

SUMMARY
Paratransit Board Meeting
January 30, 2019

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

Meeting was called to order.

Closed Session:

Confer with Labor Negotiator Pursuant to Government Code section 54957.6

Employee Performance Evaluation Goals Pursuant to Government Code section 54957.6

Open Session Reconvened:

There was nothing to report.

Public Comment:

Jeff Tardaguila had questions on Director Hansen's reappointment and comments on the process for the Public Hearing.

The Executive Director's report highlighted the following:

Introduction of new staff, including one of the Spokane travel trainers transferred to Sacramento for a couple of months to assist with the Youth to Jobs project.

Announcement that the closure of the Honolulu office has been completed, stating she was proud of the ten years of service Paratransit, Inc. provided to the residents of Oahu and thanked all who helped with the Honolulu office wind down.

Updates on the Field Office in Boston, stating a Route and Scout program had been added which ties travel training to the eligibility program.

Update on labor negotiations which were completed with the Amalgamated Transit Union (ATU) in mid-December, which transitioned all staff from having Cesar Chavez Day as a holiday to having the Friday after Thanksgiving instead, as well as a stricter uniform code.

Update on items of regional interest, including meetings and committees and information in relation to SacRT's expansion by the annexation of the Cities of Citrus

Heights and Folsom as well as working with Council Member Schenirer's office on a potential location for a low barrier homeless center at the Florin Road Light Rail Station.

Update on Operations to include new hires, trips provided, calls answered, complaints and commendations.

Update on Maintenance including number of vehicles and services performed.

Update on Mobility Options, including how many clients have been travel trained.

Update on CEO activities, including the introduction of Moving Youth to Jobs and the addition of an Executive Assistant; overseeing the closure of the Honolulu office; participation in various local and Regional meetings, CTA, Lobby Day in DC, Cap-to-Cap, State Legislature planning activities, Study Mission, UC Davis Public Policy, Alumni Group Leadership and the Florin Road Partnership.

The completion of the CNG project.

The Financial Report highlighted the following:

In the rolling year, trips provided decreased by 4.6%, with CTSA trips down by 4% and Demand Response (DR) trips down by 5.3%.

Year-to-Date trips decreased by 2%, with DR trips decreasing 2.8% and CTSA trips decreasing 1.4%.

Overall YTD cost per trip provided increased 10.1% from FY18, with CTSA cost per trip increasing 5.1% and DR cost per trip increasing 11.2% over the prior year.

Fare recovery ratio decreased 1.3% from FY18 to 10.3% and remains above their goal of 10% and higher than the TDA-required minimum of 5%.

The following Items were approved on the Consent Calendar:

- Minutes of the September 19, 2018 Board of Directors Meeting.
- Minutes of the November 19, 2018 Board of Directors Meeting
- The Paratransit, Inc. Board Meeting Calendar for 2019
- Accepting and filing the Financial Audit for 2018

Action Items:

Resolution No. 1-19 Adopting an Investment Policy.

Resolution No. 2-19 Adopting a 45 day Operating Reserve Policy.

Public Hearing

Ms. Fink provided an overview of the difference between ADA required and non-ADA service as well as the impact of rapidly growing non-ADA service on the Paratransit, Inc. budget. When SacRT cuts back on service, the ADA service area constricts as well. Over the past several years, the ratio between ADA and non-ADA service went from about 89%/11% to 85%/15%.

The proposal to place limits on the non-ADA service was shared with clients via notices placed on vehicles and Paratransit, Inc.'s website. A total of 31 comments were received and all were reviewed and a complete evaluation of service was conducted.

The review of non-ADA service after 10:30 p.m. showed that these trips constituted .004% of all trips performed.

A pictorial was presented showing ADA boundaries versus the Paratransit Boundaries at different times of day.

Based on input, a revised proposal was made.

Monday – Sunday: 5:30 a.m. first pick up and 10:30 p.m. last pick up.

Holidays other than New Year's Eve: 5:30 a.m. first pick up and last pick up 2 hours after SacRT's last route, but no later than 10:30 p.m.

New Year's Eve: 5:30 a.m. first pick up and 12:30 a.m. January 1st last pick up.

Non-ADA trips requested outside these time frames would be put on a call back list and would be scheduled if there were ADA trips that they could be routed with.

Ms. Fink stated that the Board had 3 options, 1) do nothing; 2) approve staff recommendations; or 3) recommend adjusted alternative measures.

Ms. Fink referenced SacRT's 51X route which has its' last trip at 1:45 a.m.; in the current scenario, any trip that originated in this area and went into a non-ADA destination would be honored. Thus if the trip had to go far, this could result in a driver being out until very late, along with the two dispatchers that must remain on duty whenever at least one driver is out for safety reasons. The Board could decide on a buffer like instead of $\frac{3}{4}$ mile perhaps 5 miles, to cut down on those trips that are all the way at the other end of the County.

Public Comment

Mr. Tardaguila stated that his principle objection brought up in November was that customers don't know the difference. He did say that he understood when he went to a destination where the outbound trip was ADA as SacRT bus route 11 was running at

that time, however his return trip was “non-ADA” due to the fact that route 11 had ended service.

