



**paratransit**  
creating independence through smart transit **inc.**

Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

## **BOARD OF DIRECTORS' MEETING**

**Paratransit, Inc.  
2501 Florin Road  
Sacramento, CA 95822**

[www.paratransit.org](http://www.paratransit.org)

**6:00 P.M. Monday, September 17, 2018**

The Paratransit Board of Directors welcomes, appreciates, and encourages participation in the Board Meeting. Because there is a great deal of business to conduct, the Board of Directors requests that you limit your presentation to three (3) minutes per person so that all present will have time to participate. The Board of Directors reserves the right to reasonably limit the total time for public comment on any particular noticed agenda item as it may deem necessary. Please fill out a Speaker Card if you wish to address the Board during the meeting. Speaker Cards are provided on the table at the sign-in desk.

### **AGENDA**

- I. **Call to Order/Roll Call** Directors Faust, Fontus, Hansen, Hume, Leventon, Nguyen, Rehimtoola, Steinert, Vacant

**OUR MISSION: To expand mobility options by: Advocating for a fully-accessible integrated public transportation system, and by providing innovative community transportation services.**

- II. **Public Comment**

- III. **Consent Calendar**

A. Approve minutes of the June 18, 2018 Board of Directors Meeting (Parker) (pages 1-5)

- IV. **OPEN NOMINATIONS FOR OFFICERS TO THE BOARD OF DIRECTORS FOR CALENDAR YEAR 2019, PRESIDENT, VICE-PRESIDENT, SECRETARY, TREASURER-NOMINATING COMMITTEE** (Steinert)



**President**

**Vice President**

**Secretary**

**Treasurer**

**V. Staff Reports**

- A. CEO Report (Fink) (pages 6-7)
- B. Financial Report (Cappellari) (pages 8-15)

**VI. Community Partnerships**

**VII. Action Items**

- A. Adopt Resolution No.14-18 authorizing the Chief Executive Officer to negotiate and execute a Memorandum of Understanding (MOU) with the San Joaquin Regional Transit District (SJRTD) for countywide Americans with Disabilities Act (ADA) eligibility and certification and travel training services and further authorizing the Chief Executive Officer to negotiate and execute all necessary amendments (pages 16-18)
- B. Adopt Resolution No.15-18 authorizing the Chief Executive Officer (CEO) to execute an agreement with Juma for the moving youth to jobs project and further authorizing the CEO to execute all necessary amendments (pages19-21)
- C. Adopt Resolution No.16-18 authorizing the Chief Executive Officer to sign amendment #1 to the amended and restated ADA Paratransit Services Agreement with Sacramento Regional Transit District and further authorizing the CEO to negotiate and execute an amendment regarding the first option year and clean up from the fare change and necessary changes to reflect the impact of the adjustment (pages 22-24)
- D. Adopt Resolution No. 17-18 authorizing the Chief Executive Officer (CEO) to apply for the Federal Transit Authority Technical Assistance and Workforce Development Program Funds for the Mobility Management Center Project, and further authorizing the CEO to execute all documents, if awarded (pages 25-27)
- E. Adopt Resolution No. 18-18 authorizing the Chief Executive Officer (CEO) to execute an agreement with the Sacramento

Area Council of Governments Green Region Program for the multi-modal enhancement project, and further authorizing the CEO to execute all documents, if awarded (pages 28-30)

- F. Adopt Resolution No. 19-18 authorizing the Chief Executive Officer (CEO) to enter into a contract with KNF&T Staffing for three years, not to exceed \$130,000 for temporary staffing in the Boston eligibility office. (pages 31-32)
- G. Adopt Resolution No. 20-18 authorizing the Chief Executive Officer to negotiate and execute a Memorandum of Understanding (MOU) with United Cerebral Policy (UCP) for Americans with Disabilities act (ADA) and non-ADA services subject to annual budget appropriation limits and further authorizing the Chief Executive Officer to negotiate and execute all necessary amendments (pages 33-34)
- H. Adopt Resolution No. 21-18 opposing Proposition 6 which would repeal Senate Bill 1 (chapter 5, statutes of 2017) the Road Repair and Accountability Act of 2017, and further authorizing the CEO to communicate this position to all relevant parties and to have Paratransit, Inc. listed as a member of the diverse coalition opposed to proposition 6 (pages 35-38)
- I. Adopt Resolution No. 22-18 the major service change for Non Americans with Disabilities Act (ADA) service. (pages 39-41)
- J. Adopt Resolution No. 23-18 The Fare Change Policy for Non Americans with Disabilities Act (ADA) service (pages 42-44)
- K. Adopt Resolution No. 24-18 updating the Paratransit, Inc. Equal Employment Opportunity Plan (pages 45-55)  
  
