



PARATRANSIT, INC. BOARD OF DIRECTORS' TELECONFERENCE MEETING

In response to Governor's Executive Order N-29-20, the Paratransit Board of Directors and other public meetings are being held via teleconference to follow state guidelines on social distancing until further notice.

Meeting Date and Time:

November 16, 2020 at 6:00 p.m.

Meeting Location:

Paratransit Board of Directors meetings are broadcast live on the Paratransit, Inc. website. Visit Paratransit, Inc.'s official website at: www.paratransit.org. Members of the public are encouraged to submit public comments via eComment by email at publiccomment@paratransit.org. Members of the public may also call into the meeting as follows:

Telephone Number: 1 (669) 900-6833

Meeting ID: 929 1621 6367

Web Access: <https://zoom.us/j/92916216367>

(Select Join Meeting as an Attendee)

If you need a disability-related modification or accommodation to participate in this meeting, please contact by Voice: (916) 429-2009. Requests must be made as early as possible.

Paratransit's Mission: To expand mobility options by advocating for a fully accessible integrated public transportation system and by providing innovative community transportation services.

AGENDA

1. Call to Order & Roll Call:

Directors: Fontus, Hume, Johnson, Kimble, Leventon, Lonergan, Nguyen, Nugent, Shekhar

2. Pledge of Allegiance

3. Public Comment:

Each person will be allowed three minutes, or less if a large number of requests are received on a particular subject. After ten minutes of testimony, the Chair may choose to hear any additional testimony following the Discussion Items.

Please note, under the provisions of the California Government Code, the Board is prohibited from discussing or taking action on any item that is not on the agenda. The Board cannot take action on non-agendized items raised under "Public Comment" until the matter has been specifically included on the agenda. Those audience members who wish to address a specific agendized item are encouraged to offer their public comments during consideration of that item.

4. Staff Reports

- A. CEO Report
 - a. Update on Activities and Contracts
- B. CFO Report
 - a. Monthly Financial Report

5. Consent Calendar

- A. Approve the Minutes of the September 21, 2020, Board of Directors' Meeting
- B. Adopt Resolution 19-20 Adopting the Paratransit, Inc. Public Transit Agency Safety Plan
- C. Adopt Resolution 20-20 Authorizing the Chief Executive Officer (CEO) to Execute an Agreement for the Clean Mobility Grant Funding Program, Ratifying the Submittal of the Grant

Application and Further Authorizing the CEO to Execute Any
Amendments, as Necessary

6. Action Items

- A. Adopt Resolution 21-20 Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a CTSA and General Partnership Agreement with River City Food Bank
- B. Discussion and Selection of Directors for the 7 Board Seats and Board Term Lengths Effective January 1, 2021.
- C. Adopt Resolution 22-20 Formally Deferring the Selection of Board Officers and Board of Director's Meeting Calendar Adoption until the First Meeting of the New Board in January 2021.

7. Board Comments/Reports/Future Agenda Items

8. Adjourn

The next meeting of the Paratransit Board of Directors will be held on

**January 2021
(TBD)
6:00 P.M.**

Online

*Staff Reports are subject to change without prior notice.

ADA COMPLIANCE

If requested, this agenda can be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990 and the Federal Rules and Regulations adopted in implementation thereof. Persons seeking an alternative format should contact the Chief Administrative Officer at (916) 429-2009 for further information.

MEETINGS OF INTEREST

RT Board Meetings: November 23, 2020 @ 5:30 p.m. - CANCELLED

RT Mobility Advisory Council: December 3, 2020 @ 2:30 p.m. See www.sacrt.com for location information

Sacramento County Disability Advisory Commission: December 1, 2020 @ 5:00 p.m. See www.dac.saccounty.net for location information

Sacramento City Disabilities Advisory Commission: December 2, 2020 @ 6:00 p.m. See <http://www.cityofsacramento.org/Clerk/Legislative-Bodies/Boards-and-Commissions/SacramentoDisabilityAdvisoryCommission> for location information

Sacramento Transportation Authority: December 10, 2020 @ 1:30 p.m. See www.sacta.org/meetings for location information



Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 4A

AGENDA TITLE: Chief Executive Officer's Report

MEETING DATE: November 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 the March report was information on the measures we are taking to ensure cleaning of the vehicles and we operate. Similar efforts are being undertaken in each of the facilities we operate in. We continue to provide this level of cleaning and have added fogging of the vehicles as well. In April, staff implemented additional safety measures to protect both our employees and our passengers. Before entering the building, all staff (and outside agency staff working in the building, such as UCP) are required to take their temperature. Anyone with a fever of 100.4 or higher must immediately leave the property. All staff have been issued cloth masks (and now we additionally have surgical masks) and must wear the mask when 6 feet of social distancing cannot be maintained. Further, all vehicle operators must wear a mask anytime they are interacting with or transporting passengers. 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. A detailed update on up to the minute activities related to COVID-19 will be presented at the meeting.

Update on Program and Service Extensions:

Immediately following the last Board meeting, the City of Sacramento awarded all delivery services for Great Plates Delivered to Paratransit. We are working closely with United Cerebral Palsy to meet all of the delivery needs (they are our partners in this proposal and provide drivers and aides to meet half of the 20 routes). In addition, we continue to partner with Hands on Sacramento, taking on a larger role assigning the volunteers they provide to vehicles and routes to serve as the runners on the vehicles. We are excited to be able to continue to serve the Community and this program has been a favorite among the driving staff.

Americorps/NCCC:

Paratransit is proud to have been the recipient of a team of young adults from Americorps/NCCC. These seven young adults from across the Country signed up to dedicate their time to helping the public during this pandemic. Americorps is a nationwide program and we are honored to get to provide training and meaningful work for these participants. Americorps volunteers will be assisting us for 40 hours each week by serving as runners for Food Box and Great Plates deliveries. Silver 7 was assigned to us in September and has been busy assisting with numerous activities. In October NCCC, reached out and let us know that Gold 6 was finishing their project in Oregon early and asked if we would be willing to host them and we happily agreed. This team started in early November and will be here thru Thanksgiving similar to Silver. Additionally, the Blue team assigned to the City has assisted with meal deliveries. Upon the departure of the Silver and Gold teams, I am happy to announce that we will be co-sponsoring two additional teams from December thru February. We will be sharing the two teams. One with Habitat for Humanity, the other with Rebuilding Sacramento. We look forward to these teams and the partnerships with the two organizations as we co-host.

Ridings for Tidings:

Staff will provide an overview of this year's holiday program, Riding for Tidings. A copy of the fact sheet on the program is included as an Attachment to this staff report. The idea came out of the work staff has been providing delivering food to Seniors sheltering in place. Many of these Seniors have been sheltering since March and by the time the holidays approach, they will have spent 9 months isolated from their friends and community. Between the food deliveries and the wellness calls, we have experienced first hand how much a small gesture can mean. Out of this an idea to do something special this holiday was created. The idea was simple, we (with two of our partners ACC and Meals on Wheels) will already be delivering food, what if we could add a small gift as well? From that Riding for Tidings was born. We took the knowledge that another challenge many face are rising utility costs in the winter and came up with the idea to focus on gifts which keep people warm, and provide a cozy, comforting feeling. We will be collecting donations for blankets, socks, gloves, and hats to deliver. Each box will also contain a hand drawn card from a youth in Sacramento to provide a message of care. The initial response has been tremendous and we have already partnered with Sacramento Food Bank and Family Services, the Office of the Mayor of the City of Sacramento, ACC and Meals on Wheels by ACC. In addition, we are in discussions with Christian Brothers High School and several other large non-profits who are interested in joining on and partnering to use this as their signature holiday program. I will provide an update on those partnerships at the meeting.

Sacramento Metro Chamber of Commerce and SACOG TCC:

I am happy to announce that on Thursday November 12th, I was elected to the Metro Chamber Board of Directors. The three year term kicked off with a Board retreat where we identified goals for the upcoming year aimed to support business resiliency. I am also happy to announce that I was re-appointed as the Vice-Chair of the SACOG Transit Coordinating Committee. I am looking forward to continuing to work with the local transit agencies to navigate COVID-19 and its impacts to public transit in the region.



**Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 4B**

AGENDA TITLE: CHIEF FINANCIAL OFFICER'S REPORT

MEETING DATE: NOVEMBER 16, 2020

PREPARED BY: LISA M CAPPELLARI, CHIEF FINANCIAL OFFICER

RECOMMENDED ACTION:

Receive and file the Chief Financial Officer's Report.

BACKGROUND AND DISCUSSION:

All financial and operating data are through September 2020.

- Meals delivered from March 2020 through September 2020 are currently at 772,800. This includes 407,900 meals delivered for the Great Plates Delivered program and 278,600 meals delivered on behalf of the Sacramento Food Bank and Family Services.
- Between July and September, the Sacramento Mobility Management program successfully travel trained 6 elderly/disabled clients and 22 youth. The Boston Eligibility office certified 4,500 clients via zoom to be ADA-eligible passengers on Boston's paratransit service.
- The CTSA continues to partner with local social service agencies, providing support with insurance expense, maintenance and fleet management, fuel reimbursement, buses, and driver support. Between July and September Paratransit's maintenance department completed 874 work orders.
- Between July and September, Paratransit, Inc. has received \$7,000 in income from renting out our 8 accessible minivans.
- Year-to-date revenue is 9% lower than budgeted; year-to-date expense is also 9% lower than budgeted. Including the \$310,000 carryover from FY20, Paratransit's net income is \$303,000.

If you have any questions or comments about this Performance Report please contact me at 916-429-2009 ext.7234 or Lisac@paratransit.org.

FISCAL IMPACT:

None

ATTATCHMENTS:

April 2020 Performance Report
April 2020 Income Statement
April 2020 Balance Sheet

PARATRANSIT, INC.
COMBINED BALANCE SHEET
9/30/2020
UNAUDITED

ASSETS

CURRENT ASSETS:

Cash	2,810,064
Medical Annuity	223,211
Accounts Receivable	976,720
Grants Receivable	1,000,000
Inventory	108,199
Deposits and Prepaid Expenses	916,417
TOTAL CURRENT ASSETS	<u>6,034,610</u>

CAPITAL ASSETS:

Grant Equipment	12,622,767
Non-Grant Equipment	10,238,107
Work in Progress	-
TOTAL COST	<u>22,860,874</u>
Less Accumulated Depreciation	<u>(13,630,023)</u>
Net Capital Assets	<u>9,230,851</u>

TOTAL ASSETS	<u><u>15,265,461</u></u>
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LIABILITIES AND FUND BALANCE

CURRENT LIABILITIES

Accounts Payable	400,693
Workers' Compensation Payable	-
Accrued Payroll & Benefits	249,032
Sales Tax Payable	3,389
Lease/Notes Payable	567,000
Unredeemed Bus Scrip	48,447
Deferred Revenue	140,720
Other Payables	3,755
TOTAL CURRENT LIABILITIES	<u>1,413,036</u>

LONG-TERM LIABILITIES:

Long Term Liabilities	<u>3,649,456</u>
TOTAL LONG TERM LIABILITIES	<u>3,649,456</u>

TOTAL LIABILITIES	5,062,491
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FUND EQUITY

Contributed Capital	1,674,297
Restricted for lease collateral	-
Restricted for grant administration	236,211
Retained Earnings (Loss)	<u>8,292,462</u>
TOTAL FUND EQUITY	<u>10,202,969</u>

TOTAL LIABILITIES AND FUND BALANCE	<u><u>15,265,461</u></u>
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PARATRANSIT, INC. - CONSOLIDATED
STATEMENT OF OPERATING REVENUE AND EXPENSE AS AT 9/30/2020

