

SUMMARY
Paratransit Board Meeting
November 19, 2018

The following Directors were present: Anna Fontus, Pat Hume, Scott Leventon, Shahid Rehimtoola, Mary Steinert, along with CEO, Tiffani Fink.

Announcement

Due to the Board President, Mary Steinert's need to leave early, the Agenda was re-arranged to ensure a quorum for Action items.

Review Nominations, Accept Nominations from the Floor and Elect Officers for Calendar Year 2019.

The following were presented as the slate at the October meeting:

- President – Pat Hume
- Vice President – Anne Fontus
- Secretary – Scott Leventon
- Treasurer – Stephanie Nguyen

No nominations were received from the floor and the slate was unanimously approved.

Action Item Discussion

Discussion: CEO Fink provided an overview on the non-ADA service, stating that historically Paratransit has offered significantly broader service than that required under the ADA, both operating in portions of the County where there is not fixed route, but also at times and on days where there is limited or no service. Increasingly, Paratransit is facing operational challenges and cost constraints associated with late night non-ADA and holiday service where availability of drivers is limited and where it drives up overtime for both drivers and dispatchers. Ms. Fink reported that Paratransit does not take this lightly, but also shared that it also affects only a small number of trips. Non-ADA trips past the cut-off time would be on a call back list and could be provided where a ridesharing opportunity existed with an ADA trip. Ms. Fink stated staff was recommending that the Board of Directors formally open the 45 day Public Comment Period for Potential Service Changes to Night and Holiday Non-ADA Service and set a public Hearing for January 30, 2019. Jeff Tardaguila expressed some concern, and Ms. Fink advised that these were the same policies that were agendized in September, but pulled off the Agenda and now going back to the Board.

Public Comment:

Janice Labrado, SacRT Staff provided outlined concerns related to the non-ADA Policies that were being presented to the Board for adoption. Ms. Labrado stated that about 13% of the demand response services provided to SacRT's ADA eligible clients are outside the hours or area of regular fixed route service, and these trips are outside SacRT's purview (non-ADA), however, SacRT allows for Paratransit, Inc. to comingle these trips that are provided to ADA eligible customers. The non-ADA trips have historically been provided along the same policy guidelines as regular ADA paratransit (aside from the non-ADA attributes).

SacRT is concerned with Paratransit, Inc. adopting separate policies for non-ADA service, stating that while most policies are fairly similar, going forward with differing policies for ADA eligible clients depending on the trip, will be confusing. The proposed late cancel policy is significantly different than what SacRT's Mobility Advisory Council (MAC) Training Communications & Policy Subcommittee (TC&P) is recommending. Paratransit was actively involved in discussions with the TC&P, the proposed policy which is less complex and better targets the most habitual offenders is expected to go to the full MAC for adoption soon.

Action Items

Adoption of Resolution No. 25-18 Adopting the Definition of Stranded for Americans with Disabilities Act Non-ADA Service.

Resolution No. 26-18 Director Hume made a motion to pull the Cancel/No-Show Policy for Americans with Disabilities Act Non (ADA) Service from the Agenda and his motion was unanimously approved.

Adoption of Resolution No. 27-18 Adopting the Fare Policy for the Americans with Disabilities Act Non-ADA Service.

Adoption of Resolution No. 28-18 Adopting the Carry-On Bags/Packages Policy for Americans with Disabilities Non-ADA Service.

Adoption of Resolution No. 29-18 Adopting the Transporting Children Policy for Americans with Disabilities Non-ADA Service.

Adoption of Resolution No. 30-18 Adopting the Transporting Service Animals Policy for Americans with Disabilities Non-ADA Service.

Adoption of Resolution No. 31-18 Adopting the Same-Day Ride Policy for Americans with Disabilities Non-ADA Service.

Adoption of Resolution No. 32-18 Adopting the Lost and Found Policy for Americans with Disabilities Non-ADA service.

Adoption of Resolution No. 33-18 Adopting the Service Days and Hours Policy for Americans with Disabilities Non-ADA Service.

Adoption of Resolution No. 34-18 Adopting the Abusive or Disruptive Behavior Policy for Americans with Disabilities Non-ADA Service.

Ratification of Resolution No. 35-18 For the Submittal of the Innovative Coordinated Access and Mobility Grant to the Federal Transit Administration (FTA) and further authorizing the Chief Executive Officer (CEO) to execute all documents, if awarded.

