

INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA  
January 10, 2022 - Virtual Meeting  
5:30 PM

This meeting will be through remote access:

[Click here to join the meeting](#) or call in (audio only) [+1 929-229-5501,,116338495#](#) United States, New York City Phone Conference ID: 116 338 495#

CALL TO ORDER

- |       |   |         |
|-------|---|---------|
| I.    | APPROVE AGENDA  | 1 min.  |
| II.   | INTRODUCTIONS   | 1 min.  |
|       | A. Intercity Transit Authority Representative<br>(Don Melnick)          |         |
| III.  | MEETING ATTENDANCE  | 3 min.  |
|       | A. January 19, 2022, Work Session - (David Bonauto)                     |         |
|       | B. February 2, 2022, Regular Meeting - (Joan O'Connell)                 |         |
|       | C. February 16, 2022, Work Session - (Marie Lewis)                      |         |
| IV.   | APPROVAL OF MINUTES - November 15, 2021                                 | 1 min.  |
|       | INTRODUCTIONS - (All)   | 30 min. |
| V.    | NEW BUSINESS  |         |
|       | A. Pattison Rehabilitation and Expansion Project Update (Steve Krueger) | 20 min. |
|       | B. Transit Planning 101 (Rob LaFontaine)                                | 30 min. |
| VI.   | CONSUMER ISSUES - All   | 15 min. |
| VII.  | REPORTS   |         |
|       | A. December 1, 2021, Authority Meeting (David Bonauto)                  |         |
|       | B. December 15, 2021, Authority Meeting (Ursula Euler)                  |         |
|       | C. January 5, 2021, Authority Meeting (John Gear)                       |         |
|       | D. General Manager's Report (Ann Freeman-Manzanares)                    |         |
| VIII. | NEXT MEETING - February 14, 2022  |         |
| IX.   | ADJOURNMENT   |         |

**Attendance Report Attached.**

*Intercity Transit ensures no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin consistent with requirements of Title VI of the Civil Rights Act of 1964 and Federal Transit Administration guidance in Circular 4702.1B.*

*For questions, or to file a complaint, contact Intercity Transit customer service at 360-786-1881 or by email to [TitleVI@intercitytransit.com](mailto:TitleVI@intercitytransit.com).*

*If you need special accommodations to participate in this meeting, please call us at (360) 705-5857 three days prior to the meeting. For TDD users, please use the state's toll-free relay service, 711 and ask the operator to dial (360) 705-5857.*

*Please consider using an alternate mode to attend this meeting: bike, walk, bus, carpool, or vanpool. This facility is served by Routes 62A, 62B (on Martin Way), and 66 (on Pacific Avenue).*

**Minutes**  
**INTERCITY TRANSIT**  
**COMMUNITY ADVISORY COMMITTEE**  
**November 15, 2021 - Virtual Meeting**

**CALL TO ORDER**

Vice-Chair Smit called the November 15, 2021, virtual meeting of the Community Advisory Committee (CAC) to order at 5:30 p.m.

**Members Present:** Vice-Chair Walter Smit; David Bonauto; Nikki Crist; Ty Flint; John Gear; Jihan Grettenberger, and Marilyn Scott.

**Absent:** Chair Ursula Euler; Billie Clark; Jonah Cummings; Isha Gabriel; Jini Namboothiri; Scott Paris; Gene Angel; Carissa Putt; Allison Spector; Denise Clark; Joan O'Connell, and Marie Lewis.

**Staff Present:** Ann Freeman-Manzanares; Nancy Trail; Eric Phillips; Emily Bergkamp; Daniel Van Horn, and Roshan KC.

**APPROVAL OF AGENDA**

It was M/S/A by JOHN GEAR and TY FLINT to approve the meeting agenda.

**APPROVAL OF MINUTES**

It was M/S/A by JOHN GEAR and TY FLINT to approve the minutes of the October 18, 2021, CAC Meeting.