	MONTHLY BUDGET	MONTHLY ACTUAL	MONTHLY VARIANCE	YEARLY BUDGET	Y-T-D BUDGET	Y-T-D ACTUAL	Y-T-D \$ VARIANCE	Y-T-D % VARIANCE
REVENUE								

OPERATING REVENUE:								
Measure A	88,735	167,634	78,899	1,079,607	272,120	502,901	230,780	84.81
TDA 4.5	59,296	53,416	(5,880)	718,677	180,738	160,247	(20,491)	(11.34)
Transportation Literacy (Civic Lab)	10,959	11,111	152	133,333	33,607	33,333	(274)	(0.82)
CARES Act Funding	242,869	333,333	90,465	2,954,901	744,797	1,000,000	255,203	34.26
Section 5304 - Internships	-	-	-	-	-	-	-	-
Section 5307 - Regional Mobility Management	16,438	16,667	228	200,000	50,411	50,000	(411)	(100.00)
Section 5310 - Regional Mobility Management	-	-	-	-	-	-	-	-
Section 5316 - Wheels to Work	-	-	-	-	-	-	-	-
Section 5317 - Local Mobility Management	-	-	-	-	-	-	-	-
DR Bus Fares	-	-	-	-	-	(270)	(270)	-
Agency Bus Fares	246,575	13,174	(233,401)	3,000,000	756,164	335,407	(420,758)	(55.64)
Diversified Services	381,216	269,676	(111,540)	4,640,880	1,170,164	839,457	(330,707)	(28.26)
Applied to Capital Projects	-	(7,899)	(7,899)	-	-	(23,839)	(23,839)	-
TOTAL OPERATING REVENUE	1,046,088	857,111	(188,976)	12,727,399	3,208,002	2,897,235	(310,767)	(9.69)
CAPITAL REVENUE:								
Prop 1B FY17 - CTSA Rangers	-	-	-	100,000	-	-	-	-
Prop 1B PTMISEA - Rangers	-	-	-	-	-	-	-	-
Refinance Proceeds	-	-	-	-	-	-	-	-
Applied Operating Revenue	-	7,899	7,899	-	-	23,839	23,839	-
Gain/(Loss) on Sale of Assets	-	5,456	5,456	-	-	5,456	5,456	-
TOTAL CAPITAL REVENUE	-	13,355	13,355	100,000	-	29,295	29,295	-
TOTAL REVENUE	1,046,088	870,466	(175,621)	12,827,399	3,208,002	2,926,530	(281,472)	(8.77)
OPERATING EXPENSES								

PERSONNEL:								
Transportation Operations	206,821	119,494	(87,327)	2,516,322	634,251	311,572	(322,680)	(50.88)
Maintenance Operations	73,601	88,730	15,129	895,475	225,709	271,716	46,007	20.38
Administration	91,754	98,220	6,466	1,116,335	281,378	329,255	47,877	17.02
Diversified Services:								
Travel Training	20,174	15,365	(4,809)	245,455	61,868	45,579	(16,289)	(26.33)
Mobility Management	87,687	79,996	(7,691)	1,066,862	268,908	251,940	(16,968)	(6.31)
Destinations Mobility	-	-	-	-	-	-	-	-
Fringe Benefits	231,612	199,107	(32,505)	2,817,948	710,277	643,320	(66,957)	(9.43)
Workers' Compensation	18,230	11,345	(6,885)	221,799	55,906	52,753	(3,152)	(5.64)
TOTAL PERSONNEL	729,879	612,257	(117,623)	8,880,197	2,238,296	1,906,135	(332,161)	(14.84)
FLEET OPERATIONS:								
Fuel	126,123	71,246	(54,877)	1,534,499	386,778	219,584	(167,194)	(43.23)
Insurance	56,736	64,974	8,238	690,291	173,991	163,501	(10,490)	(6.03)
Cost of Parts & Sublet Service	19,851	10,897	(8,953)	241,515	60,875	37,023	(23,852)	(39.18)
TOTAL FLEET OPERATIONS	202,710	147,117	(55,593)	2,466,305	621,644	420,109	(201,535)	(32.42)
NONPERSONNEL:								
Professional Services	20,456	55,500	35,044	248,885	62,733	249,531	186,798	297.77
Outside Services	21,310	14,655	(6,654)	259,268	65,350	84,941	19,592	29.98
Rent/Repair	9,646	9,823	178	117,354	29,580	30,939	1,360	4.60
Office Expense	9,576	2,692	(6,883)	116,503	29,365	29,265	(100)	(0.34)
Interest Expense	10,303	9,452	(851)	125,351	31,595	29,585	(2,011)	(6.36)
Telephone/Utilities	8,399	34,720	26,321	102,193	25,758	83,897	58,139	225.71
Tax/License/Dues/Permits	2,858	4,156	1,298	34,773	8,765	15,978	7,214	82.30
Travel	6,806	1,505	(5,301)	82,807	20,872	2,269	(18,603)	(89.13)
Professional Development	873	-	(873)	10,619	2,676	(1,428)	(4,104)	(153.35)
Brokered Trans. Services	-	-	-	-	-	-	-	-
TOTAL NONPERSONNEL	90,226	132,504	42,278	1,097,752	276,694	524,977	248,284	89.73
TOTAL OPERATIONS EXPENSE	1,022,815	891,878	(130,938)	12,444,255	3,136,634	2,851,222	(285,412)	(9.10)
CAPITAL PROJECTS:								
Florin Road Facility	7,993	7,899	(94)	97,242	24,510	23,839	(671)	(2.74)
Facility Reserve	-	-	-	20,579	-	-	-	-
Vehicle Acquisition Project	19,342	19,370	29	235,323	58,687	58,089	(599)	(1.02)
Office Furniture & Equipment	-	-	-	10,000	-	-	-	-
Network & Telecommunications	-	-	-	10,000	-	-	-	-
Maintenance Equipment	-	-	-	10,000	-	-	-	-
Miscellaneous Capital Projects	-	-	-	-	-	-	-	-
TOTAL CAPITAL PROJECTS	27,334	27,269	(65)	383,145	83,198	81,928	(1,270)	(1.53)
TOTAL OPERATING AND CAPITAL EXPENSE	1,050,150	919,147	(131,003)	12,827,399	3,219,832	2,933,150	(286,682)	(8.90)
NET INCOME (LOSS)	(4,062)	(48,681)	(44,619)	(0)	(11,830)	(6,620)	5,210	

PARATRANSIT, INC

FINANCIAL REPORT



SEPTEMBER 2020

Meal Delivery to Seniors

March 2020 to present

Program	Meals Delivered
*Great Plates – Sacramento	407,900
*Food Bank (528K lbs.)	278,600
Family Meals	39,000
Great Plates – Elk Grove	24,300
Broderick Roadhouse	20,600
Sac State, Crest Café	2,400
Total Meals	772,800

* On-going programs



Sacramento Mobility Management

- Travel Training for Seniors/Disabled
 - 6 successful trainees in July – September
- Travel Training for Youth
 - 22 successful trainees in July - September



Massachusetts Bay Transportation Authority

- ADA Eligibility Certification
 - April – September: 4,500 zoom interviews
- Travel Training
- Software Support



Social Service Agency Partners

CTSA Partner Agencies

*ACC Meals on Wheels

ACC Rides

Eskaton

EG Adult Community Training

Easter Seals

*River City Food Bank

St. John's Program for Real Change

*Sacramento Food Bank

Sutter Senior

UCP of Sacramento & Northern CA



Social Service Agency Partners

- Insurance Reimbursement
- Maintenance/Fleet Management Support
- Fuel Reimbursement
- Buses
- Driver Support



Maintenance

July 2020 to present

Item	Amount
Work Orders	874
Labor Hours	2,156
Parts Cost	\$47,677
Total Cost	\$276,740



Work Orders: July 2020 - present

Vehicle Type	Work Orders
Paratransit	322
Sacramento Regional Transit	318
Outside Agencies	170
CTSA Partners	53
Rental Fleet	11
Total Work Orders	874



ADA Driver Training

- Via Van
- 2 training sites successfully completed
- Finalizing new training for November
 - Training 3,000 drivers over 6 weeks



Accessible Vehicle Rentals

- 8 accessible vehicles with ramps
- \$90,000 in rental income in FY20
- \$7,000 in rental income in July - present



Contract Transportation

- Alternative Services
- Taking caregivers to clients for outings
- Taking learning materials to clients



FY21 Sep. Budget versus Actuals

(in thousands of dollars)

FY21 Revenue	Budget	Actual	\$ Difference	% Difference
Measure A	\$272	\$503	\$231	85%
TDA	\$181	\$160	(\$21)	(12%)
Grants	\$829	\$1,083	\$254	31%
Other	\$1,926	\$1,175	(\$751)	(39%)
Total Revenue	\$3,208	\$2,921	(\$287)	(9%)



FY21 Sep. Budget versus Actuals

(in thousands of dollars)

FY21 Expense	Budget	Actual	\$ Difference	% Difference
Personnel	\$2,238	\$1,906	(\$332)	(15%)
Fleet Operations	\$622	\$420	(\$202)	(32%)
Non Personnel	\$277	\$525	\$248	90%
Capital Projects	\$83	\$82	(\$1)	(1%)
Total Expense	\$3,220	\$2,933	(\$287)	(9%)
Net Income	(\$12)	(\$7)		





**Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 5A**

AGENDA TITLE: Approve the Minutes of the September 21, 2020 Board of Directors' Meeting

MEETING DATE: November 16, 2020

PREPARED BY: Chris M. Brown, SHRM-SCP, SPHR, Assistant Secretary of the Board

RECOMMENDED ACTION:

Approve the Minutes of the September 21, 2020, Board of Directors' Meeting.

MINUTES:

September 21, 2020
6:00 p.m.
Broadcast and Teleconference

Board Members Present:

Anna Fontus
Pat Hume
Charlie Johnson
Scott Leventon
Mark Lonergan
Stephanie Nguyen
Molly Nugent
Vidhu Shekhar

Board Members Absent:

Alice Kimble

Public Present:

Mike Barnbaum
Jeff Tardaguila

Helen O'Connell
Kathy Sachen, SacRT

Staff Present:

Tiffani Fink, Chief Executive Officer
Dr. Lisa Cappellari, Chief Financial Officer
Mary Harding, Chief Operating Officer
Chris Brown, Chief Administrative Officer
Gary Vickers, Director of Operations
Amy Parkin, Operations and Training Manager
Jamila Lee, Human Resources Assistant Manager
Alicia Brown, Mobility and Grants Program Manager
Louise Friedlander, Mobility and Grants Program Manager
Michelle Salazar, Eligibility and Administration Specialist
Nancy Miller, Sloan Sakai Yeung & Wong LLP, Agency Counsel

Special Guests Present:

Julia Burrows, City of Sacramento Mayor's Office
James Beckwith, Five Star Bank
Krista Snelling, Five Star Bank
Scott Rose, Runyon Saltzman, Inc.
Isaac Gonzalez, Runyon Saltzman, Inc.

Call To Order/Roll Call: Director Fontus called the meeting to order at 6:05 p.m.

Director Fontus, Hume, Johnson, Kimble, Leventon, Lonergan, Nguyen, Nugent, Shekhar

Pledge of Allegiance:

President Fontus opened the meeting by leading the Pledge of Allegiance.

PUBLIC COMMENT

Mike Barnbaum provided update from Sacramento Transit Authority (STA) Board Meeting regarding a presentation by SacRT on SmaRT Ride and Chief Executive Officer Tiffani Fink's presentation on youth training and shuttles transit services pre and post pandemic. Mr. Barnbaum said CEO Fink's presentation was excellent, and there would be follow-up on the shuttle program at the next meeting on October 14th. Mr. Barnbaum also stated Elk Grove annexation was discussed at the RT Board Meeting and the conversation would be continuing with a committee of Board Members and staff, including the RT Chair and Vice Chair and Elk Grove Council Members Hume and Nguyen.

