



**MOVE Board of Directors Meeting Agenda
10:00 AM Tuesday, November 21, 2023**

**MOVE Office
4701 Sisk Rd. Ste. 201
Modesto, CA 95356**

**You may also attend this meeting by utilizing “GoToMeeting” online conferencing.
Email Laura Coutrakis for meeting Link
laurac@movestanislaus.org**

AGENDA

1. Call to Order

2. Roll Call –

Jeff Lambaren
Pat Maisetti
Lupe Aguilera
Geri Vargas

3. Public Comments

Matters under the jurisdiction of the MOVE Board of Directors, and not on the agenda may be addressed by interested parties in the audience at the beginning of the regular agenda. Any member of the audience wishing to address the Board of Directors during the “Public Comments” period shall be permitted to be heard for up to five minutes or at the discretion of the Chair.

4. Consent Calendar

A. Board of Directors Meeting Minutes of October 17, 2023

Action: Approve Consent Calendar Items

5. MOVE Board of Directors Appointment

- Appoint new Director to replace Janny Kenoyer

6. MOVE Board of Directors Officer Appointments

- Appoint a Chair and Vice Chair to assume duties immediately [the Bylaws stipulate that Officer appointments begin January 1 of each year and continue through December 31; however, in the absence of a Chair at the time of this meeting, it is recommended that newly elected Officers take their positions immediately and continue through December 31, 2024]



7. CEO Report – Phil McGuire
8. Comments by Rosa De Leon Park (Ex-Officio)
9. Comments by Board Members
10. Information Items – Phil McGuire
11. Closed Session – Personnel Matters
12. Adjourn

Next Scheduled Board Meeting:
December 19, 2023, at 10:00 am
4701 Sisk Road Ste. 201
Modesto, Ca 95356



DATE: November 21, 2023
TO: MOVE Board of Directors
RE: Minutes October 17, 2023

Agenda Item: 4A

Meeting Minutes

1. **Call to Order 10:06 AM**

2. **Roll Call –**

Jenny Kenoyer
Jeff Lambaren
Pat Maisetti
Lupe Aguilera
Geri Vargas

Guests present: Shannon Silva, Jean Foletta, Clint Miller and Melinda Gonser

MOVE staff present: Phil McGuire, Alicia Rodriguez, Kristin Bragg, and Laura Coutrakis

3. **Public Comments**

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Comment from Melinda Gonser from VMRC thanked MOVE for the presentation provided to VMRC Coordinators and Managers. It was good information, very well received.

4. **Consent Calendar**

- A. Board of Directors Meeting Minutes of August 15, 2023
- B. Caltrans 5310 Resolution #2023-04

Motion: Director Maisetti made a motion, seconded by Director Aguilera to Approve Consent Calendar Items.



Passed: Unanimous

5. Unmet Transit Needs – Jean Foletta

Presentation by StanCOG

Discussion: Jean Foletta of StanCOG, shared the purpose of the Unmet Transit Needs (UTN) process and how it's conducted through community outreach and surveys. The process is required by mandate for the purpose of identifying transportation needs within the County that are reasonable to meet. MOVE itself was started due to the UTN process. The extensive process began in September 2023 and will conclude in March of 2024. Surveys conducted via social media, pop-up events and email outreach will be conducted through November 14, 2023, with a Public Hearing event on November 14th. Following the gathering of public information, a report is completed and submitted to the StanCOG Standing Committees and Policy Board. Shannon Silva from StanCOG and Alicia Rodriguez from MOVE have been working together with Ms. Foletta, to reach as many county residents as possible, attending meetings and outreach events regularly. Many thanks to MOVE for Alicia's participation in the process.

Director Aguilera brought up a Mobile Home Park on Route 26 that houses seniors, however, public transportation doesn't go out to the area. Ms. Foletta responded that MOVE's Care Cruisers program is now covering that area.

Mr. McGuire added further information regarding Care Cruisers, stating that MOVE has re-defined the Care Cruisers program, to include people who qualify for ADA Paratransit service, but are outside of the county transit service area.

Director Maisetti commented that she would like to encourage StanCOG to include Patterson in their outreach, as there are residents in Patterson who have trouble with transportation. Alicia Rodriguez offered to go to the Hammond Senior Center in Patterson to present information about MOVE services and how Patterson residents can share their needs with StanCOG.

6. Updated Employee Handbook – Phil McGuire

Discussion: MOVE's handbook hadn't been updated since 2019, with many changes both within MOVE and the implementation of new laws, staff has gone through and made updates and changes to the original handbook. MOVE's legal team has already reviewed and made several changes to cover any changes to legal requirements in California.



