

SUMMARY
Paratransit Board Meeting
May 28, 2015

The following Directors were present: Catherine Kelly Baird, Don Nottoli, Frances Gracechild, Jason Campbell, Jill Yungling, Pat Hume, Pete Spalding, and Scott Leventon

Director Yungling reflected on Paratransit's mission with some thoughts; stating that usually the meeting is spent on reports, but commented upon some of the immeasurable components constituting the heart and soul of the company.

The new appointee, Jason Campbell was introduced and the Board members took turns introducing themselves and provided some background on what lead them to serve on the Paratransit, Inc. Board of Directors.

An announcement was made that Paratransit's Rodeo team would be competing in the Nationals' that were being held in Tampa, Florida the weekend of May 30th.

Public Comment:

- Loren Tucker addressed the Board relating two issues, one where a driver declined to take a route that Mr. Tucker suggested due to road construction and the other relating to the driver refusing to drop him off at his residence according to the notes in his file.
- Shayanna Mendes addressed the Board relating an incident with a reservation agent who did not provide good customer service, stating that no paratransit rider should have to be subjected to this and inquired as to how this would be rectified.

The following Items were approved unanimously by the Board:

- Authorization for the CEO to prepare and execute for and on behalf of Paratransit, Inc. the Fiscal Year 2015-16 Transit Claim for submission to the Stanislaus Council of Governments to be used for Consolidated Transportation Service Agency operations in Stanislaus County.
- Authorization of the CEO to submit the Transportation Development Act (TDA) Claim for Fiscal Year 2015-16 and authorize submittal of subsequent claims if funding revisions are issued.

The CEO's report highlighted the following:

- Tiffani Fink has been promoted to Deputy Executive Director and will be taking over when Linda is not around. Ms. Fink is also the Vice-Chair of the Sacramento Area Council of Government's (SACOG) Transportation Coordinating Committee (TCC).
- Paratransit, Inc. was recognized by the Sacramento Business Journal as the 2015 Healthiest Employer in the small businesses category.
- Paratransit, Inc. prepared and participated in RT's on-site Triennial Review which mostly focused on asset (fleet) management.
- Year-over-year growth in ADA trip demand is 8.5% above projections so there will be a reconciliation for the second half of the fiscal year of about \$238,000 per the terms of the Collaborative Agreement.
- Travel training at all of the sites has exceeded the year-to-date goal. In Sacramento a new relationship is in the works with International Rescue to reach more trainees with limited English proficiency.
- Innovative Paradigms held a meeting at their Boston office for all their managers to get acquainted and provided an opportunity for brainstorming on various items including possible new developments. The Honolulu agreement was extended for 6 months to allow them time to prepare the RFP which Paratransit intends on competing for again. Paratransit, Inc. is also keeping an eye out for future RFPs which are expected to be put out by Chicago, Atlanta and Los Angeles.

The financial report highlighted the following:

- In the trailing 12 months, the trend is that CTSA trips are declining and Demand Response is going "gang busters". Demand Response Trips are up by 10%, while CTSA trips are down about 5%. The aggregate is still increasing, with a 2% increase overall.
- Cost per vehicle hour has increased .9% from FY 14 for Demand Response and fell by 8.1% on the CTSA side.
- The fare ratio is 10.6%, above the 10% goal.
- The YTD on-time performance is 95%.

Deputy Executive Director, Tiffani Fink provided a presentation on Reasonable Modification of Policy based on the presentation provided at the CalACT Spring Conference in April by the FTA.