Jeff Tardaguila thanked the Board for keeping him informed. He considers this is the last meeting in its former nonprofit structure and looks forward to the new level. He reviewed the 96 page Board Packet and sent in a correction for the June minutes on the Consent Calendar (the abstentions and absences were not noted on page 39 for Resolution 10-20). Mr. Tardaguila thinks it is important and encourages us to work with ACC and appreciates the explanation about the change in relationship with Wells Fargo and proposed move to Five Star Bank. He appreciates Paratransit's move on to bigger worlds and encourages us to continue to make a difference in the world. He appreciates the Board considers the customer the most important element and considers issues.

PRESENTATIONS

A. Presentation by Julia Burrows from Mayor Darrell Steinberg's Office on Food Access Efforts in Sacramento

Ms. Burrows thanked Paratransit on behalf of the Mayor for working with the City since May to deliver meals and that the contributions Paratransit makes are extraordinary. Ms. Burrows outlined the four stages of the food access efforts since May starting with the Pilot Program with Broderick Roadhouse providing meals to students at Sac State and moving into the Great Plates Delivered (GPD) program where Sacramento is approaching the 300,000 meal mark. Paratransit was awarded the competitive bid, effective October 1, 2020, to continue delivering GPD meals. This will continue until FEMA reimbursement stops. Ms. Burrows again thanked the Paratransit and UCP staff.

B. Presentation by Runyon Saltzman, Inc. (RSE) on Marketing and Outreach Efforts Over the Past 12 Months

Scott Rose explained RSE provides a full range of communication services and began working with Paratransit approximate one year ago to enhance the organization's visibility and its full range of services. Isaac Gonzalez explained Paratransit now has nearly 800 followers on Facebook, a robust following on Instagram and a following in the business community on LinkedIn. RSE developed graphics, created information sheets, helped with the website, created a video about Paratransit and developed name and logo for Riding for Tidings holiday gift drive program. The Paratransit Strong branding was created and is being used on visually stimulating materials. As a result of media outreach, Chief Executive Officer Tiffani Fink has been interviewed on various stations on live TV, and

we had good media coverage on the ribbon cutting ceremony commemorating the facility upgrades. RSE will continue to provide strategic guidance and develop key messaging, including reviewing the graphics and messaging for Destinations Mobility, and assist in developing key partnerships.

Jeff Tardaguila asked for bigger print on the website and video for email addresses and contact information. Mr. Rose said those are easy fixes and thanked Mr. Tardaguila for the feedback.

Mike Barnbaum asked if Paratransit will have active an social media presence on Twitter. Mr. Gonzalez stated the Twitter account has been secured and Chief Executive Officer Tiffani Fink said we phased in our social media presence and did not want to using Twitter until we are able to be fully engaged and interactive. Now that Paratransit has a presence on Facebook, Instagram and LinkedIn, Twitter is next.

STAFF REPORTS

A. CEO Report

a. Update on Activities and Contracts

Chief Executive Officer Tiffani Fink provided an update Paratransit's efforts related to COVID-19 safety precautions and activities. Continuing safety measures include temperature checks for all employees, wearing masks when unable to accommodate social distancing, fogging vehicles and increased cleaning of the facility. Paratransit received additional hand sanitizer and masks for volunteers and staff from Hands on Sacramento, and we have configured the tables in the Auditorium to accommodate social distancing. In addition, Paratransit is working closely with partner agencies to ensure riders have PPE and service is brought back safely.

CEO Fink reported Paratransit submitted a competitive bid for the City of Sacramento's Great Plates Delivered Program and the City has recommended the contract for delivery services be awarded to Paratransit. UCP will continue to be a partner for delivery of meals, and Hands on Sacramento will be a partner for volunteers who are needed for the program. CEO Fink thanked Mary Harding and Amy Parkin for working with the City to match restaurants and meal recipients.

CEO Fink updated the Board on contracts with the Massachusetts Bay Transportation Authority (MBTA) and East Bay Paratransit. After an initial extension of the MBTA Travel Instruction contract through December 31, 2020, the MBTA has chosen to extend Paratransit's contract for Travel Instruction through June 30, 2021, for an updated virtualized travel training program. Effective July 1, 2020, Paratransit took on its role operating the Paratransit Coordinator's Office which includes providing technical and professional services in overseeing the brokers and contractors and handling hard to resolve customer service complaints. CEO Fink thanked Lisa Cappellari, Alicia Brown and Renee Martinez for their hard work and noted we now have strong partners in rail on each coast.

Paratransit is pleased to host AmeriCorps volunteers. The team of volunteers will be here through November 30, 2020, and are helping with the Great Plates Delivered Program and the holiday gift drive. In addition, the volunteers are going through the Transportation Literacy Program so they can get out and about in Sacramento.

CEO Fink reported she will be teaching a seminar at CSUS on nonprofit leadership, specifically focusing on how to engage and develop staff in a nonprofit.

b. Kick-off of Holiday Drive

Riding for Tidings is this year's holiday program and will focus on delivering a gift to Seniors who are receiving meals and food boxes. By December many of our Seniors will have been sheltering in place, apart from family and friends, for nine months. The idea is to collect items that make a person feel warm and cozy. Donations of blankets, sweaters, hats, scarves, gloves, and socks will be packaged and delivered with food boxes in early December. The packages will include a hand written note from a child. We also want to provide gift boxes for our partner agencies, ACC and Meals on Wheels, and for the Great Plates Delivered Program as well. The United Way is also supporting this program as their holiday campaign.

Director Fontus said she is proud to be part of the organization, especially one who beat out other national transit providers for the Great Plates Delivered Program. CEO Fink shared Paratransit has

been asked by Via to partner with them to provide ADA training to 2000 drivers in New York City if they are awarded the contract.

Director Hume congratulated CEO Fink on her teaching gig and thinks Riding for Tidings is a wonderful program.

B. CFO Report

a. Monthly Financial Report

Chief Financial Officer Lisa Cappellari reported on financial and operational data through June 2020. Since July 2019, trips provided decreased by 21.9%. CTSA Partner trips are down by 26.1%, CTSA Enhanced and Expanded trips are down by 3.4%, and ADA trips are down by 21.3%. Year-to-date total trips decreased by 21.9%, the cost per trip is \$31.88, the fare recovery ratio is 5.86% and on-time performance is 91.3%.

b. Budget Update: End of Year FY 20 and Year to Date FY 21

FY 20 ended with revenue down 7% and expenses down 10% resulting in a surplus of approximately \$800,000. The surplus is due to CARES Act and Paycheck Protection Program funds and CARES Act funds will be carried into FY 21.

From March 2020 to present 612,300 meals have been delivered, and from March to June 2020 13,800 senior wellness calls were made by Call Center staff.

Year to Date FY 21 we had 4 successful travel trainees in the Sacramento's traditional program and 21 successful trainees in the youth program. In Boston 3500 eligibility interviews were conducted via Zoom between April and August 2020. Maintenance has completed 528 work orders in FY 21 totaling 1242 labor hours for a total cost of \$162,600. In FY 20 rental van income was \$90,000 and Year to Date FY 21 the income is \$4000.

FY21 Year to Date revenue is down 1.6% and expenses are down 15% resulting in the agency being \$150,00 under budget.

CONSENT CALENDAR

The Consent Calendar was approved upon motion by Director Hume, seconded by Director Nugent. The motion passed unanimously.

A. Minutes of the June 15, 2020 Board of Directors' Meeting

The Minutes of the Board of Directors' Meeting held June 15, 2020 approved with the addition of absences and abstentions for Resolution 10-20.

- B. Adopt Resolution 12-20 Authorizing the Chief Executive Officer to negotiate and execute the second Amendment to the Agreement with Runyon Saltzman, Inc. for Comprehensive Communications and Media Strategies work increasing the value of the Agreement by \$100,000 for a new total agreement, not to exceed \$200,000.00

Resolution 12-20 approved as presented.

- C. Adopt Resolution 13-20 Authorizing the Chief Executive Officer to Execute an Agreement with Trapeze for expanded modules for PASS-Web in an amount not to exceed \$70,000

Resolution 13-20 approved as presented .

AYES: Fontus, Hume, Johnson, Leventon, Lonergan, Nguyen, Nugent

NOES: None

ABSENTIONS: None

ABSENT: Kimble and Shekhar

ACTION ITEMS

- A. Adopt Resolution 14-20 Authorizing the Chief Executive Officer (CEO) and Chief Financial Officer (CFO) to enter into an expanded Banking Agreement with Five Star Bank to move all banking services to Five Star Bank from Wells Fargo Bank and further authorizing the CEO and CFO to re-finance the Mortgage and Property loans to transition them to Five Star bank and to execute all agreements necessary to complete these financial transactions

CEO Fink explained Well Fargo has been a great partner; however, our representative retired and there was a loss of institutional history. Additionally, Wells Fargo was unable to offer the Paycheck Protection Program (PPP) loan and wanted to reduce our line of credit by half because they did not understand our funding sources apart from the SacRT agreement. Five Star Bank was able to offer the PPP loan

quickly so we were able to keep staff whole, and they are offering to assume our loans with the same terms, pay the loan pre-payment penalties using funds available to them, provide a one million dollar line of credit, and all of the banking amenities we currently have. Five Star understands Paratransit's vision, and they are participating and engaging in it.

James Beckwith, President of Five Star Bank, thanked the Board for having them and for getting a glimpse into Board operations. He stated they are excited to see how collaborative Paratransit is with the Food Bank and it is wonderful to see how Paratransit pivoted to do more in the community. Mr. Beckwith stated they are looking forward to long-term relationship and thinks Five Star can be a great partner. He also stated Five Star showcases its customers on social media and on their billboards.

Executive Vice President/CFO Krista Snelling stated she is on the Executive Board of the Food Bank and is excited for the partnership between the organizations. Ms. Snelling also informed the Board the loan forgiveness application for the PPP loan has been submitted and she anticipates it will be approved.

At the request of Director Shekhar, CFO Cappellari provided a summary of assets that will be moving from Wells Fargo to Five Star Bank. These include the \$1.75 million deposited with Five Star on April 10, 2020 (required for the PPP loan), \$1 million on deposit at Well Fargo, \$2.2 million mortgage loan and the \$1.1 million vehicle loan.

Director Hume thanked Mr. Beckwith and Five Star for stepping up in a time of need.

Resolution 14-20 was approved upon motion by Director Hume, seconded by Director Lonergan.

AYES: Fontus, Hume, Johnson, Leventon, Lonergan, Nguyen, Nugent

NOES: None

ABSENTIONS: None

ABSENT: Kimble and Shekhar

- B. Adopt Resolution 15-20 Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a CTSA and General Partnership Agreement with Meals on Wheels by ACC

CEO Fink explained it has been a long time since Paratransit has added a CTSA partner. Paratransit currently partners with ACC Rides and Meals on Wheels by ACC is supported by ACC Rides. The pandemic resulted in partnerships with both agencies. This would be a partnership and contracting agreement where Paratransit would provide maintenance and scheduling and monitoring for vehicle maintenance as well as be contracted for on-call drivers to deliver meals should the need arise.

Resolution 15-20 was approved upon motion by Director Nguyen, seconded by Director Leventon.

