

MINUTES
REDWOOD COAST TRANSIT AUTHORITY
Wednesday, August 17, 2016 AT 2:30 p.m.

Members Present: Ron Gastineau (Chair), Roger Gitlin (Vice-Chair) arrived at 2:35 and departed at 3:35, Darrin Short arrived at 2:32 p.m., Jake Smith, Martha McClure

Members Absent:

Also Present: Joseph Rye Redwood Coast Transit Authority,
Nicole Burshem PS Business Services,
Sabrina Valentine PS Business Services,
Kevin Heckman -First Transit/Redwood Coast Transit Authority,
Elizabeth Burrows representative for the seniors,
Tamera Leighton Del Norte Local Transportation Commission,
Brandi Natt Yurok Tribe,
Matthew Leitner Airport Director for Border Coast Regional Airport Authority

1. Call Meeting to Order. Roll Call.

Chair Gastineau called the meeting to order at 2:30 p.m.

2. Approve the Minutes of June 15, 2016

On a motion by Director Smith, Seconded by Director Short, and unanimously carried, the Redwood Coast Transit Authority Board of Directors approved the minutes from June 15, 2016, as presented

3. Public Comment

The following person(s) addressed the Board: Elizabeth Burrows commented the seniors would like "same day" trip reservations for Dial-A-Ride. There was discussion over whether or not RCT provided "same-day" service. Kevin Heckman commented Dial-A-Ride has not accommodated "same day" trips in a long time. RCT tried it years ago but determined it was not cost effective. Ms. Burrows commented it would just be for emergencies. Mr. Heckman responded that it would be hard to determine what is an emergency. It was agreed that a discussion would need to occur on rules, and how to fund the increased costs that almost certainly will occur. Mr. Rye commented that in locations where "same day" service is allowed, it usually features a higher fare and the caveat that the trip is accommodated only if it works conveniently into the operations daily schedule. Director McClure felt that Redwood Coast Transit Authority should have same day pickup for emergencies. Director Short commented that Redwood Coast Transit Authority should be cautious because there could be misuse of the same day service.

Director McClure suggested maybe keeping track of rider's "emergencies". Mr. Rye responded he could bring back some options with a goal of minimizing cost increases, but

almost any option will require a better DAR software system to track ridership activity and schedule trips. By consensus of the Board to bring back for discussion in the next months.

Matthew Leitner, Airport Director, reported there was some discussion with transporting the public to the Del Norte County Airport and to the Arcata Airport.. Director McClure asked if the Border Coast Airport Authority is ok with Redwood Coast Transit Authority serving into the Arcata Airport. Mr. Leitner responded that from what he understood is the service has been available upon request only and he prefers it to remain that way. Director Smith asked if there was data to support the high ridership to the Airports. Mr. Heckman responded in the data he has accumulated in the four months he has been employed, there has only been one request for the Arcata Airport and no requests to the Crescent City Airport, and this is representative of the past.

Mr. Heckman would like to work more closely with the Crescent City Airport to let their passengers know Redwood Coast Transit Authority offers that service. Mr. Leitner responded that the Airport could advertise that service in their terminal. Director Gitlin expressed he felt that Redwood Coast Transit Authority should have scheduled service to Arcata to drop off and pick up passengers. Director Gitlin would like further discussion in regards to this issue.

Director Smith reported that Sutter Coast Hospital is the new CTSA (Consolidated Transportation Service Agency). Tamera Leighton confirmed and explained how as the CTSA, Sutter will receive a portion (5%) of the County's TDA (Transportation Development Act) funds. The main project of the new Sutter CTSA is a partnership with many agencies to bring people home after they are flown out of the community on medical trips. Ms. Leighton reported it should be starting up this month. Sutter Coast is coordinating to track patients so we have fewer patients stranded. There will be meetings on a quarterly basis to update on how things are going. Sutter Coast agreed to match Transportation funds.

Director McClure reported the Senior Center is setting up a program for volunteer drivers to get people to doctors' appointments locally. Ms. Leighton reported on the Annual Unmet Transit Needs process for the Del Norte Local Transportation Commission. Director McClure asked if Social Services was part of the discussion. Ms. Leighton responded that they were at the meeting.