\*\*\* Memorandum and Ridership Guide (pages 56-70) \*\*\*
- L. Adopt Resolution No. 25-18 The Abusive or Disruptive Behavior Policy for Non Americans with Disabilities Act (ADA) service (pages 71-72)
- M. Adopt Resolution No. 26-18 the Cancel/No Show Policy for Non Americans with Disabilities Act (ADA) service (pages 73-75)

- N. Adopt Resolution No. 27-18 the Fare Policy for Non Americans with Disabilities Act (ADA) service.(pages 76-77)
  
- O. Adopt Resolution No. 28-18 the Carry-On Bags/Packages Policy for the Non Americans with Disabilities Act (ADA) service. (pages 78-79)
  
- P. Adopt Resolution No. 29-18 The Transporting of Children Policy for Non Americans with Disabilities Act (ADA) (pages 80-81)
  
- Q. Adopt Resolution No. 30-18 The Transporting Service Animals Policy for Non Americans with Disabilities Act (ADA) service (pages 82-84)
  
- R. Adopt Resolution No. 31-18 The Same Day Ride Policy for Non Americans with Disabilities Act (ADA) service (pages 85-86)
  
- S. Adopt Resolution No. 32-18 The Lost and Found Policy for Non Americans with Disabilities Act (ADA) service (pages 87-88)
  
- T. Adopt Resolution No. 33-18 the Service Days and Hours Policy for Non Americans with Disabilities Act (ACT) service.(pages 89-90)

**VIII. Board Comments/ Reports/ Future Agenda Items**

**IX. Adjournment**

**Next Regularly Scheduled Board of Directors' Meeting will be held on**

**Monday, November 19, 2018  
at 6:00 pm at:**

**Paratransit, Inc.  
2501 Florin Road  
Sacramento, CA 95822**

**ADA COMPLIANCE STATEMENT**

The meeting facilities are accessible to persons with disabilities. For requests for interpreting services, assistive listening devices, or other considerations, please contact the Chief Administrative Officer at (916) 429-2009. Requests should be made no later than three (3) working days prior to the meeting.

**MEETINGS OF INTEREST**

**REGIONAL TRANSIT'S BOARD OF DIRECTOR'S MEETING**

**Sept. 24, 2018 at 5:30 pm and Oct. 22, 2018 at 5:30 pm**

**REGIONAL TRANSIT'S MOBILITY ADVISORY COUNCIL:** Next meeting: Thursday, July 4, 2018 - 2:30 P.M., and Nov. 1, 2018 **MAC ACCESS AND INFRACTURE COMMITTEE MEETING** 1400 29<sup>th</sup> Street, Regional Transit Auditorium

**Sacramento County Disability Advisory Commission:** Oct. 2, 2018

The DAC meets the 1<sup>st</sup> Tuesday of the month 5:00 pm-7:00 pm, in Hearing Rm 1, County Administration Center, 700 H Street

**SACRAMENTO CITY DISABILITIES ADVISORY COMMISSION:** Next meeting: Thursday, Oct. 18,, 2018- 6:00 P.M., 915 I Street, First floor Conference Room 1104

\* To access a complete Board of Directors' packet containing all attachments to this Agenda, please refer to the Board of Directors section of Paratransit's website at: [www.paratransit.org](http://www.paratransit.org).