AYES: Fontus, Hume, Johnson, Leventon, Lonergan, Nguyen, Nugent

NOES: None

ABSENTIONS: None

ABSENT: Kimble and Shekhar

- C. Adopt Resolution 16-20 Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a CTSA and General Partnership Agreement with Sacramento Food Bank and Family Services

CEO Fink explained Paratransit has been working with the Sacramento Food Bank since the beginning of the pandemic. It has been a successful partnership, and the Food Bank sees a need for growing food delivery to seniors and persons with disabilities beyond the pandemic. The Food Bank wants to partner with Paratransit to build a new program for food delivery and obtain funding to allow Paratransit to recoup its costs.

Mr. Tardaguila stated he was involved with ACC when the Meals on Wheels program was turned over to ACC and wanted to know if this would be coming from the McClellan area or the Stockton Boulevard area. CEO Fink said it would be different as Paratransit receives a food delivery each week, and the new program would be based on that model and deliveries would fit into Paratransit's existing schedules.

Resolution 16-20 was approved upon motion by Director Leventon, seconded by Director Nguyen.

AYES: Fontus, Hume, Johnson, Leventon, Lonergan, Nguyen, Nugent

NOES: None

ABSENTIONS: None

ABSENT: Kimble and Shekhar

D. Discussion and Consideration to Adopt Resolution 17-20 Approving the FY 21-25 Business Development Plan

CEO Fink delivered a presentation outlining current operations and contracts, funding sources, CTSA partners, expansion opportunities in process, a summary of programs/services by category (transportation, maintenance, mobility management and software/training/rentals), short-term deliverables (1 – 2 years), long-term deliverables (3 – 5 years), and SWOT analysis for long-term deliverables. She sees this as an annual discussion tied to the budget where it is updated and adopted annually. Following action tonight, CEO Fink will make the presentation into a narrative and bring back to the Board in November.

Director Lonergan stated he did not hear thoughts on staff development to keep on the organization on the cutting edge for business opportunities. CEO Fink said management made strategic decisions on which staff to retain through the service transition. The staff retained have the skills needed for the organization to grow into new business opportunities.

Director Hume said the Power Point presentation was impressive in content and visual style, and a lot of work went into the SWOT analysis. It provides an honest look at where we are going, and he likes it being to the budget each year.

Director Fontus thanked Director Johnson for identifying this as a conversation the Board needed to have. Director Johnson thanked CEO Fink for a wonderful presentation and thinks folding it into the budget is important because things change and we will be seeing that more and more.

Resolution 17-20 was approved upon motion by Director Johnson, seconded by Director Hume.

AYES: Fontus, Hume, Johnson, Leventon, Lonergan, Nguyen, Nugent

NOES: None

ABSENTIONS: None

ABSENT: Kimble and Shekhar

E. Discussion and Consideration to Adopt Resolution 18-20 Amending the Bylaws to reflect a revised Board Composition and a few remaining clean up items

CEO Fink reported she has been working with the AdHoc Committee on two items; 1) what is the structure of the Board, and 2) how many Board seats. The discussion started in June and there have been two meetings since then. CEO Fink is recommending not having term limits as they can work against an organization and also not having specified seats, with the exception of one designated consumer seat, in the by-laws because they can become out of sync with the business development document. The initial recommendation is having a five to nine member Board; however, since quorum has been an issue in the past the recommendation is a seven member Board as that is the average number of Directors in attendance at meetings. Also, change the number of officers from four to three and change the requirement of majority of the Board to take action to a simple majority if quorum is met unless authority is delegated to the CEO.

Director Fontus clarified there is Board leadership at every step in this process. Director Lonergan likes Board size and not designating seats. Director Johnson likes proposal. He pointed out if the Board is five members, the Executive Committee could take action so may consider requiring the officers plus one to take action. CEO Fink agreed could make that adjustment. Ms. Miller suggested eliminating the Vice President if a five member Board rather than making the requirement the officers plus one. Director Fontus stated she is comfortable with a five or seven member Board but thinks seven is a good place to start.

Resolution 18-20 was approved upon motion by Director Johnson, seconded by Director Leventon.

AYES: Fontus, Hume, Johnson, Leventon, Lonergan, Nguyen, Nugent

NOES: None

ABSENTIONS: None

ABSENT: Kimble and Shekhar

F. Discussion and Direction on Process and Procedure to select candidates for the Board Seats and schedule nomination and appointment process to occur at the November 2020 Board of Directors meeting, with a January 1, 2021 effective date

CEO Fink explained the process for Board selection is at their discretion. It can be a selection from existing members, an open application process or a hybrid process. She stated she polled the existing Board and some are not sure if they want to continue. CEO Fink stated she will be bringing a motion in November to postpone the officer election until January when the new Board is seated.

Director Fontus thinks a consistent and transparent process is important so that is an accessible and easy to communicate to patrons. She thanked Director Nguyen for her insight into different possibilities and framework. Director Nguyen stated it was a team effort in the AdHoc and was nice to share how other organizations handle this. It will be tough because we have a number of people interested in staying and only seven seats, so should the focus be on who is interested in staying on. Director Fontus thinks that is one piece of the discussion but this is a decision that will be in place for the future. CEO Fink confirmed responses were varied from current Directors on staying on Board and for how long. Some wanted to see the outcome of the Business Development Plan before deciding. Director Nguyen suggested the Board look at what skill sets are needed to carry out new business plan. Director Shekhar agreed and asked if there are any gaps in needed skill sets. CEO Fink stated the only gap she sees is in the financial management area. Director Hume has some experience in this area, but sees this gap more in outlying years.

Director Hume agreed this is a bifurcated issue because we have people willing to serve but have to look at the future and how the Board is seated. Director Fontus stated she thought the selection process should be established first and then select the Board. Ms. Miller confirmed the Board can select a process for appointment and can waive that process for seating the initial Board because selection needs to be completed and terms set as the current Board terms out at the end of the year. Director Johnson said he needs to leave the meeting, but is willing to stay on for another year and he has experience with small organizations and how to look forward with a changing business atmosphere.

Director Fontus suggested possibly seating the seven members from the existing nine, seating six from the existing nine and one through an open application process or seating five from the nine and two through an open application process. Director Leventon said he likes the idea of five or seven members with three officers. If the Board is seven members, look at the existing Board to see who wants to continue and if not enough then come up with a recruitment process. Director Hume said he will serve for two years, and thinks the process can be

developed is the new Board is selected from existing members. Director Nguyen likes selecting the seven from the existing nine. She wanted to see the business plan before deciding and would like to stay long-term to see through the new initiatives.

CEO Fink asked for direction on the number of one year, two year and three year terms to see if that resolve the issue of how many Board members who want to remain. The Board decided on two one-year terms, three two-year terms and two three-year terms. CEO Fink will provide options to the Board in November for vetting and seating the Board.

Mr. Barnbaum asked a clarifying question regarding the appointments of Directors Hume and Johnson. Wouldn't the RT appoints not be made and without those two the Board would be seven members. CEO Fink said the appointments expired on June 30th and the Board re-appointed itself so Directors Hume and Johnson are appointed by the Paratransit Board and not RT.

BOARD COMMENTS/REPORTS/FUTURE AGENDA ITEMS

Mr. Tardaguila asked that other meetings of disability concern be included on Agenda as they have been in the past. Director Fontus said we would add those meetings to future agendas.

ADJOURNMENT

Director Fontus announced the meeting adjourned at 9:13 p.m.

Chris M. Brown, SHRM-SCP, SPHR
Assistant Secretary to the Board of Directors

Date



**Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 5B**

AGENDA TITLE: Adopt Resolution 19-20 Adopting the Paratransit, Inc. Public Transit Agency Safety Plan

MEETING DATE: November 16, 2020

PREPARED BY: Tiffani M Fink, Chief Executive Officer

RECOMMENDED ACTION:

Adopt Resolution 19-20 adopting the Paratransit, Inc. Public Transit Agency Safety Plan.

BACKGROUND AND DISCUSSION:

The Federal Transit Administration Regulations (49 C.F.R. Part 637) require public transit agencies like Paratransit, Inc. to adopt a Public Transportation Agency Safety Plan (PTASP) no later than December 31, 2020. The regulations also require the PTASP to be approved by the Board of Directors. The Federal Transit Administration (FTA) published the PTASP Regulation, 49 C.F.R. Part 673, on July 19, 2018. The regulation implements a risk-based Safety Management System (SMS) approach. The PTASP is one element of the FTA's comprehensive Public Transportation Safety Program. The PTASP explains our safety processes. The plan is a data driven approach to manage hazards and includes performance measures and targets. A plan is coordinated with internal stakeholders and the stakeholders will be provided with training. The PTASP must be based on Safety Management System (SMS) Principles. The four components to SMS are: safety management policy, safety risk management, safety assurance and safety promotion. The safety management policy assigns authorities, accountabilities and responsibilities for all Paratransit, Inc staff. There must also be integration with Emergency Management and SMS documentation

and records. Safety risk management is the safety hazard identification process. This process also includes safety risk assessment and safety risk mitigation. Safety assurance is the safety performance monitoring and measurements process. This includes management of change and continuous improvement. Examples of performance measurements are reportable injuries, reportable safety events and system reliability. Safety promotion is the safety training program and safety communication. Once the plan is in effect, staff will regularly audit the plan to verify the processes and programs are being followed and based on trends, implement strategies for continuous safety improvement. In addition to internal audits, the PTASP will also be audited by the FTA triennially. Staff recommends that the Board adopt the PTASP for Paratransit, Inc.

FISCAL IMPACT:

There is no fiscal impact with approving the Plan, however the future safety needs will have a financial impact and will be incorporated into the budget process. Adoption of a PTASP is required to comply with federal requirements for funding.

ATTACHMENTS:

1. Resolution 20-20



RESOLUTION NO. 19-20

ADOPTING THE PARATRANSIT, INC PUBLIC TRANSIT AGENCY SAFETY PLAN

WHEREAS, Paratransit, Inc. puts the safety and security of our passengers and employees as our highest priority; and

WHEREAS, in accordance with Federal Transit Administration requirements, staff has developed a Public Transit Agency Safety Plan ; and

WHEREAS, FTA requires the Board of Directors to formally adopt the PTASP by December 31, 2020.

NOW, THEREFORE BE IT RESOLVED, that the Board of Directors of Paratransit, Inc. adopts Resolution 19-20 adopting the Public Transit Agency Safety Plan.

Anna Fontus, President
Paratransit, Inc., Board of Directors
Dated: November 16, 2020



Paratransit, Inc. (PI)

Public Transit Agency Safety Plan





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Transit Agency Information

Transit Agency: Paratransit, Inc.

Transit Agency Addresses

Administrative Office: 2501 Florin Road Sacramento, CA 95819

Boston Office: 1000 Massachusetts Avenue Boston, MA 02118

Accountable Executive: Tiffani M. Fink, Chief Executive Officer

Chief Safety Officer: Gary Vickers, Director of Operations

Modes of Service: Demand Response and Social Service
Transportation (Directly Operated)

FTA Funding Received: 5307, 5310, and 5339



Plan Development, Approval, and Updates

Development

Paratransit, Inc. drafted this plan. By signature below, the Accountable Executive confirms the development this plan.

Tiffani M. Fink, Accountable Executive

Date Signed

Approval

The Paratransit, Inc. Board of Directors approved this plan as so indicated by the signature of the Board of Directors' President on the date noted below, and as specified in Resolution Number 19-20 and the Board of Directors Meeting Minutes from November 16, 2020. The meeting minutes can be reviewed on the Paratransit, Inc. website.

Anna Fontus, President
Paratransit, Inc. Board of Directors

Date Signed

Certification

Paratransit, Inc.'s Public Transit Agency Safety Plan (PTASP) addresses all applicable requirements. Paratransit, Inc.'s Agency Plan was certified by Gary Vickers, Director of Operations, on November 13th, 2020.



