

MINUTES
REDWOOD COAST TRANSIT AUTHORITY
WEDNESDAY, JUNE 15, 2016, 3:30 P.M.

Members Present: Ron Gastineau (Chair), Roger Gitlin (Vice-Chair), Darrin Short, Jake Smith

Members Absent: Martha McClure

Also Present: Joseph Rye, Nicole Burshem, and Sabrina Valentine, Kevin Heckman, Mark Wall, Eileen Cooper

1. Call Meeting to Order. Roll Call.

Chairman Gastineau called the meeting to order at 3:30 p.m. Nicole Burshem took Roll Call

2. Approve the Minutes of May 18, 2016

On a motion by Director Gitlin, Seconded by Director Short, and unanimously carried, the Redwood Coast Transit Authority Board of Directors approved the minutes from May 18, 2016 with the fixing of Kevin Heckman's name.

3. Public Comment

The following person(s) addressed the Board: Eileen Cooper commented she would like to see a daily pass allowing a passenger to go anywhere and transfer to and from anywhere. She also suggested making transportation for education more affordable because \$35 for five days going to Humboldt is expensive. Mr. Rye responded he is already looking into the daily pass allowance and a more affordable pass for students. Mr. Wall suggested since RCTA received toll credits to Arcata and 100% of the services on that route. This would be a good way to promote the service because it was talked about making that route free to passengers. Director Gitlin asked if it was possible to do a \$5 a day pass to take you wherever you want to go. Mr. Rye responded he thinks Ms. Cooper is looking for a day pass that is just in Del Norte County. The \$35 weekly Redwood Rider pass is unlimited access in both Del Norte and Humboldt County.

Chairman Gastineau asked if transfers were accepted throughout the service area or if all have to go back to Front Street to transfer. Mr. Heckman responded the drivers only accept transfers at the Front Street location. Director Gitlin suggested having something so that if someone needed to get from a mechanic to a Dr.'s appointment to the market and back. This would be a very convenient way for someone to travel if they could get off and on where they at. Director Smith commented it would be good for tourists who come to town to take advantage of that service as well. Mr. Heckman expressed he doesn't think it will be an issue and it would be more convenient to open up transferring to all locations in the service area. Director Short asked why do we only do transfers at Front Street. Mr. Heckman responded he is looking into the issue why they are only accepted at the Front Street, but hasn't come up with a reason yet. There was some controversy in the past on

transferring at different points. Mr. Wall commented the use of day passes have been recommended and Mr. Rye is trying to work through all those suggestions. Mr. Rye suggested bringing this back to the next meeting. Director Short suggested getting electronic ticket boxes. Director Gitlin commented it would be a great idea. We could have a daily pass to tour Del Norte. There would be a very strong commercial doing this. Director Gitlin thanked Ms. Cooper for her suggestion.

4. Swearing in of At-Large Member of Redwood Coast Transit Authority Board of Directors. (Rye)

Discussion: Mr. Rye reported Mr. Smith was already sworn in at the Board of Supervisors and is now an official member of the Board.

5. Approve the Contract Amendment for General Manager Services with TMTP Consulting and Dan Herron Consulting to Reimburse for Services Performed in 4th Quarter FY 2015/16. (Rye)

Discussion: Mr. Rye reported that due to the Board's desire for TMTP Consulting and Dan Herron Consultants to start work immediately, overlapping with Mark Wall for a two month period from April 20th into June, there was ambiguity as to the billing rate applicable to this April through June 2016 timeframe. The original contract drafted for TMTP/Herron contained only billing rates from the TMTP/Herron Proposal effective in Fiscal Year 2016-17. This amendment clarifies that TMTP/Herron will bill at their proposed FY 2016-17 rate and a not-to-exceed amount of \$13,980 is contained in this Amendment #1. Director Gitlin asked how the proration's being taken care of for this amount of money. Mr. Rye responded that this not to exceed figure was extrapolated from the upcoming FY 2016-17 rate and will be enough to cover expenditures occurring from the start of contract (April 20) through June 30, 2016.