## BOARD OF DIRECTORS' MEETING

### MINUTES:

June 18, 2018  
6:00 pm  
2501 Florin Road  
Sacramento, CA 95822

#### Board Members Present:

Pat Hume  
Jill Faust  
Scott Leventon  
Mary Steinert  
Anna Fontus  
Vacant

#### Absent:

Steve Hansen

#### Public Present

Janice Labrado, Regional Transit  
Mike Barnbaum  
Rev. Dr. Jocelyn Hicks

#### Staff Present:

Tiffani Fink	Kathy Sachen	Julio Diaz	Tom Roberts
Lisa Cappellari	Kevin Welch	Gary Vickers	Louise Friedlander
Linda Parker	Mary Harding	Luke Mulder	

**Call To Order/Roll Call:** Director Steinert called the meeting to order at 6:00 pm. Directors Faust, Fontus, Hansen, Hume, Leventon, Nguyen, Rehimtoola, Steinert, Vacant

#### Reflections on Paratransit's Mission:

Director Steinert opened the meeting by reading our mission statement.

#### Public Comment:

Mike Barnbaum provided an up-date regarding pride Industries facility on National Drive.

Reverend Dr. Jocelyn Hicks is concerned about the cost of the monthly pass and the trip limitation of 60 rides. She will go and speak with Sacramento Regional Transit about it. She doesn't know why Non ADA trips are not covered by the pass and would like to understand.

## **Consent Calendar**

Approve minutes of the May 21, 2018 Board of Directors Meeting (Parker)

Director Leventon made a motion to approve the Consent Calendar, which was seconded by Director Faust. The motion passed unanimously.

**AYES:** Faust, Fontus, Hume, Nguyen, Leventon, Rehimtoola, Steinert

**NOES:** None

**Abstentions:**

**Absent:** Hansen

## **Presentation of FY 19 budget and Consideration for Adoption:**

Tiffani Fink Chief Executive Officer reviewed the Fiscal 2019 budget indicating the year will be a year of regrowth with a modest growth projected in our core business of providing elderly and disabled services which are in accordance with the adopted Nelson/Nygaard study. The Innovative Paradigms and Diversified Services Divisions have been re names and re branded as mobility Management Services.

There are increased appropriations from the Sacramento transportation Authority for Measure funding and from the Sacramento Area Council of Government for transportation Development Act funds.

Paratransit is now contributing \$5,588,410 in funds to support core ADA service in FY 19. This level of funding now represents 1/3 of the ADA service costs.

The Capital Plan is modest with no new projects proposed (beyond those already committed to in FY28).

## **ACTION ITEMS:**

**Resolution No. 11-18** Adopting the Paratransit, Inc. Fiscal year 2018-2019 Operating Budget

Discussion: Director Rehimtoola asked if additional layoffs would occur. Ms. Fink said there will be no further layoffs at this time.

Director Hume made a motion to adopt Resolution No. 11-18 which was seconded by Director Nguyen and passed unanimously.

AYES: Faust, Fontus, Hume, Leventon, Nguyen, Rehimtoola, Steinert  
NOES: None  
ABSECTIONS: None  
ABSENT: Hansen

**Resolution No. 12-18** Adopting the Paratransit, Inc. Fiscal Year 2018-2019 Capital Budget

Director Hume made a motion to adopt Resolution No. 12-18 which was seconded by Director Nguyen and passed unanimously.

**AYES:** Faust, Fontus, Hume, Leventon, Nguyen, Rehimtoola, Steinert  
**NOES:** None  
**ABSTENTIONS:** None  
**ABSENT:** Hansen

**Resolution No.13-18** Adopting Amendment to Bylaws By Paratransit, Inc. to Amend Article VI. Sections 6.01 And 6.02 (d) of its Bylaws

Discussion: Director Hume asked for clarification of positions. Ms. Fink said there are 2 different positions. The Treasurer is a Board position and the Chief Financial Officer position is a staff position.

Director Hume made a motion to adopt Resolution No. 13-18 which was seconded by Director Nguyen and passed unanimously.

**AYES:** Faust, Fontus, Hume, Leventon, Nguyen, Rehimtoola, Steinert  
**NOES:** None  
**ABSTENTIONS:** None  
**ABSENT:** Hansen

**Resolution No.14-18** Adopting the 2018-2021 Title VI Program and authorizing the Chief Executive Officer to make administrative adjustments to the program as needed.