Annual Review and Revisions of the Public Transportation Agency Safety Plan

Each spring, the PTASP will be reviewed by the Chief Safety Office and updated, if needed. All substantive revisions will be presented to the Accountable Executive and Paratransit, Inc. Board of Directors for annual approval. A table that records the history of revisions made to the Agency's PTASP is contained in Appendix A of this document.

Glossary and Acronyms

A glossary of terms and acronyms can be found in Appendix B.

Safety Performance Targets

Paratransit, Inc.'s safety performance targets are reviewed and updated during the annual review. The specific performance targets are based on the safety performance measures established under the National Public Transportation Safety Plan and any additional performance goals set by PI. These targets are specific numerical targets set by PI, and must be based on the safety performance measures established by FTA in the National Public Transportation Safety Plan referenced in the Safety and Security Quick Reference Guide in Appendix C.

PI fleet vehicles are interchanged between modes. PI uses the Predominant Use Rule when an event affects more than one mode. If two or more transit modes are affected by an event, PI will report the event in only one mode.

Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles by mode in a calendar year.

Injuries: Total number of reportable injuries¹ (defined in the NTD Safety and Security Reporting Manual) and rate per total vehicle revenue miles by mode in a calendar year.

¹NTD: *An injury (employee or passenger) requiring immediate medical attention away from the scene for one or more persons.*

Safety Events: Total number of reportable events² and rate per total vehicle revenue miles by mode in a calendar year.

²NTD: *Preventable events that occur at transit revenue facilities, on transit infrastructure, or during a transit maintenance activity.*

Total injuries and safety events are calculated by averaging previous year totals and the rates are indicated as a fraction with the total over the estimated ridership per mode.

System Reliability: Mean distance, in miles, between major mechanical failures by mode in a calendar year.

System reliability is calculated using the Predominant Use Rule. The miles between road calls are averaged for previous years and the total is divided by the percentage assigned to each mode.

Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (miles)
Demand Response (DR)	0	0	21	1/166,375	5	1/698,776	10,276

Safety Management System (SMS)

A Safety Management System (SMS) is a comprehensive approach to managing safety within the transit system. Management and staff work together to control risk, identify and correct hazards, measure and analyze safety performance metrics, and disseminate safety information. The SMS helps transit agencies apply resources to risk and ensure they have an organizational infrastructure to support decision-making at all levels regarding the assignment of resources.



Key components include:

- Effective policies and procedures
- Strong executive leadership focused on safety
- Clearly defined safety roles and responsibilities
- Safety accountabilities and communication
- Active employee involvement

Safety Management Policy

Safety Management Policy Statement

PI is committed to the management of safety. PI will develop, implement, maintain, and constantly improve processes to ensure that all the transit service delivery activities take place under a balanced allocation of organizational resources. As a core business function, PI is aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer.

Paratransit, Inc. is committed to:

- Support safety management through the provision of appropriate resources. This will result in a culture that fosters safe practices, encourages effective employee reporting and communication;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff and managers alike their accountabilities and responsibilities for the delivery of the Agency's safety performance and the performance of the safety management system;

- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program in order to eliminate or mitigate the safety risks resulting from operations or activities consistent with acceptable level of safety performance;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of the collective bargaining agreement, regulations, policies, or procedures;
- Comply with, and wherever possible exceed, legislative and regulatory requirements and standards;
- Ensure that sufficient skilled and trained staff are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- Continually improve safety performance through management processes that ensure appropriate safety management action is taken and is effective; and
- Ensure externally supplied systems and services to support operations are delivered meeting safety performance standards.

Safety Management Policy Communication

The Safety Management Policy is posted at Paratransit, Inc.'s Administrative Office and in the employee breakroom. The Safety Management Policy will be first shared



with employees after the completion of the PTASP through a series of employee meetings. PI disseminated the Safety Management Policy to the public in the following manner:

- Paratransit, Inc. Board of Directors meeting (Date of Publication: November 13, 2020)
- PI website (Date of Publication: November 13, 2020)
- Staff intranet (Date of Publication: November 13, 2020)
- New hire orientation-ongoing
- PI email blasts (Date of Publication: scheduled for November 18, 2020)

In addition to the Safety Management Policy, PI has numerous standard operating procedures (SOPs) and operational policies to supplement, detail, and support the overall the SMS. Examples of Paratransit, Inc.'s policies include Smoking, Cash Variance, Appearance, Vehicle Backing/Spotters, Lost and Found, and Reasonable Modification. Each policy includes safety components to ensure the wellbeing of PI staff, passengers, and the greater community. Similarly, there are various SOPs (e.g. Boarding and Securement, Post Collision) for maintenance and operations to safeguard everyone. Staff sign acknowledgments for all policies and procedures after they receive training and have an opportunity to ask questions. Staff participation in all safety trainings and the safety committee meetings is recorded through a sign-in sheet. PI will maintain documentation related to the implementation of the SMS; the programs, policies, and procedures used to carry out the PTASP; and the results from its SMS processes and activities for three years after creation. This documentation will be available to the FTA or other Federal or oversight entity upon request.

Authorities, Accountabilities, and Responsibilities

Safety is everyone's responsibility at PI. Anyone may observe a hazard that could result in an event. All employees must remain alert and observant to ensure hazards are mitigated to the greatest extent possible. Below are the authorities,



accountabilities, and responsibilities of the following individuals in the development and management of Paratransit, Inc.'s SMS.

Accountable Executive

The Accountable Executive may delegate specific responsibilities, but not their accountability for the transit agency's safety performance and PTASP in accordance with 49 U.S.C. 5329(d) and 49 U.S.C. 5326.

Paratransit, Inc.'s Accountable Executive reviewed the draft policy after it had been developed by staff. Comments and recommended changes were taken into account when the final document was developed. The Accountable Executive then submitted the policy to the Paratransit, Inc. Board of Directors for approval. Once approved, the Accountable Executive signed the policy. Additional responsibilities include, but are not limited to:

- Decision-making regarding resources (e.g. staff and funds) to support asset management, SMS activities, and capital investments;
- Signing SMS implementation planning documents; and
- Endorsing SMS implementation team membership.

Chief Safety Officer

The Chief Safety Officer oversaw the development of the Safety Management Policy. The Chief Safety Officer worked with Chief Financial Officer, Human Resources/Risk Manager, Maintenance Manager, Chief Operating Officer, and management staff to develop the plan. Paratransit, Inc.'s Chief Safety Officer is the team's liaison with the Accountable Executive. The Chief Safety Officer's duties include, but are not limited to:

- Developing and maintaining SMS documentation;
- Directing hazard identification and safety risk assessment;
- Monitoring safety risk mitigation activities;
- Providing periodic reports on safety performance;



- Briefing the Accountable Executive and Board of Directors on SMS implementation progress; and
- Planning safety management training.

Key Staff

Below are Paratransit, Inc.'s managers and supervisors who play leadership roles in providing important data or resources to accomplish the agency's safety goals and ensure the day to day safe operation of Paratransit, Inc.'s modes of transportation.

Chief Executive Officer (Accountable Executive)

- Provides guiding direction to staff on Paratransit, Inc.'s mission, vision, and goals. Leads the organization's safety culture
- Makes decisions regarding resources (e.g. staff and funds) to support asset management, SMS activities, and capital investments
- Signs SMS implementation planning documents and endorses SMS implementation and team participation
- Distributes information to external partners and passengers
 - Rider alerts posted on social media
 - Rider alerts on the PI website
 - Transit app alerts

Director of Operations (Chief Safety Officer)

- Leads all transit efforts
- Allocates funds to transit safety programs (capital and operating)
- Participates in root cause investigations
- Reviews route development for safety consideration
- Ensures compliance to include monitoring the industry for best practices, new regulations, and even trainings
- Inspects buildings, equipment, utility systems and facilities to determine needed repairs and maintenance and ensure they are kept in a State of Good Repair, consistent with FTA guidance and PI adopted standards

Chief Financial Officer

- Reports to funding agencies on revenue mileage, insurance costs, and experience modification
- Reports expenditures on safety and security
- Oversees insurance claims
- Ensures financial securities including:
 - Separation of financial duties
 - Limited access and privileges to accounting software and cash account
 - Bank verification of expenses
 - Annual financial audits

Chief Administrative Officer/Human Resources/Risk Officer

- Records the employee retention rates
- Recordkeeping and reporting OSHA injury and illness
- Coordinates and tracks worker's compensation cases
- Participates on the safety committee
- Coordinates safety meeting facilitators for staff
- Reviews standard operating procedures with staff
- Directs the risk management program, including insurance and liability
- Sets up and monitors records and program functions for risk management activities relating to proper appraisal and insuring of District properties, fixed assets and other items
- Recommends and implements policy/procedure updates as they relate to legal, legislative and other developments concerning risk management matters and related impacts on operations

Maintenance Manager

- Supervisory and administrative responsibility for the maintenance and safety of all revenue and non-revenue vehicles, equipment, and facilities
- Administers the Transit Management Plan

- Inspects buildings, equipment, utility systems and facilities to determine needed repairs and maintenance and ensure they are kept in a State of Good Repair, consistent with FTA guidance and PI adopted standards
- Maintains the collection and provision of maintenance data, such as frequency, cost of materials, and cost of labor for repairs
- Provides training to maintenance staff, assists in safety meeting deliverables, contributes to the safety committee, and participates in root cause investigations
- Establishes and monitors work policies, procedures and safety standards; trains assigned staff accordingly; executes corrective disciplinary actions, as required
- Prepares and maintains records, logs, and reports related to activities, inventory, MSDS (materials data safety sheet) documentation, work requests, accident and safety issues

Chief Operation Officer

- Monitors and supervises operator performance and policy adherence to assure a safe, high quality, fixed-route and paratransit service is provided to the public
- Assesses, develops, and provides appropriate training as necessary
- Visits the field to interact and develop positive rapport with operators, road supervisors and the public to assure safe, courteous and reliable service
- Conducts investigations and interviews, levies discipline for operators concerning performance issues, up to and including termination
- Updates the PTASP
- Responds to employee incident reports and safety concerns in the Operations Department
- Participates in root cause investigations, manages safety related data collection
- Assists with the development of routes, including timing and safety considerations



- Assists in safety meeting deliverables, coordinates facilitators for safety meetings, contributes to the safety committee, and participates in root cause investigations
- Leads customer complaint investigation
- Leads the develop of SOPs; trains and reviews with staff

Operations and Training Manager

- Leads root cause investigations, tracks safety events, identifies trends or patterns, and oversees training and retraining of all operations staff
- Leads in route development, including timing and safety considerations
- Schedules road supervisors, operators, and dispatchers; monitors hours per DOT regulations
- Inspects and verifies work in progress and completed work of assigned employees and contractors for accuracy, proper safe work methods, techniques, and compliance with applicable safety standards and specifications
- Participates in the Safety Committee
- Assists in the customer complaint investigation
- Assists in the development of SOPs
- Assists with distribution of external information

Transportation Operations Supervisors

- Responsible for self-inspections and reporting unsafe work practices/conditions to one or more of the above parties, ensures operators properly complete pre/post-trip inspections
- Observes driving skills and work habits of operators in the field; evaluates and trains operators; responds to problems in the field, such as equipment failures and incidents
- Makes work practice observations to all areas under their supervision
- Completes accident investigation forms and participates in determining the root cause of an accident/incident; assists in investigating and resolving customer complaints



- Oversees and provides input to route changes/emergency needs due to inclement weather or other situations that demand attention
- Ensures all PI policies and procedures are followed by staff; models safe practices
- Routinely utilizes video management system (VMS) software to document incidents and submit reports and statements as necessary

