took on a temporary position in transportation, moving over from a lengthy career in social services and discovered that transportation is the link between people and services.

Kelly also worked for the Kalispel Tribe, and taught an on-line course in grant writing for Eastern Washington University.

Kelly served as President of CTANW from 2012-2013. Kelly has been the state delegate to CTA since 2009.

Kelly has a BS from Whitworth College in Biology and believes that Karma dictates that somewhere out there a sociology graduate is working in a fish hatchery. In her spare time, she enjoys being in the kitchen, cooking, baking and making chocolate truffles. She is married to Clyde and they have a typical American family; two dogs and a cat.