

**SUMMARY**  
**Paratransit Special Board Meeting**  
**12:00 p.m.**  
**January 17, 2018**

The following Directors were present: Steve Hansen, Pat Hume, Anna Fontus, Jill Faust, Mary Steinert, Scott Leventon, Shahid Rehimtoola, Stephanie Nguyen along with CEO, Tiffani Fink.

**Public Comment:** There was no public comment.

**Introduction of New Board Member:**

Stephanie Nguyen was introduced as the newest Board member, appointed by SACOG. Ms. Nguyen serves on the Elk Grove City Council and is the Executive Director of the Asian Resource Center.

**Consolidated Transportation Services Agency Partners / Board of Directors Luncheon**

The Consolidated Transportation Services Agency (CTSA) partners were introduced and shared information about their relationship with Paratransit, Inc. Board Chair.

SacRT, General Manager/CEO, Henry Li introduced his bosses, Director Hume and Director Hansen, stating it was great to learn from the CTSA partners. Mr. Li provided some information on community partnerships that SacRT is involved in, including the North Natomas TMA contract renewal and launching micro transit in Citrus Heights expanding the Citrus Heights City Ride by adding real time on demand service.

Doug Carter was introduced to the partners by Director Hansen as being instrumental in assisting SacRT.

**Planning Session**

Nancy Lee from Board Source was introduced. She was hired to work with the Board to help with the start of long range planning and Board development for Paratransit, Inc. Board members were asked what they hoped to achieve as part of the planning session. One of the goals is looking to a vision for the future and not simply staff guiding the Board, but becoming truly a fiduciary and policy body. Director Hansen talked about getting beyond animosity and barriers to create a strong, stable and great future adding that he was not certain how the Board gets there, priorities and policies need to be established to make sure that the agency, staff and Board come out somewhat bonded and are making good decisions.

Director Hume suggested the Board look at diversified services to find if the projects are serving the primary customer base or if it is becoming a distraction. Director Leventon agreed with his co-Board members adding that the biggest challenge in the past had been with SacRT. Director Leventon added that it had gotten better and he would like to see the relationship be even stronger and also would like to see Paratransit, Inc. expand on the mission statement.

Director Nguyen reminded the Board of their fiduciary responsibilities and that the Board exists to support the person who runs the organization. She reminded everyone that as the make-up of the Board changes, it changes everything; some things cannot be forced, but rather have to happen organically. The goal is to ensure the agency is in good standing, goals are great, but they need to be obtainable.

Director Hansen stated that transit has been under tremendous pressure, the world is changing and the organization needs to be ready, stating that this is what compels him as a Board member. The relationship with SacRT is better and there are opportunities to be explored. Goals are for the Board as a whole to understand how leadership and governance affect short and long term planning.

Topics related to the future of Paratransit, Inc. were discussed such as:

- Corporate structure
- Strategic planning
- Long term planning
- Fiduciary duty
- Conflict of Interests (including perceived conflicts) ~ Director Hansen outlining the complexities as he sits on the Paratransit, Inc. and STA Board and is an alternate on the SACOG Board who designated paratransit as the CTSA.
- Antiquated bylaws
- Confidentiality
- Duties of management
- Committees of the Board
- Oversight
- The Brown Act
- Core values
- Ethics
- Timelines

The goal is to ensure a high performing Board of Directors and to govern more and manage less. The agency has taken great strides in the last year, being run more like a business, and planning for the future is integral. Mission, vision, ethics and core values were established as being very important so the agency will know where it wants to go.

The planning process needs to involve putting the best foot forward toward communication to achieve the goals of guiding Paratransit, Inc. toward the future. This session was the kick off toward that process.

**SUMMARY**  
**Paratransit Board Meeting**  
**6:00 p.m.**  
**January 17, 2018**

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

**Public Comment:** There was no public comment.

**The Executive Director's report highlighted the following:**

Ms. Fink provided an update on Civic Lab; the goal being to solve tomorrow's transportation issues today.

Ms. Fink provided an update on Innovative Paradigms stating there have been a lot of change in both management and a further restructuring of the program. She provided an update on web based scheduling, indicating she had been working with SacRT's Mobility Advisory Council. She also provided updates on their recent annual audit and holiday festivities.

She ended her presentation by saying that Paratransit, Inc. was doing more with less, they had cut the reservation (for ride scheduling) script by one minute and were providing better service with less staff.

**Presentation by Wells Fargo Bank**

Wells Fargo provided an award to Paratransit, Inc. for utilization of technology to meet their business needs. Noting redundancy in the call center, how cash is handled and looked at all things and how they could re-deploy workforce to other functions which was a "win-win". Wells Fargo donated \$1,000.00 to an agency outside of Paratransit, Inc. of Paratransit's choice. Paratransit, Inc. chose to donate the money to Meals on Wheels. A symbolic check was ceremoniously given to representatives of Asian Community Center who provide the Meals on Wheels program.

**The Financial Report highlighted the following:**

In the rolling year, there has been a 2% decline in the number of trips provided, with a decrease of 4% in CTSA trips and 1% decrease in demand response.

November 2017 compared to November 2016 is up by 2.5%, CTS being up by 7% and demand response being down by 3% for that period. There were 5% fewer attendant trips and a slight decrease in clients. The cost per trip overall was down 8%, with CTSA trips costing \$2.74 per trip and demand response costing \$49.00 per trip. Ms. Cappellari provided other financial and statistical data including the on-time performance being 94.6%.

**The following Items were approved on the Consent Calendar:**

- Minutes from the Board of Directors' Meeting on November 9, 2018, (Director Nguyen and Leventon abstained)
- The 2017 Financial Audit

**Action Items:**

**Adoption of Resolution No. 01-18** authorizing the submittal of a proposal to the Massachusetts Bay Transportation Authority (MBTA) for Americans with Disability Act (ADA) in-person eligibility assessment services, and authorizing the Chief Executive Officer to negotiate and execute a contract and any required documents if awarded.

**Adoption of Resolution No. 02-18** authorizing submittal of a proposal to Valley Metro for Paratransit Eligibility Assessment and fixed-route travel training services, and authorizing the Chief Executive Officer to negotiate and execute a contract and any required documents, if awarded.

**Adoption of Resolution No. 03-18** appointing the Chief Executive Officer and Chief Financial Officer administrators of the annuity for medical benefits for the former Chief Executive Officer and authorizing the chief executive officer to execute all documents necessary to finalize formation and creation of the annuity. (Director Steinert recused herself.)

**Adoption of Resolution No. 04-18** authorizing the award of a contract for modifications to the maintenance garage for work on CNG vehicles, project 17-01 to Clean Energy and further authorizing the Chief Executive Officer to execute all necessary documents.

**Closed Session:**

The Board, along with Paratransit, Inc.'s CEO, retreated to Closed Session for the following:

- A. Employee Performance Evaluation Goals Pursuant to (Government Code Section 54957)
  1. Title: Chief Executive Officer
- B. Conference with Legal Counsel on Existing Litigation (Gov. Code 54956.9 (a) Philip McGuire v. Paratransit, Inc.
- C. Conference with Legal Counsel on anticipated litigation pursuant to paragraph (2) of subdivision (d) of Government Code Section 54956.9: one case

**Open Session Reconvened: There was nothing to report.**