Discussion: Mike Barnbaum from the public stated that Title VI is a civil rights report and should not be confused with Title IX which is an education discrimination report.

Director Faust made a motion to adopt Resolution No.14-18 which was seconded by Director Nguyen and the motion passed.

**AYES:** Faust, Fontus, Hume, Leventon, Nguyen, Rehimtoola, Steinert  
**NOES:** None  
**ABSTENTIONS:**  
**ABSENT:** Hansen



### **Staff Reports:**

**CEO REPORT:** Chief Executive Officer, Tiffani Fink verbalized her report recapping the research completed on the Articles of Incorporation and the bylaws, the revision and updates of policies and procedures, and plans to move forward with strategic planning as Paratransit a Mobility Agency.

A special meeting will be held in August as a public hearing to allow the public to comment on proposed policies for Non ADA ride services.

Ms. Fink updated the Board about the Civic Lab project, talked about changes to the department formerly known as Innovative Paradigms and congratulated the Paratransit, for participation in the Roadeo Nationals in Pittsburg, PA earlier in the month.

The maintenance shop has been inspecting and taking delivery of all 54 new CNG vehicles and the CNG fueling station is almost completed. It should be operational in July 2018.

**CFO Report:** Chief financial Officer, Dr. Lisa Cappellari verbalized her written report and reviewed statistics for the rolling year of April 2017 to March 2018. Overall trips were down approximately 4.1%. The decrease is attributed to the decline of trips being provided by the CTSA partner agencies.

**Discussion:** Director Hume inquired about the cost of CTSA service compared to demand/response service and maintenance costs incurred by maintaining the aging CTSA fleet. Ms. Fink responded by discussing the asset management software, EAM and how it will help Paratransit to track costs. This year for the first time, new vehicles were provided to some of the CTSA partners in anticipation of maintenance costs being lower for these services.

Director Faust asked about the fuel savings that will be incurred now that CNG vehicles are in the fleet. Ms. Fink explained there will be some savings as the fleet is now about 20% CNG.

Director Faust also asked if coupons and pass sales made a difference in the cost of service to which Ms. Fink said there were no cost savings as a result of these sales.

### **Announce adjournment to Closed Session:**

The meeting was adjourned to closed session by Director Steinert at 6:44 pm

A. Employee Performance Evaluation Pursuant to Government Code Section 54957

1. Title: Chief Executive Officer

### **Reconvene to Open Session and Report Action, If Any Taken**

Director Steinert reconvened the meeting to open session at 7:07 pm, Director Hume reported that based on the exemplary leadership displayed Chief Executive Officer Tiffani Fink during a difficult budget year an stability of the Organization an incentive of 3% has been approved by the Board of Directors.

**Board comments/Reports/Future Agenda Items:**

Ms. Fink announced that there is an error in the Agenda as to the next Meeting of the Sacramento Regional Transit Board Meeting. The next meeting is scheduled for July 23, 2018.

**Adjournment:**

Director Leventon made a motion to adjourn the meeting which was seconded by Director Faust. The meeting was adjourned at 7:12 pm

**AYES:** Faust, Fontus, Hansen, Leventon, Steinert

**NOES:** None

**ABSTENTIONS:** None

**ABSENT:** Hume, Nguyen, Rehimtoola

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Linda Parker,  
Assistant Secretary to the Board of Directors

Date



**MEMORANDUM**

TO: BOARD OF DIRECTORS  
FROM: TIFFANI FINK, CHIEF EXECUTIVE OFFICER  
RE: CHIEF EXECUTIVE OFFICER'S REPORT  
DATE: SEPTEMBER 17, 2018

**DEPARTMENT UPDATES AND UPCOMING WORK PLAN ITEMS:**

Beginning with the September Board Meeting, I will be transitioning the Department Updates and Agency Activities and Upcoming Work Plan items to a PowerPoint presentation at the meeting. This will allow for the items to become a more interactive discussion as new projects are introduced and Board Member input solicited. Following each meeting, a copy of the PowerPoint will be posted to the website on the Board Agenda page.

