

SUMMARY
Paratransit Special Board Meeting
May 21, 2018

The following Directors were present: Anna Fontus, Jill Faust, Scott Leventon, Steve Hansen, Mary Steinert, along with CEO, Tiffani Fink.

Public Comment:

Reverend Jocelyn Hicks requested the unlimited ride ADA paratransit pass be brought back.

Shayanna Mendes expressed concern with Paratransit's Customer service not being responsive.

Caroline Green expressed concern with her son's trips to medical appointments being late.

Perlean Williams expressed her disappointment with a driver demanding fare from a client utilizing a wheel chair prior to boarding the vehicle and a cab driver who demanded two coupons.

Russell Rawlings brought up an incident involving a client of Resources for Independent Living (RIL) where the driver did not show, and when staff called, dispatch indicated the driver had been there and left. It is thought that there was confusion with the location that has since been resolved. Mr. Rawlings also brought up access concerns in attending the Board meeting with the gates to the facility being closed when they are usually open.

Mike Barnbaum announced information related to the relocation of several PRIDE programs.

The following items were approved on the Consent Calendar:

- Minutes of the January 17, 2018 Board of Directors Meeting.
- Minutes of the January 17, 2018 Special Board of Directors Meeting.

Adoption of Resolution No. 05-18 authorizing the Chief Executive Officer (CEO) to submit the Transportation Development Act (TDA) claim for fiscal year 2018-19 and authorizing submittal of subsequent claims if funding revisions are issued.

Adoption of Resolution No. 06-18 authorizing the Chief Executive Officer (CEO) to execute an agreement with the Sacramento Transportation Authority (STA) for the moving youth to jobs project and further authorizing the CEO to execute all necessary amendments.

Adoption of Resolution No. 07-18 authorizing the Chief Executive Officer (CEO) to execute agreements with the Elk Grove Unified School District and the North State Building Industry Association/Foundation for Moving Youth to Jobs project and further authorizing the CEO to execute all necessary amendments.

Adoption of Resolution No. 08-18 authorizing the Chief Executive Officer to negotiate, apply for and execute all documents related to FY19 and FY20 Federal Transit Administration section 5307 and 5339 funds.

Adoption of Resolution No. 09-18 authorizing the Chief Executive Officer (CEO) to apply for the Sacramento Area Council of Governments regional/local call for projects for the Moving Youth to Jobs project, the on-board camera and technology project, and further authorizing the CEO to execute all documents if awarded.

Adoption of Resolution No. 10-18 authorizing amendment #4 to the Paratransit, Inc. Procurement Manual.

The Executive Director's report highlighted the following:

An update on Board directives from the Strategic Planning Session - The Articles of Incorporation were researched to ensure they were up to date. Because the Articles have been amended instead of restated, it is required that both the original and amended documents be presented together for completeness.

Staff is working to collate and update all policies and procedures and staff will be bringing revised policies in finance and operations to the Board. Following their adoption, all policies will be consolidated into a reference guide. The By-Laws are more complex, and Ms. Fink is recommending a two-tier approach. Some clean up issues will be brought to the Board in June which will include updates to titles, and some clarification of duties. Once this has been accomplished, following the strategic planning work over the summer, the more structural work of the bylaws can be addressed. The last time this was attempted, there was some reluctance on the part of the four parties and it was squashed. Ms. Fink stated hopefully the four parties would be amenable to "go at it again".

Ms. Fink stated that following the strategic planning meeting in January, she was considering a fresh approach and Paratransit, Inc. is really an agency about mobility and that should be the long term focus.

Ms. Fink shared that the Civic Lab project is nearing completion and has been a tremendous success. Paratransit, Inc. has been awarded \$400,000 to implement and operate the Moving Youth to Jobs project with Elk Grove Unified School District and the North State Building Industry Association.

Innovative Paradigms has been absorbed into the Mobility Management Division; the Boston Travel Training contract has been extended by four years, and Paratransit, Inc. will be working with a small agency in Idaho in re-building their eligibility program and training their staff. In April, managers from each of the field offices came to Sacramento for a week of hands-on training with Paratransit's Chief Financial Officer, Human Resources Director and Information Technology Director.