Ms. Nicole Rosenblum’s mother spoke on Nicole’s behalf. She stated that no trips past 10:30 p.m. did not work for her daughter who uses an electric wheelchair and is paralyzed from the waist down, also adding that she would not let Nicole go anywhere near a light rail station as she has heard very bad things about it. Nicole works at Cinemark on Greenback and never knows her work hours, works from 4:15 p.m. to 11:00 p.m. and neither Nicole’s mother nor father drive. She demanded to know what Paratransit, Inc. was going to do with Nicole.

Mr. William Charles Johnson stated that Ms. Fink’s presentation was informative and they would have been better served with putting more education out earlier, stating that the optics could have been much better. Mr. Johnson is against the reduction of non-ADA service.

Mr. Mike Barnbaum asked if SmarT Ride required ADA comparability. He also put a motion forth to table the item pending the outcome of the SacRT Forward initiative.

Ms. Yolanda Villanueva stated she just started the “program” in August 2018 and nothing has gone right. When there is a late pick up, she does not get a call, also they cannot pick her up at her place of residence because there is nowhere to park, and it is not safe; she is unable to wait in the alley which is the alternative Paratransit, Inc. presented to accommodate a safe pick up. She indicated the reservation agents were hostile and hung up on her. She did indicate that she was moving so that she could get access to service and asked the Board to provide her with a letter of recommendation for the apartment that she wished to relocate to.

Ms. Sabrina Hocker stated that she loves staff. Ms. Hocker asked that notice of Board Meetings be announced on phone hold. She indicated that the Paratransit, Inc. web was not accessible due to her visual impairment and she cannot see the signs on the buses. She stated that when she inquires when the next Board meeting is with staff who answer the phones, they indicate that they do not know.

Ms. Hocker stated she worked in Human Resources for 33 years and if Paratransit, Inc. needs assistance hiring Customer Service Representatives that she would be happy to help. She indicated that there was a 50/50 chance when you called and left a message that you would get a call back. She states she often communicates via letter because of the situation. States that Kathy is wonderful, but knows Kathy is getting busier and busier.

Ms. Hocker further stated that the drivers seem to be a little paranoid or nervous about calling in to dispatch when a share ride does not make sense, some will do it, but are then told “just do your job”. Ms. Hocker provided an example where backtracking was involved.

Ms. Janice Labrado stated ADA and non-ADA trips used to be seamless to the client, adding there is a difference between eligible customer and eligible trip. Also, that as Ms. Fink had previously stated, the ratio of non-ADA to ADA trips has been rising about ½% per year. The difference between ADA and non-ADA service first became apparent to the client when Paratransit, Inc. stopped accepting the monthly pass for non-ADA trips. She indicated that she read the comments on non-ADA service and wholly understands the concerns of the customers, and the hard decision that the Board had to make. She added that one person stated that reducing non-ADA trips was “discrimination,” however that there are people out there not ADA eligible, but transit dependent, who also need to get to jobs when/where there is no SacRT service and it was about equity, as ADA clients were afforded better public transit than the majority of transit dependent people. Some of this non-ADA service as Ms. Fink stated is much more expensive, and this impacts the cost of SacRT sponsored ADA service as the cost of trips is averaged out. SacRT is very interested in efficiencies, as this allows the possibility of expanding service for everyone. Ms. Labrado suggested the idea of grandfathering some of the non-ADA service.

Board Discussion

Ms. Fink reminded everyone that Paratransit, Inc. was digging out of a \$3M hit, and provided some information on the current negotiations for an option year with SacRT, stating the conversation is on-going. Director Nguyen asked about the idea that Ms. Labrado brought up about grandfathering, Ms. Fink stated that would not solve the current problem. President Hume stated that there could be different parameters for non-ADA service. Director Steinert provided some clarification, adding that it was very complex. Director Hume brought up unfunded mandates, funded were tied to SacRT, while he understands the difficulty for clients that this will impact and the importance of being gainfully employed, he lamented that Paratransit, Inc. can't be everything to everyone all of the time.

The staff recommendation was adopted.

Community Partnership Report

Janice Labrado from Sacramento Regional Transit announced that as part of the annexation of the City of Folsom, effective Monday, February 4, 2019, SacRT would be operating both the Folsom Stage Line fixed route service and Dial-A-Ride. Ms. Labrado mentioned that management staff met with Folsom Dial-A-Ride customers last week to ensure a seamless transition from the City of Folsom to SacRT. She also mentioned that concerns were expressed about Paratransit, Inc. sending two vehicles for members of a family who were traveling from the same origin and destination at the same time. Ms. Labrado assured the Board that Paratransit, Inc. has been responsive to this concern and it was probably a scheduling oversight that they were working to ensure was resolved.

Ms. Labrado advised that 40 new paratransit replacement buses were scheduled to be finished in mid-February and would hopefully be in service in the very near future.

Board Comments/Reports/Future Agenda Items

None