Director Vargas commented that she had not seen anything in the handbook regarding employee reimbursement for travel or other expenses. Mr. McGuire and Mr. Miller commented that the expense reimbursement policy is included in MOVE's accounting policy. Ms. Vargas also commented that hours have changed for sick leave in California, so we may want to be sure we have met the requirements. Mr. McGuire explained that our policies exceed the minimum requirements for sick leave.

Director Maisetti asked if we can only employ US Citizens? Mr. McGuire responded that we are required to ensure anyone we hire has documentation to legally work in the United States. They do not need to be a citizen, but do need proof to show they are eligible to work in the U.S. legally. This is standard for all businesses. Ms. Maisetti, asked who provides Sexual Harassment training, Mr. McGuire responded that we hire outside services to provide the training. Ms. Maisetti asked about the policy pertaining to marijuana usage for staff. Mr. McGuire explained that we have been advised by our insurance company to perform drug testing on our drivers to ensure the safety of our passengers. So, moving forward we will be considering drug testing for staff who are responsible for the safety of the public. We do not intend to perform drug testing on administrative or management staff. However, MOVE's policy is clear that MOVE is a drug-free and alcohol-free workplace. Updates will be made to the handbook if/when drug testing is required.

Vice Chair Lambaren asked about the Jury Duty section of the handbook. He noticed that MOVE offers to pay employees for five days of Jury Service only, but if the trial goes beyond that, staff does not receive pay. Mr. McGuire explained that since the handbook was reviewed by our legal team, he believes the five days to be the legal minimum. Vice Chair Lambaren suggested that staff be offered full pay for time served on Jury Duty so they continue to maintain financial reliability, without worrying about pay during a trial.

Mr. McGuire made the recommendation that we approve this handbook with the intention of revisiting the Jury Duty section at a later date, so that the staff are aware of the current requirements and expectations of MOVE.

Motion: A motion was made by Director Vargas, seconded by Director Aguilera to adopt the MOVE Stanislaus Transportation Employee Handbook, October 17, 2023.

Passed: Unanimous

7. ADA Eligibility Services Agreement – Phil McGuire

Discussion: Mr. McGuire reminded the Board that MOVE has been conducting the eligibility service for ADA Paratransit services within Stanislaus County. However, since MOVE began, we have been paying for those services out of



MOVE's funding. This year we made a presentation to the transit agencies to request that they pay for the service MOVE is providing for them. It was agreed upon by StanRTA, City of Turlock, and MOVE that this contract be established to pay MOVE as a contractor for eligibility services throughout the county.

Motion: A motion was made by Director Aguilera, seconded by Vice Chair Lambaren, to approve an agreement between MOVE, StanRTA, and the City of Turlock for ADA paratransit eligibility services effective September 12, 2023.

Passed: Unanimous

8. Measure L Budget Increase: Expand Care Cruisers – Phil McGuire

Discussion: Mr. McGuire shared that MOVE has experienced more demand for Care Cruisers services than originally anticipated. Therefore, in order to expand Care Cruisers and meet the demand for service, MOVE has submitted a request to StanCOG for an additional \$300,000.00, to cover expenses later in the year. MOVE has already added a third driver to expand service and another administrative staff to support incoming phone calls to Care Cruisers. When the program was with Catholic Charities, MOVE heard complaints that folks were not getting their calls answered to receive service from the program. MOVE does not want to operate in such a way as to receive similar complaints. Move expects to add additional drivers and vehicles to the program this year, so the \$300,000 will be spent on Care Cruisers as appropriate. MOVE has applied for 5 additional vehicles, however, those vehicles will not be delivered until approximately 18 months from the application date. In the meantime, the extra money may be used to lease or purchase vehicles to add to our Care Cruisers fleet.

9. Performance Measures Update – MOVE Staff

Discussion: Mr. McGuire reminded the Board that we have been working on providing reports for the Board to use to guide program performance, and reports to help management track goals and progress. MOVE has put a lot of time and effort into which reports are available from the software MOVE uses to manage our programs. With the new software, reports are not provided using the same formulas as the old software, therefore the results are not yet consistent. However, Kristin and Alicia will be sharing the performance report information to keep the Board updated on progress.

PASS Program: Alicia Rodriguez presented performance information from the PASS program first, sharing that the goal currently established for this program is to increase agency participation by three no later than June of 2024. MOVE currently supplies public transportation tickets to the Salvation Army to distribute to their public as needed. MOVE's criteria for the PASS Program is that they must be over 55, low income and disabled. However, other agencies serve a different population, so reaching out to other



agencies will allow us to provide transportation passes to a much larger portion of the community.