**INTRODUCTIONS**

Euler introduced Authority member, DEBBIE SULLIVAN as the ITA representative attending the meeting.

**ITA MEETING ATTENDANCE SCHEDULE**

- A. November 17, 2021 - Walter Smit
- B. December 1, 2021 - David Bonauto

**NEW BUSINESS**

- A. **SURPLUS VAN GRANT PROGRAM** - (*Cindy Fisher-Waterhouse*) Fisher-Waterhouse introduced herself indicating she is the vanpool manager and was excited to share about the Surplus Van Grant 2021 Program. Staff is proposing to grant 15 surplus vans to nonprofit or public agencies within the PTBA. She provided some background on the process indicating the agency adopted Resolution 07-03 on September 3, 2003, creating the program. The program makes surplus van vehicles available annually to nonprofit groups within the PTBA to meet transportation needs of customers not met by Intercity Transit fixed route service. The Authority has granted 68 vans. This year a review team included Ann Freeman-Manzanares; DSHS Supervisor Carson Moore; Phil Prietto of City Gates Ministries; Vanpool

Coordinator Riley White; and Vanpool Manager Cindy Waterhouse. The team evaluated 17 applications. Utilizing the selection criteria including community benefit, passenger trips provided, coordination of services and ability to maintain vehicle and service. The team recommends award of vehicles to Innovations Human Trafficking Collaboration, Thurston County Food Bank, Interfaith Works, SafePlace, Veterans Services Hub City of Lacey, Homeless Response Team and Scattered Site Program City of Olympia, Coastal Community Action Program, OlyMAP, Peer Washington, PiPE, Senior Services for South Sound Transportation, Bridge Music Project, The River Walkers, TOGETHER, and Thurston County Police Academy Athletic Association -Elite Boxing Academy. All have worthy programs, demonstrate community benefits, and have the ability to comply with the requirements of the grant. She will present to the ITA on Wednesday recommending the award of 17 vans. There is a summary of the work by each agency attached to the agenda item. The estimated average value of each vehicle is \$12,789 resulting in a total loss of revenue to the agency of \$191,834.

*Fisher-Waterhouse answered questions.*

*Gear* - indicated it is a very nice program and inquired about the criteria for putting the van in the program and what percentage that is of the total fleet, what the annual maintenance costs are and if there is a hard and fast rule to qualify.

*Fisher-Waterhouse* - responded that the vehicle ranges were from 2015. All but one is a 15-passenger van and one is a 7-passenger van. Most have over 100k miles. They look at a combination of miles, years and condition. This year one of the goals was to eliminate the 15 passenger vans from the fleet. That size vehicle has not been a customer favorite. The vanpool fleet includes 220 vans and eight of those are community vans. The typical useful life is 4 years and 100k miles.

*Sullivan* - added that from the Authorities perspective the agency used to give out four or five to non-profits and recognizing the value to them and how great their need is it will be great to grant all the vans if possible. They are no longer going to be in the vanpool fleet and are extremely valuable to the organizations that receive them.

*Fisher* - agreed that this is a win-win and this is the most they have ever granted. She is really happy that the agency is able to do this.

- B. CANCEL DECEMBER MEETING** - (*Ann Freeman-Manzanares*) Freeman-Manzanares indicated staff doesn't have anything pressing for the December 20, 2021 meeting. It is sometimes difficult for members to make the meeting. Staff and members appreciate a little break for the holidays.

Flint suggested the committee accept the recommendation and cancel the meeting. All members present were in agreement.

Vice-Chair Smit remarked he heard no opposition and indicated the December 20, 2021, CAC meeting should be cancelled.

