



Paratransit, Inc. Chief Executive Officer's Report

DATE: March 16, 2020

PREPARED BY: Tiffani M. Fink, Chief Executive Officer

COVID-19:

Paratransit, Inc. staff has been working closely with our partners to monitor the developments of COVID-19, better known as the Coronavirus. As an agency dedicated to mobility we understand the need to ensure that access remains available to our passengers so that they can prepare for and plan their activities and responsibilities. For more than 40 years, Paratransit, Inc. has prided itself that it puts our passengers and clients, and their safety, at the forefront of everything we do. Attached to this report is a statement on the measures we are taking to ensure cleaning of the vehicles we operate. Similar efforts are being undertaken in each of the facilities we operate in. In addition, Paratransit management staff has been ensuring that all staff is provided with regular updates on the measures taken related to COVID-19. This includes email notifications, flyers and posting of CDC posters. We will continue to work together with State and Local authorities to ensure the safe delivery of services.

Transition of ADA and Expanded and Enhanced Service (Non-ADA) to SacRT:

We are continuing to work closely with Sacramento Regional Transit District regarding the transition of ADA services. We will continue to work closely with SacRT and the public to make this transition as smooth as possible. The ADA and Non-ADA service is set to transfer effective June 28th and staff from both agencies are meeting regularly to coordinate the transfer of data and vehicles back to SacRT. In addition, both agencies are coordinating discussions with staff positions impacted by the transition of services to educate them on potential employment opportunities through SacRT.

Paratransit's Expanded Training Program:

Staff has also been working with VIA Transportation, the ride-hailing service. VIA hired Paratransit, Inc. to provide the soft skills (sensitivity training, securement, etc.) training

for one of their new paratransit program ventures in Hampton Roads, Virginia. The training was so successful that VIA approached us again, and we are currently providing training in Green Bay, Wisconsin for Green Bay Metro in partnership with VIA. We are excited for this new partnership and the potential for further collaboration in the expanded mobility space. Amy Parkin and Ramona Larkin are taking the lead on this program and I would like to thank Amy and Ramona for covering the training for three weeks in Virginia and Ramona and Hardev Rakka for covering the training in Green Bay.

Community Events:

March 5th was the Ribbon Cutting and Open House for the nearly \$9 million in vehicles and facility improvements that have been completed. The event was well attended and received press coverage from Kitty O'Neil on KFBK.

On March 7th and 8th, Paratransit operations staff traveled to Hesperia for the CalACT Rodeo. Saturday provided training to the participants and we are honored that Amy Parkin was selected to lead the Sensitivity and Disability Awareness training for the participants. Sunday was the Rodeo, and I am pleased to report that Paratransit was again awarded 1st Place team. In addition, Hardev Rakka received 2nd place driver, Brian Griggs received 3rd place driver and Phia Yang received 4th place driver. Our team will continue to Nationals to represent Paratransit.

Promotions:

Finally, I would like to announce the promotions of three staff members as part of the transition and consolidation of programs and services. All adjustments were able to be accommodate with a budget neutral impact. Gary Vickers has been promoted from Driving and Training Manager to Director of Operations. Gary is now responsible for the oversight of Driving, Training, Dispatch and Customer Service and works closely with the Chief Operations Officer to manage the operations functions. Amy Parkin was promoted to Operations and Training Manager and will assist with oversight of the Dispatch office, and is leading our expanded training programs. Amy has been the lead on the development of the training program materials for VIA. Lastly, Chris Brown has been promoted to Chief Administrative Officer. She will retain her duties overseeing all of the Human Resources department activities, and is taking on the administrative functions including insurance and serving as the Clerk of the Board. Congratulations to everyone!

ATTACHMENTS:

1. Paratransit, Inc. Statement on Bus Cleaning
2. CDC Flyer on Cover your Cough

Paratransit, Inc. Statement on Bus Cleaning

With the developing spread of the Coronavirus, we wanted to share with you the steps we at Paratransit are taking to protect our staff and the riders we serve.

Paratransit enacted enhanced cleaning protocols during the emergence of the H1-N1 virus in 2009 and those have remained in place and have become our standard protocol.

In addition, our service assistants are sanitizing the interior of all buses every time they are fueled. They are also sanitizing areas that are touched repeatedly throughout the day, including the steering wheel, dashboard, handrails, and seats.

Paratransit uses Triad III to disinfect our equipment. Triad III is an effective cleaner and disinfectant that combats bacteria, viruses, and fungi.

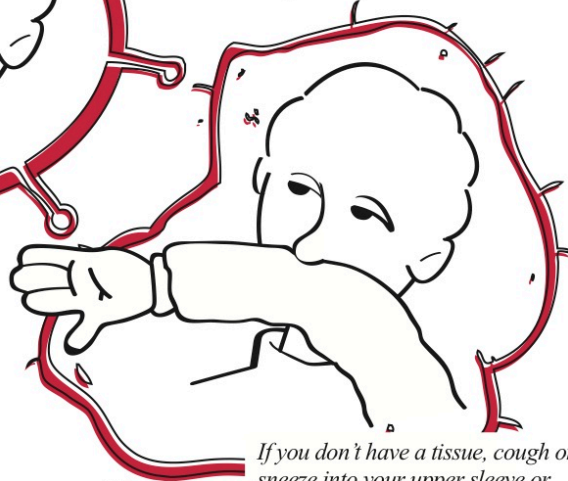
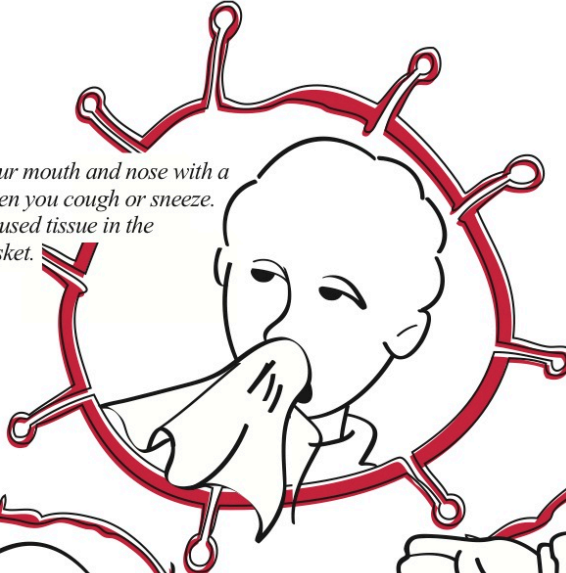
We are supplying hand sanitizer on all our vehicles and have provided additional educational materials for our staff. We are continuing to educate our staff as we learn more about the virus and how it is affecting our community.

Should you have any questions about our procedures, please contact us through our website or at (916) 429-2009.

Cover Cough

— Stop the spread of germs that can make you and others sick! —

Cover your mouth and nose with a tissue when you cough or sneeze. Put your used tissue in the waste basket.



If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.



You may be asked to put on a facemask to protect others.



Wash hands often with soap and warm water for 20 seconds. If soap and water are not available, use an alcohol-based hand rub.