Mr. Rye presented the email from Bill Lonsdale and went over the key points of the letter. Mr. Rye asked if the Board wanted to talk about the Arcata Airport issue at a feature meeting. Director McClure suggested to Mr. Leitner to get an active dialog on ridership to our Airport within the next 50 years. Mr. Leitner responded that they had consultants come out and do some surveys to find out what the top destinations were, but we don't have a whole lot of data other than that. Director Short felt that this discussion should be left off due to the fact we already have permission to go to Arcata on request. Director Smith asked if there was a way to advertise on the website the service to Arcata and Crescent City Airport. Director Smith asked what about the tourists or people who are unfamiliar, how would they know the bus can deviate to the Airport? Chair Gastineau agrees not to put it back on the agenda. Mr. Heckman responded that the information is already on the website and pamphlets. Mr. Rye offered that a new version of the Route 20 brochure is about to be published, and that he could include the availability of deviations

to both airports (Arcata and Crescent City) in the brochure, to raise the profile. By consensus of the Board Mr. Rye is not to place the Arcata Airport issue onto a feature meeting.

4. Redwood Coast Transit Fares – Peer Review & Alternatives Discussion (Rye)

Mr. Rye presented the staff report and a 2016 Fare Matrix he compiled recently, showing how RCTA fares compare across modes with other peer agencies in the region and state. This item emerged after its appearance in the DNLTC annual Unmet Transit Needs hearing process this year. The survey showed Redwood Coast Transit Authority fare structure came at or under most other statewide transit fares in every category/demographic except one-way cash fares on Route 20 (regional route, Smith River to Eureka, that crosses into Humboldt County).

Some of the other findings are the Dial-A-Ride fares are at the low end (\$1.50 for ADA-eligible patrons) and we do not have a student or youth fare category. Mr. Gastineau reported that the School District would like to talk with RCTA about utilizing bus passes for after school program children. Mr. Rye is to follow up with the student fare structure. Mr. Rye reported Route 20 doesn't offer Senior or student discount and the fare for one-way travel is high. Mr. Rye walked the board through options such as establishing a zonal or tiered fare along Route 20, where the fare is low for short trips, and gets higher the further the rider travels. Mr. Rye presented a graph of what a zonal fare or other fare structures may look like.

Director Gitlin asked how many student commute to Humboldt State. Mr. Rye responded that we do not know, but he can speak with Humboldt State to see how many attend from addresses in Del Norte County. Director Gitlin commented he would like Mr. Rye to find out how many students go there and look into a discount for them.

Director McClure commented that they don't want Dial-A-Ride to increase. Mr. Rye reported that there was nothing indicating a need to increase.

Ms. Leighton reported that there were some concerns from the public during the Unmet Transit Needs hearing about the RCTA fare structure. Ms. Leighton reported Eileen Cooper expressed there needed to be special fares for students, regardless of impacts to the fare box ratio (the percentage of operating costs recovered from rider cash fares and passes). Ms. Leighton supports having a robust farebox recovery ratio, but noted that RCTA's farebox ratio is much higher than the statewide standard for rural transit agencies and how that might create an opportunity to lower fares without endangering TDA compliance.

5. Redwood Coast Transit – Existing Grant Funding & Capital Project Priorities (Rye)

Discussion was held in regards to Redwood Coast Transit. Mr. Rye reported on what the status of the grant funded capital projects (bus purchases, but stop amenities, investment in the Williams Drive RCTA O&M Facility) is seeking direction from the Board of what their top priorities are. There are some grants limited to bus replacements, some to Williams Drive security upgrades, and one large one, PTMISEA that is flexible, as is the TDA local match, albeit limited.

Mr. Rye walked the board through an option of procuring larger, heavy-duty, urban transit buses. He does not recommend this, due to the much higher cost for new heavy-duty buses. Director McClure asked in regards to the cutaways and if Redwood Coast Transit Authority should look into a 5-10 passenger van for the Dial-A-Ride services. Mr. Rye responded that they have looked into that and at the last staff meeting it was determined there was still need to have one or two larger vehicles, but that a properly equipped smaller vehicle would be appropriate to tryout.