Closed Session:

Confer with Paratransit's Chief Executive Officer regarding Labor Negotiations with Amalgamated Transit Union (ATU), Local 256 per Government Code section 54957.6

Open Session Reconvened:

There was nothing to report, except that the Board provided direction to CEO Fink.

Consent Calendar

This item was tabled due to lack of a quorum.

Public Comment

Jeff Tardaguila said that in the last 3 – 5 years, after Grace (former Board Director), lots of changes have been made. He commented on non-ADA policy on service on the last trip of the evening, stating it needed to be reconsidered. He provided information where either he did not get the address correct, or it was not recorded correctly which caused an issue with a recent ride.

Reverend Jocelyn Hicks addressed the Board by saying “God Bless” and “Happy Holidays.” She stated that in spite of all the changes that the service “was best in the west”. She stated that all the drivers need to have a standing ovation, and all needed to be given a raise. She expressed that service to Delta Shores on the weekend should be ADA service.

Mike Barnbaum provided to the Board his goals for SacRT, including the Route Optimization, annexing Elk Grove, bus service to the Airport and a bipartisan measure for the City, County and Special Districts.

The Executive Director's report highlighted the following:

The Honolulu transition is happening, and the business is being transferred to MTM. The office will be vacated by January 18, 2019, with MTM taking over staff and the office after Paratransit, Inc. vacates.

An upgrade of the IVR and Pass Trapeze to the newest module has been completed. Paratransit, Inc. is looking into electronic fare management as they are not part of Connect Card.

At the most recent Folsom City Council Meeting, the City voted to annex into the Sacramento Regional Transit District. Paratransit, Inc. staff had participated in an outreach meeting and the agencies were working on messaging. Since Folsom is not part of the CTSA, non-ADA service will not be provided.

Director Fontus requested information be laid out on CTSA service. Ms. Fink indicated that a strategic planning session (workshop) would be held again in January and they would be looking at CTSA service, as well as a reserve and investment policy.

Paratransit, Inc. is in the midst of negotiations with the Amalgamated Transit Union.

Paratransit, Inc. and SacRT are about to embark on negotiations for an option year.

Paratransit, Inc. is going to be having both their annual performance audit and TDA audit soon, both around the same time.

Open enrollment is starting for both the Sacramento and the Boston office.

Holiday traditions will continue, and staff will be decorating their work spaces.

Public Comment:

Mike Barnbaum provided an update of the benefits to Folsom of annexing into the SacRT District.

The Financial Report highlighted the following:

In the rolling year ending September 2018, trips were down 5%, with a decrease of 4.7% for CTSA trips and 5.2% for Demand Response.

Year-To-Date trips provided decreased by 3%, with a decrease of 3.5% in CTSA trips and 3.7% decrease in Demand Response Trips.

Overall YTD cost per trip provided increased by 9.7% from FY17, with CTSA trips cost increasing by 5.4% and YTD DR cost per trip provided increased by 10.8% over the prior year. CEO Fink commented that one of the major drivers was fuel prices and additional taxi trips as well as an adjustment to the minimum wage.

Fare recovery ratio has gone from 11.4% to 10.7%, still higher than the TDA minimum of 5%.

Community Partnership Report

Janice Labrado from Sacramento Regional Transit touched on the Folsom and Citrus Heights annexation activities and a possible opportunity in Elk Grove. Ms. Labrado indicated that SacRT was surprised by complaints at the Folsom Council meeting and that some of it was due to some confusion about the differences between Folsom's Dial-A-Ride and that SacRT was working with Paratransit, Inc. on getting more comprehensive complaint reports.

Ms. Labrado brought up a letter that the California Council sent to Paratransit, Inc. after their presentation to SacRT's Mobility Advisory Council related to concern with the accessibility of the new website.

Ms. Labrado provided information indicating that SacRT service is 40% of the total CTSA and Demand Response trips, however accounts for 80% of the cost of this service and is 1.5% of SacRT's total service, adding that most people with disabilities can and do take the fully accessible fixed route. She also talked about SacRT's support of Paratransit's Travel Training program and SacRT concerns that while SacRT sponsored trips are a considerable part of Paratransit, Inc.'s business, SacRT does not get enough credit.

Ms. Labrado ended her update by noting that Paratransit and SacRT will be working on negotiations for an option year and due to reduced demand, SacRT's goal is that the budget will be flat.

Mike Barnbaum provided information on Golden One and transit.

Board Comments/Reports/Future Agenda Items

None