- C. AGENDA COLLABORATION - TOPICS OF INTEREST** - (*Ann Freeman-Manzanares*) Freeman-Manzanares shared that staff wants to ensure meaningful agendas for 2022 and to provide the committee an opportunity to check in and see what they would like to hear or

learn about in the new year. In addition, what might be helpful to the eight new members joining the committee in January, 2022. They will be appointed at the December 1, 2021, ITA meeting. Staff seeks to keep meetings within the 2 hour timeframe. In the past year staff provided presentations on a wide variety of things including an overview of the annual procurement plan; service changes, and the Pattison Expansion and Rehabilitation Project. Staff will continue to invite the CAC to join tours. The next tour is scheduled for Monday, January 31 at 3:30 pm. The committee also received updates from DAL; Bus Buddies; Travel Training; Vanpool; Village Vans; Youth Education; Walk N Roll, and the Bicycle Commuter Challenge. Each year staff provides a review of the Strategic Plan and Budget. Staff also shared presentations on the alternative fuels study and the Vanpool Fare Change Demonstration Project providing CAC recommendations to the ITA.

Freeman-Manzanares indicated some of the new 2022 or projects to share will include the new CAD/AVL system after years of planning and going through the procurement process it is now in implementation and staff looks forward to sharing the benefits of that with the CAC. The committee will receive an update on the Vanpool software to compliment the new fare structure. There will be an update on the Martin Way Park and Ride direct highway access, BRT and corridor program from Eric who is working on these projects. There will continue to be updates on the Pattison project as construction proceeds and the agency will hopefully have a grand opening in the fall of 2022. The agency will move forward with the design of south parcel and maintenance facility and the rest of the property and will receive new vehicles in 2022. She asked for anyone to share items of interest.

*Smit* - indicated it is important to continue to receive presentations before the ITA votes so the committee can provide feedback. He added that it is really helpful that new members receive an orientation from staff.

*Flint* - remarked it is great to get background before the ITA meetings and also keeping the CAC up to date on the activities of the agency. So, keep doing what you're doing.

*Gear* - added that he is really interested in the basics of quality measurement for the whole system. He wants to know how the transit system is functioning as a whole. He would like to know how many trips within the served area, and what is the cost of those trips. He would also like to know what the prospects are for increasing service hours and coverage.

*Smit* - indicated he would like to have some presentation on the collaboration between transit agencies.

*Grettenberger* - remarked that she is curious about where the bus lines and frequency are compared to communities that are the most dependent on the bus, have less access to cars and how that plays into the whole system. She added that she is always interested in sustainability and how organizations run including clean fuels and the savings provided by the new buildings.

*Crist* - shared her curiosity about how drivers, staffs and passengers are doing and how they are dealing with COVID-19. People have struggled the last two years. Does staff have the tools they need for de-escalation?

*Gear* – inquired about the process to establish salaries and how we attract and retain qualified candidates. There is a lot of work to be done and it seems we cannot hire people fast enough.

*Bonauto* – indicated he is interested in the types of complaints the agency receives from riders and those that praise IT service. He inquired if there is a role for the CAC to help address those concerns or some way the CAC can be involved.

Freeman-Manzanares thanked the committee for their feedback.

## **CONSUMER ISSUES**

- *Flint* – inquired about the funds the agency would receive from the infrastructure bill that recently passed.

*Freeman-Manzanares* – indicated initial word through FTA is that the application process will roll-out sometime next spring.

## **REPORTS**

- *Flint* – provided the report from the October 20 ITA meeting which included Yee’s presentation on alternative fuels and their future. Everyone on the board was excited about that. They talked about the CAC selection committee and the new members. It was nice to hear that the new members were all interested in alternative forms of energy. Eric provided an update on the Martin Way project.
- *Grettenberger* – provided the report from the November 3 ITA meeting including they referenced sustainability and access being built into the Strategic Plan. There was also a look at budget and various updates.

**General Manager’s Report** – Freeman-Manzanares provided the General Manager’s report including:

- Final review and approval of the Strategic Plan and Budget are scheduled on Wednesday night.
- Cindy mention the ITA will review the recommendations for the Surplus Van Grant organizations. The recipients will be sharing information about their programs. This typically falls in the December/January timeframe. It’s a powerful reminder of how important transportation is and the amazing things these organizations intend to accomplish with these vehicles. If anyone on the committee is able to join please do so it is eye opening and heartwarming.