On a motion by Director Gitlin, seconded by Director Smith, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved the contract amendment for General Manager Services with TMTP Consulting and Dan Herron Consulting to reimburse for Services Performed in 4th Quarter FY 2015/16.

6. Resolution Approving Budget Adjustment to Increase Transit Manager Services Line Item and Legal Services Line Item and Reduce Fuel Line Item Related to Overlapping GM Services in 4th Quarter FY 2015-16 During Transition Period (Rye/Wall).

Discussion: Mr. Rye reported this item is directly related to the last item. When the board adopted the fiscal year 15/16 budget, they had no way of anticipating the eventual scenario where the incoming and outgoing transit managers would work concurrently. This overlap caused the line item for transit management to go over budget, along with legal services, which were tapped more than anticipated for the Transit Manager RFP process. The fuel line item came in under budget, more than enough to fund the overage in legal and manager services. This budget adjustment cleans up the FY 15-16 Budget.

On a motion by Director Short, seconded by Director Gitlin, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved the budget

adjustment to increase Transit Manager Service Line item, Legal Services line item, and reduce fuel line item related to overlapping GM services in 4th quarter FY 2015-16 during transition period.

7. Fiscal Year 2013-2015 RCTA TDA Performance Audit – Review and Accept (Rye/Wall)

Discussion: Mr. Rye reported it's required that Board reviews and accepts the audit in order to continue to receive the TDA funds to keep transit service going. It was completed and an amendment required due to a mistake that has been fixed. Mark Wall reported the audit is conducted by the planning agency and is required by law. Mark explained that in the past, there was concern about how the financial audit was being performed. It appeared directed by the Del Norte Local Transportation Commission (DNLTC) and RCTA was not given much opportunity to discuss the findings. The commission knew there was dissatisfaction and decided not to contract for and conduct the financial audit for RCTA going forward. Mark then conducted a procurement for Audit Services and selected JR Ricciardi to perform RCTA's required financial audits for the next 3 fiscal years (FY 14-15, 15-16, and 16-17). The only finding in this FY 14-15 Financial Audit was that the State Controller Report for that fiscal year was late. Director Smith asked if Caltrans was a good resource for any questions you had. Mr. Wall commented Caltrans doesn't focus on TDA as much as they used to, but we could go to them for help. Director Smith asked if there was a shift on the financial audit. Mr. Wall responded that no the only issue we had was the performance audit was part of the DNLTC's responsibility? Director Smith asked if Caltrans is a sponsor for TDA funds. Mr. Wall responded that doesn't happen anymore. Director Gitlin asked about the decline in passengers and will this be continuing and what can we do to turn this around? Mr. Wall responded we raised fares towards the end of 2012 when ridership was still fairly high. One example is the day passes to increase ridership. Some other examples are free fares for the inner city or using the 5311f program toll credits.

On a motion by Director Short, seconded by Director Smith, and unanimously carried on a polled vote the Redwood Coast Transit Authority Board of Directors approved the Fiscal Year 2013-2015 RCTA TDA Performance Audit.

8. Capital Projects and Status of Grants Overview (Rye/Wall).

Discussion: Mr. Rye reported it was for his information as well as the Board's. He thought it would be good to see what was the array of different grants obtained by RCTA at this point. The good news is there are a quite a number of funds available. For example the PTMISEA grant combines for over 1.1 million dollars, currently programmed for bus replacement and bus stops. This is the last of that money and has been stockpiled over the last few years. These funds are very easy to reprogram to other projects should RCTA choose. Caltrans is very flexible with these. Several of the other grants are smaller, and restricted to safety projects. RCTA may need to move around some money to address some facility short falls. Director Short asked if we planning on increasing the number of stops. Mr. Rye commented we could do that and certainly could deploy more amenities at existing and/or new stops. Director Smith asked if we were still competitive on 5310 applications. Mr. Wall responded we don't use 5310 grant funds. The 5310 grant program now can

