

**MINUTES**  
**REDWOOD COAST TRANSIT**  
**AUTHORITY**  
**WEDNESDAY, MAY 18, 2016, 3:30 P.M.**

Members Present: Ron Gastineau (Chair), Martha McClure, Roger Gitlin (Vice-Chair), Darrin Short

Members Absent:

Also Present: Joseph Rye, Nicole Burshem, and Sabrina Valentine, Turtle, Don Swain, Jake Smith, Jaime Yarbrough, Kevin Heckman

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**1. Call Meeting to Order. Roll Call.**

Chairman Gastineau called the meeting to order 3:30 p.m. Nicole Burshem took roll call.

**2. Approve the Minutes of April 20, 2016**

Discussion was held in regards to the minutes from April 20, 2016.

On a motion by Director Gitlin, seconded by Director McClure, and unanimously carried on a polled vote with Director Short abstained, the Redwood Coast Transit Authority Board of Directors approved and adopted the minutes April 20, 2016, as presented.

**Public Comment**

The following person(s) addressed the Commission: Elizabeth Burrows commented she is representing the seniors and they depend on Dial-A-Ride. Ms. Burrows commented when the rates were raised it was harder for a lot of the seniors to pay, but the service couldn't be better. She thanked Mr. Rye and told him how much she appreciates them for taking care of them. Turtle commented he lives in Humboldt and has two questions. One question is why can't there be a bus from Del Norte that meets the southern bus in Humboldt County. Question number two is he understood that as long as there is room inside the bus a bike can be placed on the inside of the bus as cargo. He is turned away when there is no bike rack and is very disappointing. He was wondering if he could get a paper saying that he can have his bicycle on the bus when there is enough room. Chair Gastineau commented that will be researched and get that information to you. Mr. Rye commented this was discussed today at the two safety meetings. The policy was reiterated to the drivers are to bring the bike inside as long as there is room and to have them placed in the wheel chair areas. Turtle asked where was that decision was derived from. Mr. Rye commented we can get that out of the riders guide and asked Turtle to leave his information so he can get it to him. Turtle commented he could stick around for a day or two and get the information from the main office. Chair Gastineau asked if we could make that policy known down there to Humboldt County. Mr. Rye commented we could definitely do that. Kevin Heckman commented he could get you a copy of that paper. Commissioner McClure asked if that was our policy or state policy. Mr. Rye commented it is our policy. Director Gitlin asked if there was another question with regards to adding a stop between Arcata to Eureka and if there is anything to connect it up a little tighter. Chair

Gastineau commented that this will be communicated with RTS and see if they can be open to having a connection between Arcata and Eureka.

**3. Selection of At-Large Member of Redwood Coast Transit Authority Board of Directors. (Rye)**

Discussion was held in regards to At-Large Member of Redwood Coast Transit Authority Board of Directors. Rye reported there are two applications to be presented one for Jake Smith and one for Jaime Yarbrough. With the acceptance of one of these applications it will bring the Redwood Coast Transit Authority Board up to full 5 members. Mr. Rye presented that both applicants have joined us today and invited them to introduce themselves. Jake Smith commented he is a retired individual who worked for Caltrans for 31 years and has been retired for seven years. Mr. Smith noted he has some experience with Transit with TDA 5310 Transit research and outreach. Mr. Smith reported that he believes in being involved in the community such as clean up projects and neighborhood watch. Jaime Yarbrough commented he is a resident of Del Norte County and was in the Air Force for 21 years. Mr. Yarbrough noted he was a driver back in the 80's for Dial-A-Ride and was hoping to give back to the community. Commissioner Gitlin commented he looked over the resumes and seen they were presented with two great candidates. Commissioner Gitlin nomination was Jake Smith. Commissioner Short thanked the candidates for coming and was impressed. Commissioner Short nominated Jake Smith as well.

On a motion by Director Gitlin, seconded by Director Short, and unanimously carried on a polled vote, the Redwood Coast Transit Authority Board of Directors approved and adopted Jake Smith to fill the At-Large member position on the Redwood Coast Transit Authority Board of Directors.

**4. Approve the Contract Invoicing Process for General Manager services with TMTP Consulting and Dan Herron Consulting. (Rye)**

Discussion was held in regards to contract invoicing process for General Manger services with TMTP Consulting and Dan Herron Consulting. Mr. Rye reported it was a little vague in the process. We are both very excited about working with you with the Redwood Coast Transit Authority. One of the things that we needed to address was the invoicing and Autumn Luna suggested is changing from the past practices of simple division of annual fees by 12. We would like to report invoices by month by task by day, so there is a direct schedule of expenses. We are ok with that, but then we wandered who approves it on a monthly basis. There was suggestion by staff to have the Chair electronically approve them. We did want direction from the board of how the comparing of actual projected hours are to be presented either quarterly or every six months just to see that we don't go over any hours. Director Short asked if there were any concerns about legalities doing it the separate 12 payments because the County Auditors office likes it that way and why Ms. Luna felt it was necessary to change. Mr. Rye responded that she thought it would stand up better for an audit and was more comfortable with that. She seemed pretty convinced this is a good way for the Authority to move forward. Director McClure commented she likes the idea of reporting quarterly of where you think your hours are to see if we need to adjust the contract. Chairman Gastineau commented he did talk to Mr. Rye and let him know that if he

needs and answer right away to text him as well so he knows. Mr. Rye responded that he could do that.

On a motion by Director Gitlin, seconded by Director McClure, and unanimously carried on a polled vote, the Redwood Coast Transit Authority Board of Directors approved and adopted the Contract Invoicing Process for General Manger Services with TMTP Consulting and Dan Herron Consulting.