Ms. Foletta suggested reaching out to the Dept. of Agency on Aging, Ms. Rodriguez shared that we had previously provided tickets to the Veteran Services Office but will definitely reach out to the Agency on Aging, Director Aguilera suggested reaching out to the Youth Navigation Center, Ms. Rodriguez agreed to reach out to them as well. Any suggestions for additional agencies are appreciated.

ADA Eligibility: Ms. Rodriguez reviewed the current statistics regarding the eligibility program. MOVE has seen a reduction in visitors over the past couple of months, and is currently seeing a lot of no-shows even though they are called to remind them to come to their appt. MOVE has started to double-book clients for eligibility interviews in hopes of bringing up the number of people who are given interviews, however, if they do not board the transportation MOVE requests for them, they are considered a “no-show”.

Vice Chair Lambaren expressed his desire to see goals and measurements that reflect the optimal achievement for each program. What is the percentage the numbers represent? He requested that the staff revise the reports to show how close MOVE is to achieving goals so the Board will know which areas of the organization need extra support and which are functioning well.

Travel Training: Ms. Rodriguez, shared that Travel Training times vary depending on the type of client being seen. A person with Developmental disabilities, takes 5-7 days to complete the travel training, while a group of refugees may include 10 people and take one afternoon. However, MOVE wants to provide travel training for people with disabilities in order to give them the freedom of independence to get around in the community. October, November, and December have traditionally been slower months for travel training, so this is when the team will be focusing most on outreach events in the community. So, the goal has been set for them to bring in 12 referrals per month.

BRIDGES: Ms. Bragg reviewed the program goals and stated we not only wish to increase ridership, but MOVE would also like to reduce the time staff members spend manually entering mileage. MOVE's online portal allows drivers or riders to logging and record mileage, MOVE currently has approximately 30% of our clients logging their own mileage, but the goal is to get this up to 50% by offering incentives to clients who log their own miles.

Care Cruisers: Kristin Bragg presented information on the programs she oversees starting with Care Cruisers. MOVE's target goal to meet by June of 2024 is 840 rides per month. MOVE came to this goal by calculating the current three paid drivers, transporting two passengers per hour. That is



approximately double Care Cruiser's current program delivery, however, MOVE feels it can reach this target by continuing to add active participants the demand for rides is evident.

VetsVan: VetsVan rides have increased a great deal over the past few months, MOVE has set a goal to reach 200 rides for Veterans to their medical appointments per month, by June of 2024 and Sara Nunez has achieved that goal for the month of August MOVE's highest ever month for VetsVan rides. This goal is based on two people per trip, using all five VetsVan vehicles. However, MOVE is unable to increase the goal until we increase the fleet.

10. Strategic Plan Update – Phil McGuire

Discussion: Mr. McGuire prepared a handout for the Board suggesting some topics for the initial discussion. Reservations have been made at the Doubletree in Modesto on November 27, 2023, for a Board retreat on the strategic plan (this date later changed to November 29). With the current CEO search underway, Mr. McGuire encouraged the Board members to consider what role the new CEO will have in the Strategic Plan, does the Board want to have the plan prepared and just hand it to the new CEO to implement? Or does the Board want to include them in the planning process? These are some things to consider as MOVE moves toward plan development. Director Maisetti mentioned that she may not be available to attend on that date. Mr. McGuire made it clear that the team still has time to make a change to the date if necessary, MOVE can cancel the reservation up to 72 hours in advance if needed.

11. CEO Report – Phil McGuire

Mr. McGuire made a point to acknowledge to the Board that Mr. Greg Miller passed away last month. Mr. Miller was MOVE's previous accountant and will be greatly missed.

12. Comments by Rosa De Leon Park (Ex-Officio)

Jean Foletta shared that StanCOG is grateful Phil McGuire is coming to give a presentation to our Policy Board about Care Cruisers program and discuss options for serving a greater portion of the community.

13. Comments by Board Members

Director Vargas expressed an interest in doing something for the staff to show our appreciation for their work. Maybe a lunch, or something to show the team is valued for their contributions. The Board agreed to discuss this further in the future, and liked the idea of staff appreciation.



14. Information Items – Phil McGuire

There were no information items to report.

15. Closed Session – Personnel Matters 12:07

Closed session report to be provided by CEO McGuire.

Discussion: During the closed session with the MOVE Board and CEO, Jenny Kenoyer announced that she was retiring from the MOVE Board due to personal needs.

16. Adjourn

Next Scheduled Board Meeting:

November 21, 2023, at 10:00 am
4701 Sisk Road Ste. 201
Modesto, Ca 95356