As noted below, this hard copy report will still be prepared for standing Board initiatives and legislative updates.

**LEGISLATIVE UPDATES:**

The largest piece of uncertainty with legislation remains the effort to pass Proposition 6. Proposition 6 seeks to repeal Senate Bill 1, the Road Repair and Accountability Act of 2017. Due to the serious and potentially immediate impacts of this proposed initiative, an item has been placed on tonight's Board Agenda for possible action to formally Oppose Proposition 6.

**PARATRANSIT, INC. TURNS 40:**

On July 20<sup>th</sup>, Paratransit, Inc. officially turned 40. Staff has begun working with the Executive Committee to plan an event(s) to commemorate this remarkable achievement. Since its founding Paratransit has committed itself to being a trailblazer in the field of ADA services and Mobility Management and this work continues today as we begin new programs, re-defining Mobility for decades ahead.



Building upon the platform of Paratransit, Inc. as a Mobility Agency, staff is presenting the last of the outstanding policies for Board Consideration tonight. Following tonight's meeting staff will prepare a final Board Policy and Procedure Manual and staff is prepared to return to the Board at the November meeting with several items for Board discussion and consideration including possible adoption on a statement of Mobility, program goals for 2019 and beyond, as well as next steps in Agency structuring such as the setting of specific goals and Board policies related to Fares, Investments and Service Delivery.

As always, I am available for any questions.



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## MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: LISA CAPPELLARI, CHIEF FINANCIAL OFFICER *L. Cappellari*

SUBJECT: JULY 2018 PERFORMANCE REPORT

DATE: SEPTEMBER 17, 2018

All financial and operating data are through July 2018.

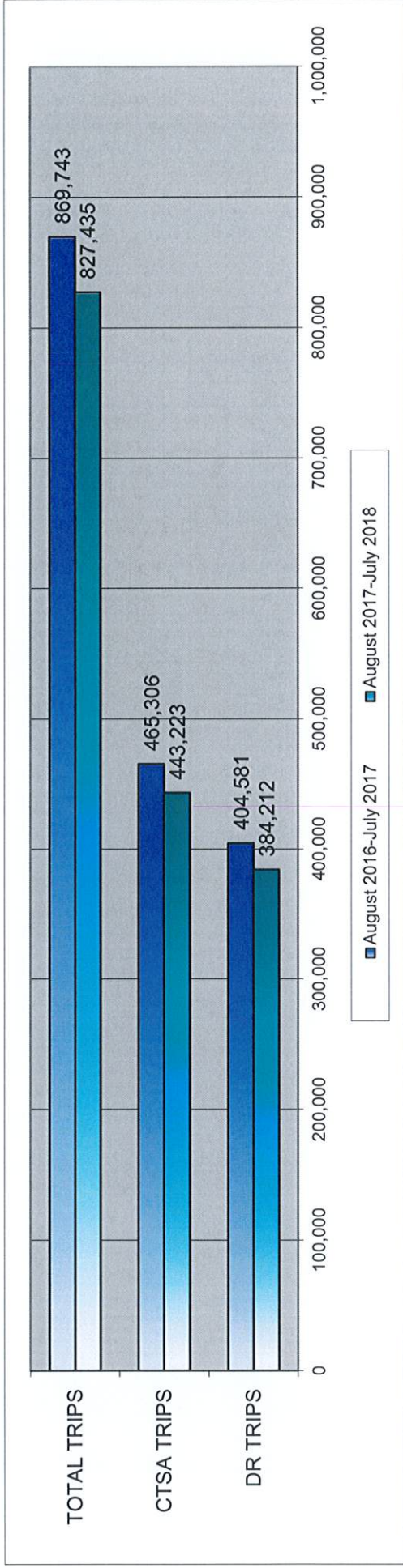
- Rolling year (August 2017 to July 2018) trips provided decreased by 4.9%. Rolling year CTSA trips were down by 22,083 or 4.7% and rolling year DR trips were down 20,369 or 5.0%.
- Year-to-date (YTD) total trips provided decreased by 0.9% or 595 trips over July 2017 for a YTD total of 68,761. The YTD decrease was driven by a 5.1% decrease in DR trips while the CTSA service showed an increase in trips by 3.1%.
- Overall YTD cost per trip provided increased by 11.7% from FY17. YTD CTSA cost per trip provided increased by 3.6% and YTD DR cost per trip provided increased by 17% over prior year.
- The YTD combined fare recovery ratio decreased by 0.5% from FY17 to 11.6% and remains above our goal of 10%, and higher than the TDA-required minimum of 5%.
- The YTD on-time performance rate is 95.4%.

