

Paratransit, Inc. Board of Directors Meeting  
September 26, 2013

- ◆ The Board President called the meeting to order at Eskaton Adult Day Health Care Center. In 2013, the Paratransit, Inc. Board of Directors has held meetings in the community at various partner agency facilities.
- ◆ Jessica Meinke gave public comment about ride reservation times and questioned why sometimes a reservation time changes. Robert LaBlond provided written comments and suggestions; he suggested that passengers should be able to make reservations within 24 hours of a ride. He also suggested that a passenger should not have to pay a fare if the paratransit ride is more than thirty minutes past the pick up time and that passengers should still be required to pay a fare if they no-show for a trip. He commented that schedulers and dispatchers should spend more time riding on the bus with drivers as a part of their training. Connie LaBlond provided public comment and stated that the thirty minute ride window and late trips are a point of contention amongst paratransit riders. Jeffrey Tardiguilla provided public comment stating that the paratransit automated telephone system had been down for two weeks and that he also had a ride time changed recently. He also shared information about upcoming disability awareness events.
- ◆ The consent calendar was unanimously approved and included approval of staff recommendations to ratify the submittal by Paratransit, Inc.'s Innovative Paradigms Division of an application to the City and County of Honolulu for the Mobility Management Projects from the Cycle 5 and 6 Call for Projects and authorizing the Chief Executive Officer (CEO) to execute all necessary documents to acquire the funds if awarded. The consent agenda also induced approval to authorize the CEO to execute all necessary documents required to enter into a three year contract with ADP for Payroll and Human Resources Software and Support; staff advised that this was a sole source procurement.
- ◆ The Board Convened to Closed Session in order to conduct an Employee Performance Evaluation of the Chief Executive Officer (CEO).
- ◆ During the Community Transportation Partnership Update, Director Yungling shared information about Eskaton Adult Day Health's shared cost agreement with Paratransit, Inc.
- ◆ President Kelly-Baird shared information regarding the recent Board retreat, which included a discussion of the Board's mission, and a desire to focus on ways that the Board can work better together and improve relationships with other agencies, particularly RT and SACOG.
- ◆ Linda Deavens reviewed items from her written CEO report, including Paratransit staffs' participation in projects such as a Transportation Research Board Handbook on travel training for older adults, a 5310 working group, mobility management in Honolulu, CTSA activities in Stanislaus County, management of the CTSA in San

Bernardino, a joint bus procurement, and a vehicle insurance task force. She also shared information about paratransit driver training, and other staffing changes. Ms. Deavens advised the Board that negotiations with Clean Energy are nearly complete and she estimated that construction would commence in the near future on a Compressed Natural Gas fueling facility. She shared that Paratransit was awarded full funding for six CNG cutaway vehicles through the 5310 program. She announced that Paratransit will hold a public event on October 9 between 10:00 a.m. and 1:00 p.m. to celebrate its 35<sup>th</sup> anniversary.

- ◆ Steve Robinson-Burmester reviewed the written Financial Report. He shared that during the rolling year of August 2012 to July 2013 trips provided decreased by 1.53%; demand response trips decreased by 1.9% during that period. Year-to-date total trips provided increased by 5.3% over July 2012. This was largely driven by an increase in CTSA trips. Demand response ridership year-to-date decreased slightly (1%) over the prior year due to a reduction in trips funded by the Alta Regional Center. Year-to-date demand response cost per vehicle service hour decreased by 0.9%. The year-to-date fare recovery ratio decreased by 0.5% to 10.1%.
- ◆ Tiffani Fink reviewed the memo regarding Regional Funding Allocation changes, including changes to Map21 and 5310 programs.