be used for operations or vehicles. Right now the CTSA (consolidated transportation service agency) has just changed to Sutter Coast Hospital. Mr. Rye reported that the DNLTC has just designated Sutter Coast to be the CTSA based upon a program Sutter Coast is developing that will assist returning patients from distant medical facilities with transportation costs. The CTSA designation provides Sutter Coast with 5% of the County's TDA funds, which otherwise primarily go to RCTA. Sutter Coast will take the lead on the return trip for non-emergency medical project. Director Gitlin asked if there was grant money to transport for medical reasons from point b to point a. Mr. Wall responded it is a whole different area to do non-emergency transportation. Director Gitlin commented when someone is taking from point a to point b to any hospital then when they are finished they are discharged. Mr. Wall commented we have capital projects and three vehicles due for replacement and going forward the amount of money for those grants are available. Over the next few years, RCTA will need to replace nearly the entire fleet. RCTA just received a LCTOP (Cap and Trade funds) check for the next two shelters. Mr. Rye stated he would bring back more information in the future on the progress of the CTSA project.

9. 2014 Short Range Transit Plan Planning Project Status Overview (Rye/Wall).

Discussion was held in regards to the 2014 Short Range Transit Plan and the status of projects contained in that plan. Mr. Rye walked the Board through a list of service changes and expansion of projects that have some merit and could be delivered within the next few years. Some projects have been implemented, others haven't been implemented, and some projects are in progress. Mr. Rye presented some of the completed projects to the board. Mr. Rye reported on some projects that have not yet been implemented. Mr. Rye reported on some projects that have been partially completed. Director Gitlin reported on some of the feedback he has received regarding the service. Director Gitlin reported he has received many phone calls in regards to why the buses don't have services to the Arcata Airport, which offers direct flights to Southern California? Director Gitlin suggested the Board review having a stop at the Arcata Airport again. There was talk about this happening in the past, when the Del Norte County Airport endured a period without commercial air service, and he has heard others saying that it's the responsibility of RCTA to help get people to regional airports that provide service to the south. Director Gitlin asked Mr. Rye to place this item on the list of projects that have not been implemented so it could be discussed. Mr. Rye responded that can be done, but believes the transit already has a stop there upon request. Mr. Heckman responded there is a will call stop already in place, but that it is rarely requested. Riders can get to the Arcata Airport using Arcata Mad River Transit after arriving on RCTA in Arcata without difficulty. Mr. Rye suggested looking into a better marketing way to show that option is available. Director Gitlin commented that before Mr. Rye came to RCTA there was talk about this service being explored. Mr. Wall reported that when RCTA received permission to do that route, there was mixed communication of marketing since we were trying to get Pan-Air put in. There is nothing stopping us from serving Arcata Airport, no further approvals needed. It really is a matter of publicizing. Director Gitlin suggested putting this on future agendas to be discussed. Director Short agreed with Director Gitlin, but felt the fact of the matter is people will fly if they can afford to. If they cannot afford to they will go to a partnering City. Director Smith asked if there was contact with the Prairie Redwoods State Park Visitor Center to get a feel for their support of launching our planned service

into the park. Mr. Rye replied that yes the RCTA does. There is a plan in place and approval for the bus the pair of bus stops in front of the Visitor Center. Mr. Wall reported on either side of the road there is a bench made out of redwood and they were willing to Carve "Bus Stop" in the back of the bench. There is a simple permit to operate through the park. Mr. Wall expressed he had hoped to get that implemented before he retired.