Ms. Fink announced that once again, Paratransit, Inc.'s Rodeo Team excelled at the annual Rodeo, and will travel to Pittsburg, Pennsylvania in June for the National Rodeo.

Paratransit, Inc.'s maintenance staff has been hard at work inspecting and taking delivery of the expanding fleet of Compressed Natural Gas vehicles, with forty of the 54 Paratransit procured CNG buses having been delivered. The vehicles are being in-serviced and having the technology installed. Elk Grove Adult Community Training and Asian Community Center have each already received two brand new buses.

Information Technology is nearing completion of the Enterprise Asset Management System, and in the early phases of rolling out the web system for scheduling trips.

The CNG facility is just about complete and it is planned that it will be operational in a month. The CNG Shop upgrade project had a kick-off meeting on May 10th, and the yard is now a construction zone. The project's expected completion is expected in late August.

Ms. Fink provided an update on the activity of the Executive Office, Tom Roberts spent 6 weeks in Honolulu replacing the manager after her resignation, a new manager is now in place. Ms. Fink added that she participated in two successful trips to Washington, DC, advocating for transit funding with both Cap to Cap and the California Transit Association's federal legislative committee. Ms. Fink added that she was a member of the steering committee for the research of the TCRP Synthesis 135 on ADA Paratransit Service Models.

The Financial Report highlighted the following:

In the rolling year, there has been a 3.9% decline in the number of trips provided, with a decrease of 4.2% in CTSA trips and a 3.4% decrease in demand response trips.

Combined Cost per trip is \$25.48, with CTSA trips averaging \$3.51 per trip and a demand response trip cost of \$50.78 per trip.

On-time performance is 94.3%, and the fare recovery ratio is 11.7%, well above the required 5%.

Cost per mile was \$3.96, a breakdown shows an 80 cent cost per mile for CTSA and \$5.52 cost per mile for demand response, with 16.2 trips per 100 miles combined, 26 trips per 100 miles for CTSA and 11.3 trips per 100 miles for demand response.

Overview and Release of the Draft 2018/19 Operating Budget

The preliminary FY19 budget was presented, the year will be starting fresh with no reserves. There is no increase from Sacramento Regional Transit and there will be no increase in wages for staff.

Director Hansen pointed out an error on page 2 in relation to the spelling of his name, he also suggested a 1 -2 page overview/summary of the budget be made available.

Community Transportation Partnership Updates

Janice Labrado from SacRT provided information on SacRT's SmaRT Ride which is a new project which transitioned the accessible general public dial-a-ride in Citrus Heights to a service more like Uber or Lyft. The service started in February and expanded into additional areas in April. Ms. Labrado reported that SacRT had been awarded \$12M from the STA and would be expanding this into other areas, adding that 9% of the trips were taken by patrons using mobility devices. It is hoped that this service will help offset some of the ADA demand and provide more options to seniors and folks who have disabilities in a more integrated setting. Ms. Labrado thanked Ms. Fink for allowing SacRT to borrow back 11 paratransit vehicles for this project.

Ms. Labrado announced that the SacRT Board of Directors recently approved a contract for the purchase of 40 ADA paratransit replacement vehicles, SacRT invited Paratransit staff to participate in an "Active Shooter" presentation which was very well received by staff of both agencies and that SacRT's Finance Department conducted their fixed asset inventory recently and all went well.

Ms. Labrado stated that there was still work to be done in the area of ADA paratransit on-time performance as it related to setting trips by appointment times, with a large number of trips delivered early, adding that SacRT is preparing for their Triennial Audit and are actively working with Paratransit, Inc. on this concern.

Ms. Labrado expressed that both agencies have the same goals, delivering good customer service as well as continuing to do less with more. She commended SacRT staff, Kathy Sachen and Lisa Capellari for being especially responsive in working with her in relation to customer concerns and data requests.

Ms. Labrado ended her presentation by advising that starting June 17, 2018, SacRT would begin providing late night light rail service to Folsom.

Closed Session:

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

Confer with Paratransit's representative Robert Rediger regarding pending labor negotiations with Amalgamated Transit Union Local 256 per Government Code section 54957.6.

Open Session Reconvened:

There was nothing to report.