**D. ELECTION OF OFFICER** – (*Nancy Trail*) Trail indicated that since only one member was nominated for each office Walter Smit is declared the Chair, and Jihan Grettenberger is the Vice-Chair. Both will begin in those capacities in January, 2022.

**NEXT MEETING: January 10, 2022.**

**ADJOURNMENT**

**It was M/S/A by TY FLINT and DAVID BONAUTO to adjourn the meeting at 6:04 pm.**  
Prepared by Nancy Trail G:\CAC\Minutes\2021\CAC Minutes 20211018.docx

**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-A  
MEETING DATE: January 10, 2022**

**FOR:** Community Advisory Committee

**FROM:** Steve Krueger, 360.705.5833

**SUBJECT:** Pattison Rehabilitation and Expansion Project Update

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**1) The Issue:** Update the CAC on the Pattison Base Rehabilitation and Expansion Project.

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**2) Recommended Actions:** This item is for information only.

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**3) Policy Analysis:** The Authority authorizes the budget for design and construction projects.

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**4) Background:** Despite the worldwide havoc caused by Covid-19 over the last two years, the Pattison Base Rehabilitation and Expansion Project has continued to forge ahead with minimal disruption to the schedule. In this update staff will provide a brief high-level overview of the overall project, a construction update of the Phase III North Parcel, and the status of the Phase IV and V South Parcel design. Afterwards, staff will be happy to respond to any questions.

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

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

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**7) Goal References:** **Goal #2:** "Provide outstanding customer service." **Goal #3:** "Maintain a safe and secure operating system." **Goal #4:** "Provide responsive transportation options within financial limitations." **Goal #5:** "Integrate sustainability into all agency decisions and operations to lower social and environmental impacts to enhance our community and support the Thurston County Regional Climate Mitigation Plan.."

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**8) References:** N/A.



**INTERCITY TRANSIT  
COMMUNITY ADVISORY COMMITTEE  
AGENDA ITEM NO. V-B  
MEETING DATE: January 10, 2022**

**FOR:** Community Advisory Committee

**FROM:** Rob LaFontaine, Planning Manager

**SUBJECT:** Presentation – “Transit Planning 101”

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- 1) **The Issue:** Provide a presentation about transit planning including transit terminology, policies, and trade-offs.
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- 2) **Recommended Action:** Information and discussion.
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- 3) **Policy Analysis:** An educational presentation intended to assist CAC members in better understanding transit operations and related policy decisions.
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- 4) **Background:** Provide an introduction to transit fixed-route planning.
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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 #6: *“Encourage use of our services”*
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- 8) **References:** N/A.

**Authority Meeting Highlights**  
***a brief recap of the November 17, 2021, Authority Meeting***

The meeting was held remotely in accordance with the Open Public Meetings Act guidelines in the Governor's Proclamation [20.28.14](#).

**Wednesday night, the Authority:**

- Adopted the 2022-2027 Strategic Plan.
- Adopted Resolution 05-2021 establishing the 2022 Budget.
- Authorized the General Manager to grant surplus vanpool vehicles to Innovations Human Trafficking Collaboration, Thurston County Food Bank, Interfaith Works, SafePlace, Veterans Services Hub City of Lacey, Homeless Response Team and Scattered Site Program City of Olympia, Coastal Community Action Program, OlyMAP, Peer Washington, PiPE, Senior Services for South Sound Transportation, Bridge Music Project, The River Walkers, TOGETHER, and Thurston County Police Academy Athletic Association - Elite Boxing Academy.
- Authorized the General Manager to issue a Purchase Order for two InterClean Bus Wash Systems for the new FWF in an amount not-to-exceed \$744,833 which includes estimated shipping cost, sales tax and a 2% contingency.

**Other items of interest:**

- Cindy Waterhouse introduced **Riley White, Vanpool Coordinator**.