The biggest problem is dealing with Grey Hound. RCTA supported their grant application for funds up the coast of San Francisco to Arcata and RCTA submitted a corresponding grant for RCTA to meet their bus in Arcata. Mr. Wall was not sure why, but Greyhound couldn't get the final approval. Last heard was RCTA was going to go ahead and implement the change without Greyhound making their change. Mr. Wall reported Greyhound is now making their change and didn't let RCTA know about it. Greyhound now has a bus that arrives in Arcata from San Francisco at 5:20 a.m. They revised their schedule so they have a Night Owl Route going each direction. The issue is the delay in getting this new trip started will cause RCTA to have to amend the Grant to have this implemented next fiscal year instead of this year. RCTA has the money to start this run now, but not the drivers and support staff to cover the much earlier morning hours. Mr. Wall suggested looking into the AmTrack schedule. Director Gitlin asked if this had to do with connecting to Greyhound. Mr. Wall reported the positive aspect of the Greyhound Interline Project is that RCTA connects with Greyhound buses, and can connect with the early morning Amtrak for people going southbound, and access 5311(f) grant funding. The negative side is we don't have enough drivers, not enough buses, and may not have drivers willing to do these super early and late trips. Mr. Rye commented the Board needs to make a call whether we wait some amount of time for us to make that trip or change the time very slightly, go through the park, and just work off a promotional standpoint. Mr. Wall recommends giving Mr. Rye full discretion to implement the Prairie Creek project as we have planned and then implement the Greyhound connection when is feasible to do so. Chairman Gastineau expressed he is all for moving forward with the Prairie Creek project now. By consensus of the Redwood Coast Transit Board Mr. Rye was granted permission to move forward with the project.

10. Procurement Schedule – RCTA Management, Operations and Maintenance Contract (Rye)

Discussion was held in regards to the Procurement Schedule. Mr. Rye reported this is some information for the Board to think about because it's a big procurement coming up. The RCTA are out of options and are going to be going month-month with First Transit for a few months. The Schedule before the Board leads to a contract starting on April 30, 2017. Mr. Rye recommended the Board accept it.

11. First Transit Oral Report (Heckman).

Mr. Heckman reported on staffing for RCTA. Staffing has been a continuing ongoing problem from the standpoint of wages, small applicant numbers, etc. Mr. Heckman has made quite a bit of progress. Mr. Heckman hired a Safety Manger who trains and certifies the drivers. Mr. Heckman has also partnered with the recruiting person who promotes the position on various boards. RCTA

has received seven applications, which turned into five new trainees. The trainees have varying times of when they will be driving in revenue service ranging from the one-week to six weeks. Mr. Heckman reported on the vehicles. At the last meeting there were three vehicles out of the 14 that were out of service. It has now gone back up to four. Two of the vehicles will be back running by the end of this week. The third vehicle will be up and running in two weeks. The fourth vehicle is unknown because it is waiting on delivery of a specialized part. One of the causes is due to a fleet that is aging. Mr. Rye mentioned we could acquire some new vehicles so that should alleviate that problem.

Mr. Heckman reported on Safety and Services. The numbers are down slightly this month. We have had three customer complaints. One issue with Greyhound is customer service and education. Greyhound requires a paper ticket. So if purchased online you have to print it at home, at the library, or as a will call at the office. A lot of people think they can show the drivers the confirmation email off their phones, but it does not work that way. When that happens people have to pay \$30.00 to get there and if they don't make it on time, they come back to the office and try to collect a refund. Then we have to try and collect a refund from Greyhound. What RCTA have done to educate riders on this is Mr. Rye is working with the webmaster to add to the RCTA website information on how to purchase Greyhound tickets and make connections. The website now states that riders must have a paper ticket. Mr. Heckman is also going to speak with Greyhound about putting that prominently on their website as well.

Regarding the RCTA Operations and Maintenance Facility, we are continuing to work on the deficiency list that Kevin compiled over the last couple months. Mr. Heckman reported Director Smith had an opportunity to do a site visit yesterday and see what we are working with. We did get the hole in the fence on the North side of the property fixed. Currently the main priority is the lighting. Crescent Electric is supposed to give a bid on replacing all of the lighting by the end of the week. Mr. Heckman recommends the Board look into a marine grade lighting system that won't corrode due the conditions of our area.

Mr. Heckman reported in regards to community outreach. Mr. Heckman is working on partnering with Brandi Natt for to provide driver training to the Yurok Tribal Transit. As far as training goes the tribe is very interested in having the Safety Manager become a certified third party trainer, which means he can certify trainers to safely drive the bus and we don't have to wait for CHP. Mr. Heckman sent the ridership number for Routes 10 and 20 to Mr. Rye. The morning Route is the best one and the other two fall off dramatically. Mr. Heckman has been working on forgoing connections with the local transit community and was able to attend the SSTAC meeting with Director Smith and they discussed a lot of the issues of the non-emergency transportation. Mr. Heckman suggested seeing if its something RCTA can do with Greyhound. The other thing RCTA is working on is getting the bus in the Fourth of July parade. It's looking very likely we are looking at making that happen. The goal is to increase visibility of the transit system and possibly increase ridership. The plan is to distribute ridership guide/route schedules to parents as well as candy. Mr. Heckman reported he is working with Kimmie Scott on the Find Your Park project for Labor Day weekend. Mr. Rye and Mr. Heckman have a meeting with all the parties to discuss the project.