Trainers

- Observations of unsafe trends or patterns
- Provisions training needs
- Ensures acceptable pass rates for new operators
- Performs evaluations of new operators

Analyst(s)

- Reports to the National Transit Database (NTD)
- Participates in route development, including timing and safety considerations
- Leads Short Range Transit Plan (SRTP) development

Safety Sensitive Staff (Operators, Mechanics, Dispatchers, and Utility Workers)

- Responsible for self-inspections and reporting safety concerns immediately, either to a supervisor, Human Resources/Risk Manager, one or more of the above parties, or anonymously by way(s) per the agency's policy
- Responsible for participating in mandatory safety meetings; voluntary participation in safety committee
- Responsible for all aspects related to fitness for duty
- Abides by all Department of Transportation (DOT) regulations
- Obeys all traffic laws
- Monitors passengers' behavior to ensure their safety and the safety of other passengers

Employee Safety Reporting Program

Paratransit, Inc.'s system of communication (management, supervisors, and employees), is designed to facilitate a continuous flow of two-way safety information in a form that is readily understandable to, and between, all affected personnel. This two-way communication may include language interpreters, when appropriate. Safety information is entered, aggregated, and queried through an information management system, The Reporting Solution. Below are the current methods of information sharing:

- All PI staff participate in a new staff orientation, including a discussion of site-specific safety and health policies and procedures; the policies and procedures are referenced throughout training to ensure understanding, implementation, and retention
- Transit staff attend safety training meetings which encourage employee participation and dialog, including topic suggestions
- Routine completion of the Daily Vehicle Inspection Reports (DVIRs) of operators to alert maintenance of any mechanical defect
- Staff may anonymously report safety concerns and inform management of work place hazards
- Dispatchers, Road Supervisors and management make safety announcements over the two-way radio
- Staff may review safety promotional materials on the communication board, agency e-mails, and memorandums
- Safety Meetings
 - New policies/procedures are discussed to help determine implementation
 - Workplace hazards are discussed in detail on how to prevent events from re-occurring
 - Root cause investigation outcomes are discussed
 - Internal Controls and Personal Protective Equipment (PPE) are evaluated to assist in reducing injuries/illnesses



- All employees are invited and attendees are urged to suggest ways to maintain a safe working environment and serve as role models for the entire team

Depending on the method in which the safety concern was communicated will dictate how the manager responds, including how the employee will receive updates, and how the resolution will be communicated. The manager will follow-up directly with the employee with status updates and the resolution. If the report was made anonymously, the receipt of the concern is documented in the safety committee meeting minutes, as well as the outcome.

The Collective Bargaining Agreement (CBA) outlines the disciplinary process for all representative staff. Management encourages honest accountability when safety events occur.

Safety Risk Management Process

Safety Risk Management is an essential process within Paratransit, Inc.'s SMS for identifying hazards, assessing, and reducing safety risk.

Safety Hazard Identification

Routine inspections are an important source of information about safety concerns. Results from inspections may also help identify areas where mitigations were designed and adopted to manage safety risk, but have not been carried out as required. Inspections include personnel, vehicles, facilities, and data that identify potential safety concerns:

Personnel:

- Operations personnel fitness-for-duty checks, which may identify:
 - Impairment
 - Fatigue
 - Absence of corrective lenses
 - Missing credentials (e.g. medical certification, driver's license)

- Apparent injuries, and
 - Uniform or equipment issues
- Operator gate/field checks; operator evaluations
- Customer complaints
- Radio or digital communication checks

Vehicles:

- Routine Preventive Maintenance Inspections (PMIs)
- Pre/Post trip vehicle inspections
- Fleet and Facility Requests and Service Incidents
 - Facilities inspections
 - Employee observations
- Federal Transit Administration (FTA) notices and announcements
- Transit industry publications

Facilities:

- Targeted inspections to identify and evaluate workplace hazards are performed by management when the following situations occur:
 - New substances, processes, procedures, or equipment that presents the potential for new safety concerns are introduced into the workplace
 - New or previously unidentified hazards are recognized
 - New job duties are introduced or assigned
 - Facility conditions warrant an inspection
 - Transit Asset Management (TAM) assess condition assessments

Administrative:

- Rules compliance checks, which may identify:
 - Non-compliance with safety rules
 - Challenges in complying with safety rules
 - Emerging practices
- Incident reports, including near misses
 - Trend and pattern identification

- Electronic Pull Notice (EPN) program
- Third Party Administrators for Worker's Compensation and for Liability Claims
 - Cal-OSHA lost and restricted days reported on the Cal-OSHA 300
 - Occupational illnesses/ injuries occurrence (i.e. workers compensation claims)

Safety Risk Assessment

Methods and processes used to assess the safety risks associated with identified safety concerns and prioritizing the hazards are based on the level of safety risk. Safety risk must be assessed in terms of likelihood or the probability of a consequence occurring and the severity or seriousness of the consequence, if it occurs. On the safety risk matrix, the Y axis is the likelihood/probability and the X axis is the severity/seriousness. Events are analyzed by using the relevant number on the X and Y axis. The square where the relevant X and Y axis score meet is used. The corresponding numbers on the X and Y axis are multiplied and this number is used to identify the score on the risk score legend.

For example, an event that is both definite (5) and catastrophic (5) it will result in a score of 25 and rank the highest on the matrix. Conversely, if the event was rare (1) and insignificant (1), it will result in a score of one and rank lowest on the matrix. Most events will rank somewhere in the middle and as the matrix is utilized, the tool may be refined to better suit the application at PI. Paratransit, Inc.'s Safety Risk Matrix and Risk Score Legend is located in Appendices D and E, respectively. When a safety concern is identified, the affected supervisors and/or managers use the matrix and legend to understand when actions are necessary to reduce or mitigate the safety risk and the urgency of the mitigation.

PI assesses safety risk by evaluating unsafe work conditions, practices or procedures at the facility. Safety risks shall be corrected in a timely manner, based on the severity of the hazards and according to the following procedures:

- When observed, or discovered
- When an imminent hazard exists, which cannot be immediately abated without endangering employees(s) and or property, PI will remove all exposed employees from the area except those necessary to correct the existing condition. Employees required to remain available to correct the hazardous condition shall be provided with the necessary PPE.
- All such actions taken and dates of the completed corrections will be documented

Investigation of workplace events, hazards, and near misses are completed by the affected employee's supervisor, and include:

- Visiting the scene as soon as possible
- Interviewing affected worker and any witnesses
- Examining the workplace for factors associated with the event/hazard/near miss
- Determine the root cause and any associated causes of event/hazard/near miss
- Near misses are be treated with the same urgency as an actual event
- Take corrective actions to prevent the event from reoccurring
- Document findings and actions taken
- Management is notified immediately of a fatality or serious injury or illness and notifies the nearest office of the Division of Occupational Safety and Health by phone or fax within eight (8) hours (CCR Title 8, Section 342)

Safety Risk Mitigation

The goal of risk mitigation is to reduce the risk to an acceptable level; however, mitigations do not typically eliminate the risk entirely. The methods or processes to identify mitigations or strategies necessary will depend on the event and who in the agency is qualified to select appropriate safety risk mitigations. PI may survey



other transit agencies to ensure any proposed safety mitigation is appropriate and there are no unintended effects (i.e. new hazards).

The team who evaluates the risk and the mitigation will be determined based on the risk. If an event occurs at the facility, it is likely the Fleet and Facility Manager will be involved in the mitigation assessment to offer insights about the building or property. Facility risks may be mitigated by improved snow removal or upgrades to the building and property.

As PI identifies operational risks, the operations manager and other operations staff will assess mitigation strategies. New trainings may be implemented or existing training curriculum may be revised to address operational risks. If risks emerge on an existing route, PI may opt to engage a planner to gather perspective on changes to the path of travel. Each mitigation will depend on the circumstances of the risk and practical, yet creative, options available. PI will monitor the effectiveness of the approach and make adjustments as needed.

Safety Assurance

Safety Performance Monitoring and Measurement

Safety hazards are identified in a number of ways as outlined in the previous sections. Paratransit, Inc.'s activities to monitor compliance with operations and maintenance procedures are described below.

Direct observation is the most valuable method of monitoring the safety of the system. All PI employees are responsible for this observation as they navigate through the facilities and greater service area. Environmental challenges such as icy roads, inadequate snow removal, traffic, malfunctioning traffic signals, road construction, and road closures are all common when operating in a mountainous environment with high visitation. To stay current on all conditions, road supervisors continuously check the service area with heightened attention to the more dangerous regions. Two-way radio communication is the most immediate method



to alert operators of potential hazards, move to a detour or snow route, or suspend service.

Operators and road supervisors have the most first-hand opportunities to recognize hazards in the field. Employees are encouraged to complete employee incident reports any time something out of the ordinary occurs, including near misses. After review of the employee incident report, at least two supervisor(s) or manager(s) will review the video of the incident, depending on the seriousness and probability using the Safety Risk Matrix. If the initial review of the event creates concern around the employee's performance, the deficiency is addressed with retraining and coaching. Depending on the situation, this may include video review of the unsafe behavior with the employee, review of training materials, and hands-on behind the wheel training. All training is documented on a coaching form and, if necessary, disciplinary action is included in the file. All training, coaching, and disciplinary records are retained for at least three years.

Every collision, regardless of how minor, is evaluated using a notice of collision determination form. At least two supervisor(s) or manager(s) review all of the information related to the event and make a determination if it was preventable, non-preventable, or undeterminable. A root cause investigation may be conducted for preventable and undeterminable safety events.

A root cause investigation is an in-depth analysis of all possible causal factors. A root cause investigation is usually conducted by a team, which may include supervisors, operators, risk management, and union representatives. The following factors are evaluated to determine causation or contribution:

- PI and other vehicle(s)
- Environment (weather, time of day, road conditions)
- Passengers
- Policies & Procedures
- Mobility device, if applicable



- Pedestrians
- Operator's training, previous coaching, and active discipline

All members of the team share their perspectives and a final root cause report is drafted. Root cause reports are shared at the safety committee meetings to reduce the likelihood of the event reoccurring and this information is saved at least three years.

Per PI standard operating procedure, and in alignment with DOT regulations, operators complete pre-trip and post-trip inspections on the vehicles driven over the course of the day using a DVIR. The completed DVIRs are turned into the maintenance department and reviewed for safety defects. Work orders are generated through The Reporting Solution for each defect noted on the DVIR. Each vehicle has a designated clipboard with all open work orders attached, the clipboards are accessible to all staff. This allows operators to see the progress on the defect they reported.

Paratransit, Inc.'s maintenance department monitors road calls, fleet and facility requests, DVIRs, service incidents, and routinely visually inspects the vehicles. Preventive maintenance inspections are regulated based on a calculation of miles (i.e. annual miles each subfleet traveled divided by the inspection interval miles for that subfleet) and the results of oil analyses. The PMI schedule is tracked in our Enterprise Asset Management (EAM) software (which links to our PASS Operating system) and the PMI includes a multi-item checklist, followed by a road test to verify serviceability of the vehicle. PMIs assess the conditions of Paratransit, Inc.'s assets on a routine basis. Paratransit, Inc.'s inspections include a multi-item checklist that touches on every wearing item/system on the bus and is followed by a road test to verify the serviceability of the bus. Inspection of all electrical equipment including video cameras, Zonar, and radios are also performed at this time.

Operational Safety Inspections are also tracked through EAM and are performed every 90 days in compliance with the California Highway Patrol, California Vehicle



Code. The maintenance department monitors technical bulletins, manufacturing notifications, and recall notifications. Defects identified will be handled in-house within Paratransit, Inc.'s resources and its personnel's scope of training. All other defects are contracted with professionals who specialize in the area of expertise.