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



Paratransit, Inc.  
July 2018 Performance Report

ROLLING YEAR TRIPS PROVIDED



August 2017-July 2018  
Total Trips Provided  
827,435

August 2016-July 2017  
Total Trips Provided  
869,743

**(42,308)**  
**-4.9%**

August 2017-July 2018  
CTSA Trips Provided  
443,223

August 2016-July 2017  
CTSA Trips Provided  
465,306

**(22,083)**  
**-4.7%**

August 2017-July 2018  
DR Trips Provided  
384,212

August 2016-July 2017  
DR Trips Provided  
404,581

**(20,369)**  
**-5.0%**

Change  
Variance

	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017
Total Trips	82,825	74,543	72,027	67,464	67,736	67,522	65,868	79,348	71,211	77,327	74,516	69,356
CTSA Trips	48,122	41,129	38,369	34,858	34,677	36,073	34,049	41,831	37,694	41,825	40,663	36,016
DR Trips	34,703	33,414	33,658	32,606	33,203	31,449	31,819	37,517	33,517	35,502	33,853	33,340

	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018
Total Trips	78,978	68,558	73,626	67,398	63,247	68,069	63,408	70,407	68,612	71,193	66,709	67,230
CTSA Trips	44,158	36,499	39,808	35,753	32,236	37,237	33,944	37,992	36,612	37,990	35,397	35,597
DR Trips	34,820	32,059	33,818	31,645	31,011	30,832	29,464	32,415	32,000	33,203	31,312	31,633













**Paratransit, Inc.**  
**July 2018 Performance Report**

**TRANSPORTATION DEVELOPMENT ACT PERFORMANCE CRITERIA**

Cost per Vehicle Service Mile		
FY19	JUL	YTD
Combined	\$4.28	\$4.28
CTSA	\$0.85	\$0.85
DR	\$5.95	\$5.95

Trips Provided per 100 Vehicle Service Miles		
FY19	JUL	YTD
Combined	16.42	16.42
CTSA	27.06	27.06
DR	11.24	11.24

Trips Provided per Vehicle Service Hour		
FY19	JUL	YTD
Combined	2.7	2.7
CTSA	5.1	5.1
DR	1.7	1.7


DR On-Time Performance		
FY19	JUL	YTD
DR	95.4%	95.4%



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### MEMORANDUM

**TO:** BOARD OF DIRECTORS

**FROM:** TOM ROBERTS, DEPUTY EXECUTIVE DIRECTOR 

**RE:** STAFF RECOMMENDS THE BOARD OF DIRECTORS ADOPTS RESOLUTION 14-18 AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE A MEMORANDUM OF UNDERSTANDING (MOU) WITH THE SAN JOAQUIN REGIONAL TRANSIT DISTRICT (SJRTD) FOR COUNTYWIDE AMERICANS WITH DISABILITIES ACT (ADA) ELIGIBILITY AND CERTIFICATION AND TRAVEL TRAINING SERVICES AND FURTHER AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE ALL NECESSARY AMENDMENTS

**DATE:** SEPTEMBER 17, 2018

Paratransit, Inc. has been providing Americans with Disabilities Act (ADA) Eligibility services to the San Joaquin Regional Transit District (SJRTD) for several years. Additionally, Paratransit, Inc. has previously provided travel training services to SJRTD. SJRTD has recently been designated the Consolidated Transportation Service Agency (CTSA) for San Joaquin County and has requested Paratransit, Inc. now assist them in providing those services county-wide. Under the terms of this MOU, Paratransit will be expanding our work to include eligibility and travel training services to the City of Lodi, City of Escalon, City of Manteca and the City of Tracey. The initial term of the MOU is for two years and can be extended based on agreement by both parties.