What Ms. Scott wants us to do primarily is to have a Route from Beachfront Park to all around the places where the activities will be held.

Mr. Heckman reported on the radio reception in the buses. Many of the buses have poor radio reception depending on the area. Kevin contacted Day Wireless from Medford who came down and serviced all the radios and buses. That has drastically increased all the clarity and range. The long-term solution lies in finding a tower to mount the RCTA-purchased repeater station. Mr. Heckman sent a list of towers in Crescent City and contact information to Mr. Rye, and it was decided that the Fire Department location on Washington might be the most likely, due to RCTA's role in emergency response.

Director Smith reported he did get the opportunity to go and get a tour of the facility and feels Mr. Heckman is doing a bang up job. Met some of the staff and noticed the ship is very clean and maintained. Director Smith agrees with Mr. Heckman there are immediate safety, security, and building structure threats. Director Smith asked Chairman Gastineau if it was possible for the board to meet at the facility next regular scheduled meeting. Director Gitlin commented he thinks putting the float in the parade is a great idea. Director Gitlin suggested having an announcement in the Triplicate or on the Radio of any changes that happen with RCTA. He also suggested creating a Facebook page. Director Gitlin reported he had a recent meeting in regards to battery-operated vehicles. The State was announcing their will be some restrictions and is not sure how this will affect Commercial vehicles. Director Gitlin suggested looking into a slogan such as "TAKE THE BUS AND LEAVE THE DRIVING TO US". This could increase ridership. Director Short suggested contacting the city in regards to replacing the lights in the yard. He directed Mr. Heckman to find out through Eric Weir where they are getting their lights. Chairman Gastineau suggested contacting Pacific power to see if they will help replacing the lights. Director Short asked if it was possible to send some of the drivers to Humboldt County for help receive training. Mr. Heckman responded they are really fixated on having transit driver certification occur in the CHP Office within the county in which you operate. Mr. Wall commented that the Board is very fortunate to have found Mr. Heckman. Mr. Wall reported on the high miles of the vehicles. Most of the vehicles come from federal grants. There expected service life is 7 years or 200,000 miles. Director Smith asked in regards to Diesel fueled vehicles. Mr. Wall responded that all are rated the same. Once you hit 200,000 miles it gets a little more expensive on the cost of the engine repair on vehicles. Mr. Wall suggested as part of the quarterly report, get a list of the active vehicles. So that you know what is happening with the vehicles. Director Gitlin expressed that he feels that the Board should explore more marketing. Mr. Rye agreed with Director Gitlin.

12. RCTA General Manager Verbal Report (Rye)

- Implementation of New Route 20 Schedule & Service Through the Park – Will bring some more information back in August and launch the service through Prairie Creek SP.
- Procurements – Advertising Revenue and Webmaster/Transit IT Support RFPs – Will bring more information back in August or the following meeting.

13. Resolutions of Appreciation for Transit Manager Mark Wall and First Transit General Manager Jodi McNamer (Rye/Heckman)

Chairman Gastineau presented the Plaque to Mr. Wall and Director Gitlin read the Certificate of appreciation. Director Short read and presented the certificate of Recognition to Jodi McNamer. Nicole Burshem was directed to deliver Ms. McNamer's plaque to her.

14. Announcements

Reported: none

15. Adjourn

There being no further business to come before the Director, the Chairman Gastineau adjourned the meeting at 5:55 p.m. until the next scheduled meeting on August 17, 2016 at 3:30 p.m.

Respectfully submitted,

Joseph Rye
General Manager
Redwood Coast Transit Authority