**General Manager's Report:**

- Freeman-Manzanas said the Federal Infrastructure Bill passed, and IT is excited to see the possibilities for transit in our community.
- Interviews are in progress for the next class of Operators. That class starts January 2022.
- Staff submitted the Conditional Use Permit to the City of Olympia for the remainder of the Pattison Street Facility development.
- We continue to deal with unlawful activity at the Pattison Street Facility. There has been a rash of catalytic converter thefts on our vehicles. Last week an employee had their catalytic converter stolen from the parking lot and another employee had their window smashed and items stolen. We hired security toward the beginning of COVID and have approved additional hours for 24/7 coverage. The contractor, Forma, is also hiring security personnel to enhance the protection of the construction site.
- The recipients of the Surplus Van Grant will attend the December 1, 2021, ITA meeting, and the Authority will also have the opportunity to finalize the candidate selection for the Community Advisory Committee.

- The Jingle Bus design selection is complete and the designs receiving the highest votes were Artic World, Gnomes, and Elves. The first vehicle was sent out to receive some cheer today. The other two vehicles will follow over the next week, so they are ready to go into service after the Thanksgiving holiday.

Prepared November 18, 2021  
Pat Messmer/Clerk of the Board

**Authority Meeting Highlights**  
*a brief recap of the December 1, Authority Meeting*

The meeting was held remotely in accordance with the Open Public Meetings Act guidelines in the Governor's Proclamation [20.28.14](#).

**Wednesday night, the Authority:**

- Declared coach vehicles as surplus. The total value of the vehicles is estimated at \$46,000.
- Authorized the General Manager to execute a contract amendment with Pacific Security for security services at Intercity Transit facilities for a period of six months in an amount not-to-exceed \$360,000.
- Appointed the following individuals to three-year terms to the Community Advisory Committee beginning January 1, 2022: *Edwina Waehling, Lloyd Peterson, Natalie Smith, Betty Hauser, Eliane Wilson, Rachel Weber, and Ursula Euler; and appointed Naythan Ramos to a one-year youth position beginning January 1, 2022.*
- Welcomed the recipients of the Surplus Van Grant Program: *Innovations Human Trafficking Collaboration, Thurston County Food Bank, Interfaith Works, SafePlace, Veterans Services Hub City of Lacey, Homeless Response Team and Scattered Site Program City of Olympia, Coastal Community Action Program, OlyMAP, Peer Washington, PiPE, Senior Services for South Sound Transportation, Bridge Music Project, The River Walkers, TOGETHER, and Thurston County Police Academy Athletic Association - Elite Boxing Academy.*

**Other items of interest:**

- Jason Aguero introduced **Alexander Auty, Information Systems Tech**
- Jonathon Yee introduced **Alihaundra Borja, Jeremy Eaton, and Zachary Rose, Vehicle Detailers**

**General Manager's Report:**

- A tentative agreement was reached with the ATU on a contract for 2022 through 2024. ATU has a vote scheduled for December 10, 2021. If approved, staff intends to bring the issue to the Authority at the December 15, 2021, meeting.
- The Pattison north parcel construction and the south parcel design project continues to go well. The Fuel/Wash facility and the Walk and Roll building, dependent upon weather, is anticipated to be roofed and dried in by the end of December.
- The CAD/AVL project, with a lot of work on the part of staff and the consultant from Avail, is moving along at a very quick pace. The speed at which this project is being deployed is astounding. Operators and Operations Supervisors are being trained so the pilot can be deployed Sunday of this week. This is a very complex project, and like the

Pattison design and construction project, shows the great results of developing great relationships with our partners.

- The Operations staff has been working with the Olympia Crisis Response Unit and they will be utilizing an office at the original Olympia Transit Center building beginning first of the new year.

Prepared December 2, 2021  
Pat Messmer/Clerk of the Board

**Authority Meeting Highlights**  
*a brief recap of the December 15, Authority Meeting*

The meeting was held remotely in accordance with the Open Public Meetings Act guidelines in the Governor's Proclamation [20.28.14](#).