**5. Resolution Accepting Revised Fiscal Year 2014-15 RCTA Financial Audit from R.J. Ricciardi CPA (Rye).**

Discussion was held in regards to accepting revised Fiscal Year 2014-15. Mr. Rye reported Mr. Wall is available if we need to call him with any questions regarding this. This audit needs to be accepted by the board. Mr. Rye reported there was an error caught, but has since been corrected. Director Gitlin asked in regards to the reduction in assets. Mr. Rye responded he doesn't have the information today, but if it was ok with the Board he would like to bring it back in the June meeting to discuss it. Director Gitlin expressed he feels it is important for the public know when there is a change in the financial situation. Change happens for lots of reasons. Mr. Rye agreed that he will do that and bring it back and Mr. Wall will be at the next meeting to help explain.

On a motion by Director McClure, seconded by Director Gitlin, and unanimously carried on a polled vote, the Redwood Coast Transit Authority Board of Directors approved and adopted the revised fiscal year 2014-15 RCTA Financial Audit from R.J. Ricciardi CPA.

**6. Introduction of First Transit's Crescent City Division General Manager (Rye).**

Discussion was held in regards to introduction of First Transit Crescent City Division General Manager. Mr. Rye reported he was very pleased to introduce Kevin Heckman. Mr. Heckman joined the team and has been with us for three or four weeks now. Don swain reported it's been really tough to find someone to take Jodi's job and would like to mention the good job Jodi did for the Transit Authority for the past 11 years. We have two great programs for Mr. Heckman and a mentor is coming in next week to start working directly with him. We also have the district manager from Redding also taking time to make sure Mr. Heckman understands the transit world.

**7. First Transit Oral Report (Heckman).**

Mr. Heckman reported: the number one thing is that staffing has been a continual challenge. The staff that we do have is solid and dedicated. Many of them have been there for a decade or so. Without them we wouldn't have this program. One of the staffing challenges is affect on quality control. We have a job fair next week for drivers. We currently have two applicants that are ready to start. We are looking at about 5 or 6 to get them through. There are a lot of different hoops for them to get through. Working with my team to tighten up the process and eliminate lack of deficiency. As far as the physical vehicle maintenance, we have a fairly new maintenance manager in there. He is really solid and quality guy his name is John. Just in the amount of time he has been here, he has brought our five buses out of services to three. He is working pretty quickly without a lot of support. It would be very challenging to lose him. Mr.

Heckman reported on safety and customer service. There haven't been a whole lot of safety incidents and drivers doing too much overtime caused the ones that we have had. We are also hiring a safety manager. We have a returned driver who used to work for us. He thinks the quality will be greatly improving in the next couple of months. We have had a couple of customer service incidents. It has been very challenging having intoxicated customer's get on the bus. Mr. Heckman has informed the drivers to make the call if a rider is too intoxicated or not. Consistency of all the drivers so people know that if they are boisterous or causing a disturbance they are going to be asked to wait for the next bus. Mr. Heckman reported our partnership with greyhound is moving right along, we are now able to accept credit cards for people purchasing greyhound tickets, we are also looking into advertising for the greyhound in our next route pamphlet printing. The facility itself there is a lot of routine preventative maintenance things that have to happen. The main ones we are trying to address is safety. A lot of lighting has burnt out in the yard. That is the number one goal to get the lighting fixed as soon as possible. Commissioner Gitlin asked concerned about communication and there are some dead spots where you can't reach anybody. Commissioner Gitlin commented he has on an informal basis contacted Verizon and other cell phone folks, and they say they are working on it. Commissioner Gitlin asked if Mr. Heckman could report back to us where the dead spots are so that the Commission can formally request to have the dead spots filled in. To be sure that the drivers are 100% in communication with the dispatcher should there be any problem. Commissioner Smith commented as a new comer we are very fortunate to have you on board. Commissioner McClure stated welcome and I am so happy we found someone that has been in the community and wants to be in the community. Commissioner McClure asked about the security cameras around the plant. Mr. Heckman commented the lighting is part of the issue; the staffs biggest concern is their safety. I would say the main issue is the light but there are issues with the fencing. The cameras are adequate where they are but with the lights out they don't allow the cameras to function at full capacity. Commissioner Short commented thank you for wanting to stick around the community. We have asked to get a quotation to get the lighting fixed. Some of the problems with the gate and fencing will be a little more expensive.

#### 8. RCTA General Manager Verbal Report (Rye)

- **Implementation of New Route 20 Schedule & Service Through the Park** – rye we are still on track for mid June for realignment of route 20. Got more potential for ridership. We are just waiting on the modification to the map. McClure commented they close the parkway one Saturday a month for biking. That needs to be worded in the map. McClure they close it if it is icy or for storm conditions.
- **Klamath Service Plan** – Route 10 Performance & Modification Concepts – Mr. Rye stated there is not a lot to report. He attended the TAC meeting and great opportunity to meet with Brandy from the Yurok Tribe. We had some preliminary talks. Mr. Rye doesn't know where that is going. We will probably work with them to reduce services. We will take a look at them. Hopefully we will meet again maybe in the June meeting.
- **Status of Projects** – Implementation of 2014 Short Range Transit Plan Projects – rye some have implemented and some haven't would like to defer to June so he can figure out where we are in each one.

#### 9. Announcements

Commissioner Gitlin wanted to confirm when the next meeting date would be. Commissioner McClure would like a resolution honoring Both Jody and Mark and would like cake or coffee.

10. **Adjourn**

There being no further business to come before the Director, the Chairman Gastineau adjourned the meeting at 4:19 p.m. until the next scheduled meeting on June 15, 2016 at 3:30 p.m.

Respectfully submitted,

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Joseph Rye, Executive Director  
TMTP Consulting