

**TWIN CITIES AREA TRANSPORTATION AUTHORITY
BOARD MEETING
April 26, 2022**

Board Members Present: Ms. Apollonia Williams, Chairperson
Ms. Dorothy Parker, Vice-Chair
Mr. David Gray, Trustee

Board Members Absent: Mr. Jerry Edwards, Commissioner

Staff Present: Mrs. Angel Crayton, Executive Director
Ms. Chalexis Tyson-Bradley, Accountant
Mr. Ryan Douglas, Maintenance Supervisor
Mr. Richard Lee, Operations Supervisor
Ms. Junethea Williams, Receptionist

Staff Absent: Gregory Smith, Customer Service Supervisor

Public: JoAnn Rayford
Michael Stoutmiles
Alex Little
Frankie Jones

The board meeting was called to order by Apollonia Williams.

Agenda: Chairperson Williams requested a motion to approve the agenda of 04/26/2022 as presented, the motion was made by Ms. Parker and supported by Mr. Gray **MOTION CARRIED.**

Secretary's Report: None

Chairperson's Report:

Chairperson Williams requested a motion to edit the agenda of 04/26/2022 with the following corrections: to table the minutes and bylaws until the next meeting; a motion to remove the consultants from the agenda. The motion was made by Ms. Parker and supported by Mr. Gray. **MOTION CARRIED**

None

Chairperson Williams welcomed the new board member David Gray. She discussed her plan to get the new board members trained and her excitement to work with them.

General Information – 4/26/2022: None

EXECUTIVE DIRECTOR'S REPORT- ANGEL CRAYTON

DIRECTOR'S UPDATES: Executive Director Crayton stated that she apologizes for minutes not being in the board packet and that we worked very hard on them. Director says that nevertheless she is excited

that on May 14,2022 we will be hosting a Customer Appreciation Day for the community while the Blossomtime parade is going on. She distributed flyers and asked the public to attend.

Crayton stated that the Community Appreciation Day was a perfect way to start rebranding. She explained that she has been randomly riding to understand the drivers and customers point of view. Complimentary ride cards are also available to provide customer feedback.

OPERATIONS UPDATES-RICHARD LEE: Richard Lee stated that the ridership has increased to 50,238 for the month. Last year it was 53,387. Lee says that we went down for seniors and plan to improve those numbers. Greg and Richard are working on hosting a CDL class (ELDT) right from TCATA.

MAINTANENCE UPDATES-RYAN DOUGLAS: Ryan Douglas stated that he's been working on Preventative maintenance to keep the Fleet running properly. Ryan is working to recruit a few maintenance assistants because he is working long hours due to staff shortages. Ryan stated that he has been working with Oliver the consultant to complete his Capital Management Plan. He is also working with Kim Gallagher to complete TIP obligations for bus grants.

CUSTOMER SERVICE UPDATE-GREG SMITH: Greg was absent. Director states that we are trying to find an efficient way to reconstruct the department. The first goal is customer service, the second is better customer service the last goal is great customer service.

Driver of the Month – 4/22: Jimmy King with 645 passengers and next was Rhonette Mckinney with 637 passengers.

HUMAN RESOURCE UPDATES- ANGEL CRAYTON:

Crayton stated that our new HR Coordinator will start in two weeks. And she's excited to pass some of duties along. We still are extremely short staffed and we're looking to recruit some dispatch trainees, drivers and a grants manager. Changes are being made quickly and results are noticeable.

GRANT UPDATES - OLIVER/BILL: Director stated that she's been having weekly standing meetings with Kim Gallagher our mobility manager, to figure out what projects and plans to work on first. Chalexis also has been working with the consultants, providing them with the information that they need in place of the grant manager. We've also written a letter of interest to U of M for a grant. To help us work on getting updated software and transportation. They are specially writing this grant so we can get new "uber" app to improve our customer service. We're hopeful about that.

FINANCIAL REPORT: Chalexis Tyson-Bradley reviewed the Financial Report and Unpaid Bills and says that we are making progress with bill.com. Tyson-Bradley states that she is also working on a budget so TCATA can see what we are working with.

Approval of Financial Reports – 4/26/2022

A motion was made by Vice chair Parker and supported by David Gray to approve the Finance Report. Motion Carried.

OLD BUSINESS:

Chromebook User Agreement: New board member David Gray reviewed and signed Chromebook agreement.

NEW BUSINESS: None

PUBLIC COMMENTS:

JoAnn Rayford expressed concerns that she thinks that if the pay is increased that we'll then be able to recruit more employees and keep employees on the payroll.

Frankie Jones says that she has been a part of this community her whole life and is very happy about the changes and where it's headed to. She just feels more pay for drivers will attract more people to want to work.

Alex Little states the TCATA owes him \$53,000 and he has documentation to prove this. He referenced a handbook/resource guide that he created and stated that he was willing to share that with us to improve TCATA once he is paid.

ADJOURNMENT: Chairman Willings called for a motion to adjourn, the motion was made by Ms. Parker and supported by David Gray. The meeting was adjourned at 7:55pm On April 26, 2022.