All maintenance work, regardless of the source, is entered into EAM. Data can be aggregated in various ways to query different reports depending on the need. Updates are entered for ongoing repairs, providing electronic documentation of the full evolution of the repair.

EAM allows management to search key words and create reports on any fleet and facility requests, service incidents, employee incidents, or customer comments entered into the software. Custom reports may also be made when a unique situation arises. Key performance indicator reports are available to outline the number of work orders created and closed, labor hours, road calls, bus availability, and part requests. This level of monitoring allows management to identify safety risk mitigations that are ineffective or inappropriate. EAM maintains an indefinite retention of data, entries, and reports at this time.

All safety concerns and suggestions, anonymous or not, are reviewed. The concerns/suggestions are documented for all staff to review. If the suggestion has a limited likelihood of occurring and the severity is negligible, the appropriate person will investigate the issue and report back at the next management meeting. Depending on the complexity of the matter, the issue might be mitigated or it might require more group input at the next meeting.

The Cal-OSHA 300 Log is a record of work-related injuries and illnesses. The log classifies work-related injuries and illnesses and notes the extent and severity of each case. When an incident occurs, the log is used to record specific details about what happened and how it occurred. PI has logs for each physical location. An annual summary shows the totals for the year in each category. The annual summary is posted for employees to be aware of the injuries and illnesses occurring



at their workplace. After the Cal-OSHA 300 Log is posted for two months, the Human Resources/Risk Manager retains the log for at least three years.

Safety Promotion

Competencies and Training

PI requires employees including the Accountable Executive, Chief Safety Officer, and contractors, to complete training to be able to fulfill their safety-related roles and responsibilities. Initial training will be completed at hire/assignment, refresher training will be provided when behaviors indicate a need, and/or there are changes to the PTASP, operations, procedures, organizational structure, or when new safety concerns are identified and mitigation measures are developed. Each new Director on the PI Board of Director's receives an orientation packet and the plan will be included.

All transit staff are required to participate in Harassment, Distracted Driving, Injury and Illness Prevention Program, Hazardous Communication, Stress Management, Workplace Violence, Active Shooter, and Ethics. All safety sensitive staff are required to complete the Substance Abuse Awareness Training Program.

Paratransit, Inc.'s training program is constantly updated to reflect the changing regulations and best practices in the industry. Several specialized trainings for Paratransit, Inc.'s environment, policies/procedures, PASS: Passenger Assistance Safety and Sensitivity, and technologies. The road supervisor and dispatcher training includes more emphasis on the office technologies such as Computer Aided Dispatch and Automatic Vehicle Locator software (CAD-AVL), paratransit scheduling software, and The Reporting Solution software. The road supervisors also receive training on farebox troubleshooting, video review, and supervisor-specific reasonable suspicion and harassment trainings. All of the training is also available in an open format for retraining to ensure all staff feel confident in their skills.



All CDL holders have a minimum of 20 hours of classroom training and 30 hours of behind the wheel training. The exact number of training hours varies depending on the operator's license and endorsements. New employees training with PI to obtain their CDL average over 100 hours of training.

Maintenance staff (Mechanics and Service Assistants) must complete the following trainings:

- Preventive Maintenance checklist training
- Personal Protective Equipment (PPE) selection and use
- Shop daily safety inspection and cleaning procedures
- Lockout Tagout equipment procedure
- Proper hydration during summer months
- Tire training
- Eye wash and eye safety procedures
- Proper use of a fire extinguisher
- Spill Management prevention
- Proper air conditioning refrigerant recovery , recycling and service procedures
- Blood borne Pathogen safety training.
- Safety Data Sheet (SDS) location and understanding
- Walking safely in shop
- Proper lifting, bending, carrying
- Moving and road test driving vehicles
- Use of hydraulic lift
- Use of powered hand tools
- Use of compressed air tools
- General use of electric machinery
- Battery jump starting



Paratransit, Inc.'s insurance companies all provide various in-person and online safety training opportunities. PI also prioritizes training for staff through the Transit Safety Institute (TSI) and National Transit Institute (NTI).

Safety meetings are held for all maintenance and also for operations staff. The topics of the safety trainings are often suggested by staff, as a result of a pattern identified within PI, or something that is a current transit trend or update.

Safety Communication

Passengers and Community Communication

External communication occurs through email distribution lists, social media, PI website, and mobile application alerts. Additionally, informational flyers and public notices are posted in the buses.

Internal Communication

The following is Paratransit, Inc.'s system of communication, designed to facilitate a continuous flow of two-way (management, supervisors & employees) safety and health information in a form that is readily understandable to and between all affected personnel:

- New worker orientation, including a discussion of site-specific safety and health policies and procedures
- Follow through by supervision to ensure effectiveness
- Monthly safety training meetings that encourages employee input
- Posted and distributed safety information
- Paper and electronic systems for employees to anonymously inform management about workplace hazards or safety concerns
- Safety Communication Board
- Agency e-mails, and memorandums
- Posters, notices, memos, white board announcements



- Safety messages over the MDT's
- Regular updates to the Board of Directors

Following adoption of this plan, and any subsequent revisions, copies will be provided to Caltrans and SACOG in accordance with Federal Transit Administration guidelines.

Appendices

Appendix A: Record of Revisions

A table that records the history of revisions made to the agency's PTASP is contained in the table that follows. The history of the changes was placed in this appendix to help preserve the page numbering to the extent possible.

Plan Version Number and Updates			
Version Number	Section/Pages Affected	Reason for Change	Date Issued

Appendix B: Glossary of Terms and Acronyms

Term	Definition
Accident	Accident means an Event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause. (per § 673.5)
Accountable Executive	<p>§ 673.5 Definitions – Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency’s Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency’s Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.</p> <p>§ 673.23(d)(1) – The transit agency must identify an Accountable Executive. The Accountable Executive is accountable for ensuring that the agency’s SMS is effectively implemented throughout the agency’s public transportation system. The Accountable Executive is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency’s SMS. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the transit agency’s safety performance cannot be delegated and always rests with the Accountable Executive.</p> <p><i>Each transit agency must identify an Accountable Executive within its organization who ultimately is responsible for carrying</i></p>

Term	Definition
	<i>out and implementing its Safety Plan. A State that drafts a plan on behalf of another recipient or sub-recipient is not the Accountable Executive.</i>
Chief Safety Officer/SMS Executive	<p>§ 673.31 Definitions – Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a transit agency’s chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.</p> <p>Safety Management System (SMS) Executive means a Chief Safety Officer or an equivalent.</p> <p>§ 673.23(d)(2) – The Accountable Executive must designate a Chief Safety Officer or SMS Executive who has the authority and responsibility for day-to-day implementation and operation of an agency’s SMS. The Chief Safety Officer hold a direct line of reporting to the Accountable Executive. A transit agency may allow the Accountable Executive to also serve as the Chief Safety Officer or SMS Executive.</p> <p><i>Each transit agency must identify a Chief Safety Officer within its organization who has the authority and responsibility for day-to-day implementation and operation of the agency’s SMS. The Chief Safety Officer must meet the requirements specified in § 673.31 and § 673.23(d)(2). For SMS to be successful and effective, this person should have a strong working relationship with the operations and asset management functions at the transit agency.</i></p> <p><i>Small public transportation providers may designate a Chief Safety Officer or SMS Executive who also manages other</i></p>

Term	Definition
	<p><i>functions, such as operations, maintenance, and grant administration. For these transit agencies, the Chief Safety Officer may be a full-time employee of the transit system who has responsibility for duties other than safety, a part-time employee of the transit system, or a contracted employee.</i></p> <p><i>Bus transit systems that operate more than 100 vehicles in peak revenue service should have a dedicated Chief Safety Officer, given the increased safety risk of those systems. However, this is not a requirement.</i></p>
Consequence	Consequences are outcomes or what those conditions can cause. Transit agencies should assess the likelihood and severity of the <i>consequences</i> of a hazard, not of the hazard itself (per § 673.5)
Event	Event means any Accident, Incident, or Occurrence. (per § 673.5)
Hazard	Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. Hazard are conditions. (per § 673.5)
Incident	Incident means an Event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency. (per § 673.5)
Occurrence	Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency. (per § 673.5)

Term	Definition
Performance Target	Performance target means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA). (per § 673.5)
Safety Performance Target	Safety performance target means a Performance Target related to safety management activities. (per § 673.5)
Serious Injury	Serious injury means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface. (per § 673.5)

Acronyms:

Caltrans: California Department of Transportation

Cal-OSHA: California Department of Occupational Safety and Health

CSO: Chief Safety Officer

DR: Demand Response

FTA: Federal Transit Administration

MB: Motor Bus

NTD: National Transit Database

NDOT: Nevada Department of Transportation



PI: Paratransit, Inc.

PPE: Personal Protective Equipment

PTASP: Public Transit Agency Safety Plan

SMS: Safety Management System

SOP: Standard Operating Procedure

TrAMS: Transit Award Management System

Appendix C: 2018 NTD Safety & Security Quick Reference Guide – Non-Rail Mode Reporting

Reportable Event: A safety or security event occurring: on transit right-of-way or infrastructure, at a transit revenue facility, at a maintenance facility or rail yard, during a transit-related maintenance activity, or involving a transit revenue vehicle. Excluded from this event reporting requirement are events that occur off transit property where affected persons, vehicles, or objects come to rest on transit property after the event, OSHA events in administrative buildings, deaths that are a result of illness or other natural causes, other events (assault, robbery, non-transit vehicle collisions, etc.) occurring at bus stops or shelters that are not on transit-controlled property, collisions that occur while travelling to or from a transit-related maintenance activity, collisions involving a supervisor car, or other transit service vehicle operating on public roads.

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
MAJOR THRESHOLDS	NON-MAJOR THRESHOLDS
<p>An event meeting the reportable event definition AND meeting <i>one or more</i> of the following reporting thresholds:</p> <ul style="list-style-type: none"> • A fatality confirmed within 30 days (including suicide) • An injury requiring transport away from the scene for medical attention for one or more persons (partial exception in the case of Other Safety Events) 	<p>Less severe Other Safety Occurrence Not Otherwise Classified (OSONOC) injuries meeting the reportable event definition that is NOT a result of a collision, derailment, evacuation, security event, hazmat spill, or Act of God and non-major fires.</p> <p>OSONOC:</p> <ul style="list-style-type: none"> • Single injury event requiring transport away from the scene for

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
MAJOR THRESHOLDS	NON-MAJOR THRESHOLDS
<ul style="list-style-type: none"> Estimated property damage equal to or exceeding \$25,000 An evacuation for life safety reasons Collisions involving transit roadway revenue vehicles that require towing away of a transit roadway vehicle or other non-transit roadway vehicle <p>Reports are due within 30 days of the date of the event.</p>	<p>medical attention (do not report “minor” collisions on S&S-50)</p> <p>Fires:</p> <ul style="list-style-type: none"> Requires suppression that does not meet a major incident reporting threshold <i>injury, fatality, evacuation, or property damage of \$25,000 or more</i> <p>Reports due by the end of the following month (e.g., January data due by end of February)</p>