Paratransit staff have been working actively for approximately a year with SJRTD and the local jurisdictions within San Joaquin County to assist in the establishment of their CTSA and developing plans for county-wide services. The expansion of ADA Eligibility and Travel Training services are an integral part of those plans. The activities will be operated out of our office at the Transit Center in Stockton with oversight by the Sacramento team. This program was included in the adopted FY 2019 financial budget.



**RECOMMENDATION:**

Staff recommends the Board of Directors adopt Resolution no. 14-18 authorizing the Chief Executive Officer to negotiate and execute a Memorandum of Understanding with the San Joaquin Regional Transit District (SJRTD) for Countywide Americans with Disabilities Act (ADA) Eligibility and Certification and Travel Training Services and further authorizing the Chief Executive Officer to negotiate and execute all necessary amendments.



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**RESOLUTION NO. 14-18**

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE A MEMORANDUM OF UNDERSTANDING (MOU) WITH THE SAN JOAQUIN REGIONAL TRANSIT DISTRICT (SJRTD) FOR COUNTYWIDE AMERICANS WITH DISABILITIES ACT (ADA) ELIGIBILITY AND CERTIFICATION AND TRAVEL TRAINING SERVICES AND FURTHER AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE ALL NECESSARY AMENDMENTS**

**WHEREAS**, Paratransit, Inc. has been providing ADA Eligibility services to the San Joaquin Regional Transit District (SJRTD) for several years and previously provided Travel Training Services; and

**WHEREAS**, SJRTD would like to enter into a new MOU with Paratransit, Inc. to provide ADA Eligibility and Certification and Travel Training services throughout San Joaquin County as part of the new Access San Joaquin Consolidated Transportation Services Agency; and

**WHEREAS**, as public agencies, Paratransit, Inc. and SJRTD are entering into a Memorandum of Understanding under the procurement guidelines for interagency agreements and coordination.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to negotiate and execute a Memorandum of Understanding with the San Joaquin Regional Transit District for Countywide ADA Eligibility and Certification and Travel Training Services.

**NOW, THEREFORE BE IT FURTHER RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to negotiate and execute all necessary amendments which may be required.

---

Mary Steinert, President  
Paratransit, Inc., Board of Directors  
Dated: September 17, 2018





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**MEMORANDUM**

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER  
LOUISE FRIEDLANDER, EXECUTIVE PROGRAM ASSISTANT

RE: ACCEPT THE STAFF RECOMMENDATION THAT THE BOARD OF DIRECTORS ADOPT RESOLUTION NO. 15-18 AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AN AGREEMENT WITH JUMA FOR THE MOVING YOUTH TO JOBS PROJECT AND FURTHER AUTHORIZING THE CEO TO EXECUTE ALL NECESSARY AMENDMENTS

DATE: September 17, 2018

*Tiffany M. Fink  
Louise Friedlander*

Paratransit, Inc. has been working to develop and rollout a project/program referred to as Moving Youth to Jobs. The Moving Youth to Jobs project combines the skills that Paratransit, Inc. has as the mobility management agency for the region and our expertise in travel training with a need to get students recently awarded internships to their jobs.

The program as developed will have three areas where Paratransit, Inc. will be directly involved. The first is to identify students with internships and then match them with travel instruction/transit literacy training and teach them how to use public transit, bike share and other modes to access their internships and also travel between school and home. The second is to assist with ride-matching/carpool type services whether through employer programs or the use of programs such as UberPool. The third will be to provide direct transportation to students. It is to note that in these cases the transportation will only be provided to areas where existing transit options are not available. When this is the case, we will work to travel train the students/young adults to use the fixed route to get to an agreed upon meeting point and then will only provide the direct service beyond the boundary. This need was specifically identified as there are increasingly internships in the construction trades, however, most development is occurring in undeveloped parts of the region. As such, existing transit service is not available.

