

**SUMMARY**  
**Paratransit Board Meeting**  
**September 16, 2019**

The following Directors were present: Pat Hume, Alice Kimble, Anna Fontus, Molly Nugent, Scott Leventon, Vidhu Shekhar along with CEO, Tiffani Fink.

The meeting was called to order and Director Hume recited the Mission Statement of Paratransit, Inc.

**Public Comment:**

Amber Turner addressed the Board stating that she thinks that the ADA paratransit service is a really good service; staff is excellent, including the managers, reservationists and dispatchers.

Jaci Tatro addressed the Board about issues she was facing with Paratransit, Inc. drivers and her service animal. She states the drivers are not getting the information she is traveling with a service animal, and drivers say her dog is "vicious". She is concerned that the drivers are not getting pertinent information.

Jeffrey Tardaguila addressed the Board stating that there are concerns with drivers getting the appropriate information for pick-ups, there appears to be a communications gap in the reservation process. He outlined an incident where he told the reservationist that he would need to be picked up in the back of a building and the information was not conveyed to the driver.

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

- **The minutes of the August 13, 2019 Special Board Meeting** (after Director Hume read into the record the last page omitted in the Board Packet)
- **The minutes of the August 30, 2019 Special Board Meeting**
- **Resolution 11-19** Grandfathering Delta Shores Shopping Center into the Non-ADA service boundary for those passengers with employment within the Center.
- **Resolution 12-19** Ratifying Submittal of a Proposal to Provide ADA Application and Certification Services to the City of Wichita and further authorizing the Chief Executive Officer to negotiate and execute the contract and any amendments, as necessary.
- **Resolution 13-19** Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a Contract with the Massachusetts Bay Transportation Authority (MBTA) for management of the discount fare card (Charlie Card) application process, and further authorizing the CEO to execute all additional contract amendments for the duration of the contract.

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

Status of the building upgrades - the wall in the auditorium has been fixed and the outside upgrades are coming in under budget at about \$65,000; the outside of the building will be sand blasted, re-sealed and re-painted.

New buses - Paratransit, Inc. purchased 45 buses, nine are going to CTSA partners. Feedback indicates they have been well received. There are some adjustments still to be made; all of the new agency vehicles have been deployed.

Moving Youth to Jobs - Staff is providing training to groups of ten students at a time. They are providing training on transit skills; including using fixed route, rider etiquette and also ensuring the students have a back-up plan.

CEO Fink shared that she was invited to participate in the State Legislative Summit Steering Committee.

Audit Season is coming up and Paratransit, Inc. is preparing for "all things financial".

**The Financial Report highlighted the following:**

In the rolling year, trips overall were 816,000 compared to 827,000 last year, a 1.3% decrease. CTSA trips were down by 1% and DR trips were down by 1.6%, cost per trip was \$28.00 per trip compared to \$26.00 last year, an increase of 7%. CTSA cost per trip was down, primarily due to maintenance costs. DR costs increased by 11%, now at \$57.00 per trip, some of that is contributed to operator wages, more fuel used, and brokered trips. Fare recovery ratio overall is 11.3%, up slightly from last year, primarily due to the re-negotiation of a contract. Fare recovery ratio for DR is at 7.3%. Cost per mile is \$4.00, with a CTSA cost per trip of .71 cents per mile, and a DR cost per trip of \$50.00 per mile. Trips per 100 miles are 25, with 16 for CTSA and 11 for DR. Trips per hour are at 2.6, with CTSA trips at 5 per hour and DR at 1.7 per hour.

**Presentation:**

Ms. Fink provided an update on Paratransit, Inc. preparing to provide non-ADA service in Folsom starting October 1, 2019. Paratransit, Inc. service will not compete with the service that SacRT is providing on its' Dial-A-Ride service, but will enhance it by providing ADA eligible individuals service that goes beyond the times that Folsom Dial-A-Ride operates.

**Closed Session:**

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

Conference with Labor Negotiator, Government Code 54957.6  
Agency Designated Representative: Tiffani Fink, Chief Executive Officer  
Unrepresented Employees: Various Positions

**Open Session Reconvened:**

There was nothing to report.

**Continuation of Public Comment on Items not on the Agenda:**

Valerie Brooks addressed the Board stating that she moved from LA three years ago and Paratransit is one of the best resources in Sacramento. However, she has concerns related to the treatment provided by Yellow Cab drivers as the last incident involved not providing door-to-door service and dropping her off at the wrong building.

**Discussion and Action Items:**

Pending termination by Sacramento Regional Transit District (SacRT) of the Amended and Restated Americans with Disabilities Act (ADA) Paratransit Services Agreement and discussion regarding transition of ADA services to SacRT.

CEO Fink stated that first and foremost, she wants to let the public know what is not affected. Not on the table is non-ADA service, maintenance and travel training. This only affects ADA service. She shared that Paratransit, Inc. has been working with SacRT since 1992; the agreement has taken many forms. The most recent offer from SacRT really meant rolling back wages and reducing non-ADA and partner services. Paratransit, Inc. will work closely with SacRT; all that will change is who is providing the service. All parties are committed to working to ensure minimal disruption. Paratransit, Inc. will be working on re-sizing, working with partners and employees as Paratransit, Inc. moves forward.

**Public Comment:**

Jeff Tardaguila expressed a question about Director Hume's appointment to the Paratransit, Inc. Board considering Paratransit, Inc. won't be providing ADA paratransit service on behalf of SacRT, however would be involved in providing non-ADA service in Folsom.

Helen O'Connell stated she did not know how to explain all this and what it would mean to her friend who was blind. She also advised that her friend would need information in braille.

Director Hume stated the only difference would be in who is providing the ADA paratransit service.

Mike Barnbaum had questions such as will the allowable time to make a ride request remain the same, will SacRT provide regional trips to Elk Grove, on the first day of SacRT providing the service, will un-expired fare media still be accepted, will a zero trip denial policy still be applicable. Mr. Barnbaum also wanted to be sure any employees of the great organization (Paratransit, Inc.) were offered employment packages similar to employees that SacRT brought over from the previous operators of Folsom and Elk Grove service.

Director Hume commented that serving on both Boards gave him a unique perspective. Both agencies have a fundamental difference in ideology surrounding the funding component of ADA service. The offer that SacRT put on the table was literally unacceptable to Paratransit, Inc.; there was just not enough "meat on the bone".

Director Hume shared that both agencies are committed to the riders and employees, stating they want to be transparent and open and put the truth out there.

**Community Partnerships:**

None

**Board Comments/Reports/Future Agenda Items:**

Director Fontus stated she enjoyed and appreciated the comments, stating it was tough to make these decisions, and the goal is to reduce impacts to all, including employees and this will require continued evaluation and attention to all elements.

**Adjourn:**

The meeting adjourned about 8:05 p.m.