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
EVENT TYPES	EVENT TYPES
<ul style="list-style-type: none"> • A collision (including suicide/attempted suicide) • A fire • A hazardous material spill (requires <i>specialized</i> clean-up) • Acts of God (nature) • System security: <ul style="list-style-type: none"> ○ Arson ○ Bomb threat/bombing ○ Burglary/vandalism ○ Chemical/biological/radiological/nuclear release ○ Cyber security event ○ Hijacking ○ Sabotage ○ Suspicious package ○ Other security event (shots fired, projectiles, etc.) • Personal Security: <ul style="list-style-type: none"> ○ Assault ○ Homicide ○ Robbery ○ Larceny/theft ○ Motor vehicle theft ○ Rape 	<p>OSONOC:</p> <p>Injury due to:</p> <ul style="list-style-type: none"> • Slip/trip • Fall <ul style="list-style-type: none"> ○ Including person making contact with a non-moving transit vehicle • Injury to maintenance workers • Boarding/alighting • Electric shock/burns • Abrupt or evasive transit vehicle maneuvers • Mobility device (e.g. wheelchair) securement issues • Injury sustained on a mobility device lift • Stairs/elevator/escalator injury <p>Fire:</p> <ul style="list-style-type: none"> • Requires suppression but no major threshold is met <ul style="list-style-type: none"> ○ Small fire in transit station ○ Small engine fire on transit vehicle

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
EVENT TYPES	EVENT TYPES
<ul style="list-style-type: none"> ○ Other personal security events (non-collision suicide/attempted suicide, etc.) ● OSONOC (two injuries and/or another threshold) ○ Miscellaneous events that meet a threshold 	

Appendix D: Safety Risk Matrix

Safety Risk Matrix					
Likelihood/Probability	Rare (1)				Flood
	Unlikely (2)				
	Possible (3)			Fire	Gas leak
	Likely (4)	Power Outage		Traffic	Serious Injury
	Definite (5)	Cold/Hot Temperatures	FOG	FOG with Heavy Traffic	Serious Injury
		Insignificant (1)	Marginal (2)	Moderate (3)	Critical (4)
Severity/Seriousness					
					Catastrophic (5)

Appendix E: Risk Score Legend

Risk Score Legend

Risk Score	Risk Level Category	Description
1-4 (green)	Low Risk	Manage by routine procedures and operations; should not require much attention.
5-9 (yellow)	Moderate Risk	Manage by specific monitoring or response procedures.
10-14 (orange)	High Risk	Requires escalation to management.
15-25 (red)	Critical Risk	Requires escalation to Accountable Executive.



**Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 7B**

AGENDA TITLE: Adopt Resolution 20-20 Authorizing the Chief Executive Officer (CEO) to Execute an Agreement for the Clean Mobility Grant Funding Program, Ratifying the Submittal of the Grant Application and Further Authorizing the CEO to Execute Any Amendments, as Necessary

MEETING DATE: November 16, 2020

PREPARED BY: Tiffani M Fink, Chief Executive Officer

RECOMMENDED ACTION:

Adopt Resolution 20-20, authorizing the CEO to execute an agreement for the Clean Mobility Grant Funding Program, ratifying the submittal of the grant application and further authorizing the Chief Executive Officer to execute any amendments, as necessary..

BACKGROUND AND DISCUSSION:

The Clean Mobility Option Voucher Program provides funding and operations for programs that promote the use of alternative fuels and benefit populations within disadvantaged communities. Paratransit, Inc. submitted an application (#14) and applications are reviewed in the order of receipt.

The application submitted by Paratransit is to purchase five (5) CNG minivans to be provided to local non-profits in South Sacramento who serve at risk youth. This program requested capital funds, as well as, marketing, maintenance and operations funds. The program will be based off our existing CTSA partnerships programs and will combine with our Moving Youth to Jobs efforts to expand the broader Access for Youth program ideas included in the approved Business Development Plan. As part of the program, Paratransit conducted significant outreach (with the assistance of Councilmember Carr) to local non-profits to determine the needs in the community.

A resolution from the Paratransit, Inc. Board of Directors is required for this specific grant application.

FISCAL IMPACT:

These revenues are not included as part of the Fiscal Year 20/21 Budget at this time. If awarded, the budget would be amended to reflect this additional expense and revenue. The project can be delivered within the current budget and additional grant funds.

ATTACHMENTS:

1. Resolution 20-20



RESOLUTION 20-20

AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AN AGREEMENT FOR THE CLEAN MOBILITY FUNDING PROGRAM, RATIFYING THE SUBMITTAL OF THE GRANT APPLICATION AND FURTHER AUTHORIZING THE CEO TO EXECUTE ANY AMENDMENTS, AS NECESSARY

WHEREAS a statewide Call for Projects was opened for the Clean Mobility Options; and

WHEREAS Paratransit, Inc. applied for funding and operational expenses and vehicles to expand our vehicle program to non-profits serving youth; and

WHEREAS Paratransit, Inc. has successfully developed and implemented CTSA vehicle lending partnerships with agencies serving seniors and persons with disabilities .

NOW THEREFORE BE IT RESOLVED that the Board of Directors of Paratransit, Inc. does hereby authorize the CEO to execute an agreement for the Clean Mobility funding program.

NOW, THEREFORE BE IT FURTHER RESOLVED, that the Board of Directors of Paratransit, Inc. ratifies the submittal of the grant application.

NOW, THEREFORE BE IT FURTHER RESOLVED, .that the Board of Directors of Paratransit, Inc. authorizes the CEO to execute all amendments, as necessary.

Anna Fontus
President

Date



**Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 6A**

AGENDA TITLE: Adopt Resolution 21-20 Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a CTSA and General Partnership Agreement with River City Food Bank.

MEETING DATE: November 16, 2020

PREPARED BY: Tiffani M. Fink, Chief Executive Officer

RECOMMENDED ACTION:

Adopt Resolution 21-20 authorizing the Chief Executive Officer (CEO) to Negotiate and Execute a CTSA and General Partnership Agreement with River City Food Bank.

BACKGROUND AND DISCUSSION:

Paratransit, Inc. is the oldest and longest continually operating Consolidated Transportation Services Agency (CTSA) in the State of California, with the legislation enacted in the Mills-Alquist-Deddeh Act (TDA) modeled after Paratransit. One of the largest keys to our success as a CTSA has been our substantial community partnerships with other social services agencies, and Paratransit sustaining this work was a key element of the transition plan. Paratransit currently has 11 CTSA partners it collaborates with to serve the residents of Sacramento County. With the pandemic and the increased need to link food to seniors and persons with limited mobility options to travel instruction, this connection has grown even stronger. With Paratransit's expanded work in food access, we have begun collaborating with River City Food Bank. Consistent with the adopted Business Development Plan, staff

recommends entering into a General Partnership and CTSA Agreement with River City Food Bank.

The Agreement proposed would be a mutual benefit agreement. Paratransit would be able to assist with offset of some maintenance and IT software costs through our partnership funding. In addition, this Agreement would allow River City Food Bank to contract maintenance work to Paratransit for corrective maintenance. Additionally, as the Food Bank also provides family/social services to assist their clients, Paratransit will provide mobility management resources and access for direct referrals to assist these clients in using public transportation to access school, employment and basic needs. This work will utilize much of the infrastructure developed during our Wheels to Work workforce development mobility management program. These resources had been reduced without a dedicated referral source but with the addition of River City and Sacramento Food Banks, we are able to revisit these programs.

FISCAL IMPACT:

All CTSA activities can be accommodated within the existing budget. Cost for services such as providing services and maintenance would be offset by revenues received under the Agreement.

ATTACHMENTS:

1. Resolution 21-20



**RESOLUTION NO. 21-20
AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO
NEGOTIATE AND EXECUTE A CTSA AND GENERAL PARTNERSHIP
AGREEMENT WITH RIVER CITY FOOD BANK**

WHEREAS, Paratransit, Inc. has collaborated with River City Food Bank during the COVID-19 pandemic;

WHEREAS, food services are integrally tied to transportation;

WHEREAS, Paratransit's has expanded into food access work during the COVID-19 pandemic;

WHEREAS, River City Food Bank is a non-profit organization and meets the criteria for a CTSA partner;

WHEREAS, has identified a need to expand senior food programs moving forward; and

WHEREAS, this agreement will be a mutual benefit agreement allowing Paratransit to track and provide support for transportation services and would extend maintenance and mobility management partnership and contracted services to River City Food Bank.

NOW, THEREFORE BE IT RESOLVED that the Board of Directors of Paratransit, Inc. adopts Resolution 216-20 authorizing Paratransit's Chief Executive Officer to negotiate and execute on behalf of Paratransit, Inc. a CTSA and General Partnership Agreement with River City Food Bank.

Anna Fontus, President
Paratransit, Inc., Board of Directors
Dated: November 16, 2020



**Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 6B**

AGENDA TITLE: Discussion and Selection of Directors for the 7 Board Seats and Board Term Lengths effective January 1, 2021

MEETING DATE: November 16, 2020

PREPARED BY: Tiffani M. Fink, Chief Executive Officer

RECOMMENDED ACTION:

Discussion and selection of Directors for the 7 Board Seats and Board Term lengths effective January 1, 2021.

BACKGROUND AND DISCUSSION:

Following the discussion and action from The September Board meeting, this discussion will focus on next steps to selecting the members of the future Board of Directors. A presentation will be presented during the meeting for facilitation. In accordance with the implementation timeline, the scheduled dates are:

September Board Meeting: Action on Board Structure and Discussion on Candidate Selection Criteria and Process

November Board Meeting: Consideration of Individuals for appointment to the Board effective January 1, 2021.

December 31, 2020: Expiration of existing terms
January 2021: New Board members terms take effect

FISCAL IMPACT:

There is no fiscal impact associated with the change in the bylaws proposed.

ATTACHMENTS:

None



Paratransit, Inc.
Board of Directors Staff Report
Agenda Item 6C

AGENDA TITLE: Adopt Resolution 22-20 Formally Deferring the Selection of Board Officers and the Board of Directors Meeting Calendar Adoption until the 1st Meeting of the New Board of Directors in January 2021

MEETING DATE: November 16, 2020

PREPARED BY: Tiffani M Fink, Chief Executive Officer

RECOMMENDED ACTION:

Staff recommends that the Board of Directors adopt Resolution 22-20 formally deferring the selection of Board Officers and the Board of Directors Meeting Calendar adoption until the 1st meeting of the new Board of Directors in January 2021.

BACKGROUND AND DISCUSSION:

Each year, the Bylaws require the selection and adoption of Board Officer at the November Board meeting. Due to the on-going Board governance process, staff is recommending that this item be deferred so that Officers may be selected by the new Board rather than the existing Board. Additionally, annually executive staff prepares the meeting calendar for the Board of Directors.

Due to the upcoming change in Board Governance, staff recommends deferral of these items until the January Board meeting when they can be adopted by the new Board.

FISCAL IMPACT:

None

ATTACHMENTS:

1. Resolution 22-20



RESOLUTION NO. 22-20

**FORMALLY DEFERRING THE SELECTION OF BOARD OFFICERS AND THE
BOARD OF DIRECTORS MEETING CALENDAR ADOPTION UNTIL THE 1ST
MEETING OF THE NEW BOARD OF DIRECTORS IN JANUARY 2021**

WHEREAS, Paratransit, Inc. holds Board of Directors Meetings that are regularly scheduled and open to the public; and

WHEREAS, annually the Calendar of Board Meetings for the upcoming year is adopted in November; and

WHEREAS, the Bylaws of the Board of Directors calls for the election of Board Officers in November; and

WHEREAS, in accordance with the change in Board Governance structure a new Board will take effect on January 1, 2020; and

WHEREAS, the adoption of Officers and Board meeting dates shall be decided by the new Board of Directors.

NOW, THEREFORE BE IT RESOLVED, that the Board of Directors of Paratransit, Inc. adopts Resolution 22-20 formally deferring the selection of Board Officers and the Board of Directors Meeting Calendar adoption until the 1st meeting of the new Board of Directors in January 2021.

Anna Fontus, President
Paratransit, Inc., Board of Directors
Dated: November 16, 2020