**Wednesday night, the Authority:**

- Conducted a Closed Session Pursuant to RCW 42.30.140 (4) (b), to discuss items related to the Amalgamated Transit Union Local 1765.
- The Authority approved the collective bargaining agreement between Intercity Transit and Amalgamated Transit Union Local 1765 for a three-year period (January 1, 2022, through December 31, 2024).

**General Manager's Report:**

Freeman-Manzanares reported there was a large fire in downtown Olympia this morning (Wednesday), which required rerouting all of our service away from the Olympia Transit Center. She noted this was a big effort on IT's part and she recognized and applauded the excellent work of our Operation Dispatcher/Supervisors, Operators and all of the Operations staff who jumped in to provide assistance, Customer Service, our Marketing and Communications team and our Maintenance Department. That was a huge effort, and they did an outstanding job.

In the midst of all of this activity, staff was implementing the pilot project for CAD/AVL, which is the Communication and Automated Vehicle Locator System. The system experienced a hiccup and wasn't working properly, and this whole experience exemplifies the organization and the organization that we aspire to be and shows how important it is to have a good perspective.

Staff moved forward to meet the needs of the community and utilized every bump in the road as an opportunity to test IT's backup Emergency Communication System and ensure we could pivot and respond to whatever challenges that came before IT.

Freeman-Manzanares said we have amazing staff, and therefore has the confidence to respond no matter the situation. We are looking forward to assisting with the update for the countywide Hazard Mitigation Plan and fulfilling our role as the lead emergency transportation provider in Thurston County. Emily Bergkamp, Operations Director, will represent IT on the update team.

**Authority Meeting Highlights**  
***a brief recap of the January 5, 2022, Authority Meeting***

The meeting was held remotely in accordance with the Open Public Meetings Act guidelines in the Governor's Proclamation [20.28.14](#).

**Wednesday night, the Authority:**

- Authorized the General Manager to execute a Task Order with SCJ Alliance in the amount of \$130,123.00 for the design and construction support for improving 152 rear-landing bus pads.
- Authorized the General Manager to execute a contract with Peak Thermo King to provide a transit bus air purification solution in an amount not-to-exceed \$254,329, including sales tax.

**General Manager's Report:**

Eleven new Operator candidates began their training on Monday, January 3. It was such a pleasure to meet them, and IT is pleased they are here.

Freeman-Manzanares and Nancy Trail met with five of the new Community Advisory Committee members for a CAC 101 introduction. Based on the fabulous conversation, they are going to extend the period of time for members to introduce themselves and create connections and awareness between the members. They all have a vast experience, and IT is lucky they volunteered to dedicate their time. The first meeting of the CAC is Monday, January 10, 2022.

It's no surprise that Intercity Transit employees do outstanding things in service to the community on a daily basis, and Freeman-Manzanares gave a shout-out to Fixed-Route and Dial-A-Lift Operations, Vehicle and Facilities Maintenance, Customer Service, Marketing & Communications and Planning. Everyone did an outstanding job responding to an incredibly bad weather situation. Many employees went above and beyond to make a bad situation bearable. Many worked on what would have been a vacation day, and they did so with great positivity. There was a lot of snow in the area, and it's been slick. In addition, IT is contending with Omicron staffing issues. Freeman-Manzanares said she is feeling overwhelming gratitude for everyone's outstanding performance in very difficult circumstances.

There was the decision to end service early one evening when the road conditions dictated the necessity. Operators and Operations Supervisors did an outstanding job, sharing information with each other about the conditions of the road to define needed detours, and in the worst-case situations, needing to cancel service. IT recognizes that changing service is an imposition to the community, and it is not taken lightly. IT is always looking to strike the appropriate balance regarding safety and the needs of community members. She encourages everyone riding the bus to check out IT's website and sign up for GovDelivery notices to stay up-to-date regarding service.