Mr. Rye reported that Mr. Heckman and his maintenance team have completed a lot of the maintenance needs around the facility. Director Smith reported that he has done two tours around the facility and the maintenance has vastly approved since the first tour. Mr. Rye reported there is a security grant in hand to install an electric gate. There are some structural concerns in the bus wash/maintenance area. The facility would benefit from a paving project, as all interior parking is on gravel or dirt at this time.

Mr. Rye reported on future Greyhound Partnership projects. Some of the concerns are patron short and long-term parking for Greyhound ticket sales, and perhaps for longer periods of time when travelling on Greyhound. This should be considered carefully when upgrading the RCTA Williams Drive facility. Should the Greyhound Partnership continue long term, modifications to the building and interior parking areas should be a high priority. Walk-in ticket sales are currently a problem, and an entryway with a ticket window is desired, to separate the public from the employees while allowing them a spot inside out of the elements. Mr. Heckman gave a report on how much cash is held in the Facility and that it is locked in a safe. Mr. Rye touched on the progress of RCTA's passage facilities/bus stop improvement projects. A grant has been obtained to purchase and install two new shelters later this year or in early 2017.

6. 2017 RCTA Request for Proposals for Operations and Maintenance Services (Rye)

Discussion was held in regards to the 2017 RCTA request for Proposals for Operations and Maintenance Services. Mr. Rye walked the Board through the proposed procurement schedule, which is subject to modification based on Caltrans. Mr. Rye promised to send out the draft RFP for Board review after the meeting. Mr. Rye asked that any Board comments be sent to him within a week, to avoid slowing the overall project schedule. The RFP itself will be back before the Board for official approval of release later this fall. The Board directed Mr. Rye to move forward.

7. First Transit Oral Report (Heckman)

Mr. Heckman reported the staff situation has improved notably in recent weeks. There are 15 drivers with 13 active drivers, one on medical leave, and one trainee. Mr. Heckman is overall pleased with staffing level. Mr. Heckman reported that maintenance on the buses have been challenging. Three buses are out of service. The upside is the issues are getting more minor and easier to fix. Mr. Heckman reported on the Safety and Service. There have been no customer complaints and no major or minor accidents. Mr. Heckman reported on Community Outreach and Partnership. Redwood Coast Transit Authority had a good meeting with Tribal Transit Service. Redwood Coast Transit Authority is trying to work out a system to help train their drivers. During the Fourth of July we had a float and handed out free ride passes. That has worked out very well for advertisement. Mr.

Heckman reported on the Find-Your-Park event, scheduled for Labor Day Weekend. RCTA will be providing special shuttle services for Find-Your-Park and was been attending planning meetings monthly to prepare for the event. Mr. Heckman mentioned that he and Joe are still seeking a tower to host the RCTA radio repeater. Mr. Heckman spoke with the secretary of the Fire Department about using their tower to host the Radio Repeater. Mr. Heckman stated he is going to go to their Board meeting and see if he can get approved to use their towers. Mr. Heckman gave the rest of his report on the tour of the Facility.

8. RCTA General Manager Verbal Report (Rye) (The GM Verbal Report was deferred, and a tour of the Willams Drive RCTA Operations and Maintenance Facility concluded the meeting).
 - Route 20 Service Plan – Minor Timetable Adjustments & Route 10 Integration Alternatives - None
 - Status of Grants and Grant Funded Projects - None
 - Status of Planning Projects – None

Mr. Rye and Mr. Heckman gave a tour of the Facility.

9. Announcements

The following Board members commented on the following: None

10. Adjourn

There being no further business to come before the Director, the Chairman Gastineau adjourned the meeting at 4:20 p.m. until the next scheduled meeting on October 19, 2016 at 3:30 p.m.

Respectfully submitted,

Joseph Rye, General Manager
Redwood Coast Transit Authority