Freeman-Manzanares recognized Operators Paul Tischer and Ted Depoe for going above and beyond. An individual at Capital Mall was in distress and not breathing. Depoe called 911 while

Tischer provided CPR-Chess Compressions until emergency services arrived. IT is very proud of their willingness to jump in and help individuals in distress.

A tour of the Pattison Construction Project is scheduled for Monday, January 31, 2022, at 3:30 p.m. and the ITA and Community Advisory Committee are invited to join. An invitation will be extended to members of TRPC and the Transportation Policy Board. Members from the design team and the construction team will be on site to help lead the tours and respond to questions. This will be the first opportunity for the Lead Architect, Barb Berastegui, to see the design come to life. A reminder to anyone attending to please wear sturdy shoes. Note: The elevator is not yet fully functional. It's anticipated the elevator will be fully installed and approved in the April/May timeframe.

The City of Olympia Design Review Board selected the Olympia Transit Center project, also known as OTC2, for special recognition. IT will receive the Design Review Board Award of Merit 2021. The Board said, "We found this project to be an excellent example of Civic Architecture integrating so many qualities from how it fits within its context, to the material choices and the energy efficiency." The ceremony takes place on Tuesday, January 18, 2022, at 6 p.m. at Olympia City Hall in Council's Chambers.

**Freeman-Manzanares shared several customer comments:**

A bystander witnessed a bus driver help a couple of elderly people get onto the bus. She was stopped at a traffic light and witnessed a couple of passengers struggling on the ice, one with a walker, to get to the bus. The bus driver stopped the bus and got out to physically assist these passengers onto the bus. She was impressed with the service this driver provided and wanted him to be recognized.

New bus riders on the Route 60 Panorama to Kaiser thanked Facilities staff who kindly provided information about the condition of the roads while they were clearing off snow and de-iced the area. They also thank the bus driver for courteously answering questions about the return route. This was the first time in ages they had taken the bus, however, it was so convenient and easy they will be doing it again more regularly.

A customer nominated Carmen Vanmansart for "Driver of the Year." The customer said Carmen is always customer aware and puts the safety of her passengers above all else and does it with courtesy and grace.



## COMMUNITY ADVISORY COMMITTEE ATTENDANCE RECORD

		1	2	3	4	5	6	7	8	9	10	11	12	
CAC	Members	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	
Gene	Angel		Absent	Absent	Absent	Absent	Absent	Absent	MEETING CANCELLED	Absent	Absen	Absent	MEETING CANCELLED	
David	Bonauto						Absent					Absent		
Billie	Clark	Absent	Absent	Absent	Absent	Absent	Absent	Absent			Absent	Absent		Absent
Denise	Clark		Absent	Absent	Absent	Absent	Absent	Absent			Absent	Absent		Absent
Nikki	Crist					Absent						Absent		
Jonah	Cummings	Absent	Absent	Absent	Absent	Absent	Absent	Absent			Absent	Absent		Absent
Ursula	Euler							Absent						Absent
Ty	Flint	Absent			Absent						Absent			
Isha	Gabriel	Absent	Absent	Absent	Absent	Absent	Absent	Absent			Absent	Absent		Absent
John	Gear	Absent				Absent								
Jihan	Grettenberger						Absent							
Marie	Lewis	Absent	Absent											Absent
Jini	Namboothiri	Absent	Absent	Absent	Absent	Absent	Absent	Absent			Absent	Absent		Absent
Joan	O'Connell	Absent	Absent	Absent			Absent					Absent		Absent
Scott	Paris	Absent	Absent	Absent	Absent	Absent	Absent	Absent			Absent	Absent		Absent
Carissa	Putt	Absent	Absent	Absent	Absent	Absent	Absent	Absent			Absent	Absent		Absent
Marilyn	Scott				Absent						Absent			
Walter	Smit						Absent							
Allison	Spector			Absent		Absent				Absent		Absent		

= Joint meeting does not count against required meeting attendance