Recently, the Sacramento Transportation Authority (STA) authorized funding for a new program within the Measure, the Neighborhood Shuttle program. At the May Board of Directors meeting, the Board authorized the CEO to enter into Agreements with the Elk Grove Unified School District and the North State Building Industry Association Foundation. The Agreements primarily target the high school youth portion of the target





population. Recently, Paratransit staff were able to connect with Juma, a youth-run social enterprise and are interested in partnering with them to reach out to young adults primarily age 18-24 who have been disconnected from education and/or are current and former youth from the foster care system. Juma provides employment opportunities for these youth in several locations across Sacramento including partnerships with Golden 1 and the Sacramento Kings, Raley Field and the Sacramento Republic. If approved, later in September staff will provide transportation literacy presentations to the class of incoming young adults beginning work at the Golden1 for the upcoming Kings season. There are no unbudgeted fiscal impacts from this agreement as the costs are all eligible to be covered by grant funding already awarded.

**RECOMMENDATION:** Accept the staff recommendation Adopting Resolution No 15-18 authorizing the Chief Executive Officer (CEO) to execute an agreement with JUMA for the Moving Youth to Jobs project and further authorizing the CEO to execute all necessary amendments.



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**RESOLUTION NO. 15-18**

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AN  
AGREEMENT WITH JUMA FOR THE MOVING YOUTH TO JOBS PROJECT AND  
FURTHER AUTHORIZING THE CEO TO EXECUTE ALL NECESSARY  
AMENDMENTS**

**WHEREAS**, Paratransit, Inc. has been working to develop and rollout the Civic Lab project Moving Youth to Jobs and has secured partnerships aimed largely at high school youth; and

**WHEREAS**, the Sacramento Transportation Authority has recently awarded Paratransit, Inc. \$400,000 to implement and operate the Moving Youth to Jobs project for both high school age youth and young adults age 18-24; and

**WHEREAS**, JUMA is a youth-run social enterprise that for the Youth to Jobs program targets young adults who have been disconnected from education and/or are current and former youth from the foster care system who are working to build strong career pathways to advancement; and

**WHEREAS**, this Agreement is necessary to facilitate the partnership agreements to coordinate the employers, students and Paratransit.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the CEO to execute Agreements with JUMA for the Moving Youth to Jobs project.

**NOW, THEREFORE BE IT FURTHER RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to execute all necessary amendments which may be required.

---

Mary Steinert, President  
Paratransit, Inc., Board of Directors





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## MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: TIFFANI M FINK, CHIEF EXECUTIVE OFFICER

RE: ACCEPT THE STAFF RECOMMENDATION AND ADOPT RESOLUTION 16-18, AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO SIGN AMENDMENT #1 TO THE AMENDED AND RESTATED ADA PARATRANSIT SERVICES AGREEMENT WITH SACRAMENTO REGIONAL TRANSIT DISTRICT AND FURTHER AUTHORIZING THE CEO TO NEGOTIATE AND EXECUTE AN AMENDMENT REGARDING THE FIRST OPTION YEAR AND CLEAN UP FROM THE FARE CHANGE AND NECESSARY CHANGES TO REFLECT THE IMPACT OF THE ADJUSTMENT

DATE: SEPTEMBER 17, 2018

Paratransit, Inc. has an agreement with Sacramento Regional Transit District (SacRT) for the provision of service under the Americans with Disabilities Act (ADA). Under the Agreement, Paratransit, Inc. provides ADA Complementary Paratransit services. Paratransit, Inc. and SacRT now desire to amend both agreements to provide for two clean up items.

The proposed amendment to the ADA Complementary Paratransit Agreement addresses two main items. The first is to add language codifying the requirement for a written vehicle maintenance plan. While SacRT and Paratransit have long collaborated on maintenance activities, and Paratransit has a written maintenance plan, the FTA guidance requires this to be formally documented in our Agreement. This amendment will accomplish that. Secondly, the Amendment adds an Exhibit A-2. This Exhibit clarifies the monthly payment schedule for the previously agreed upon Annual Base Payment. This is a housekeeping item and has no financial change the Agreement. The base term and option year durations remain unchanged by this Amendment.

In addition, staff is requesting the approval to move forward with negotiating and executing the amendment to cover the first option year. The parameters of the Option Year funding and limits have been established in the base agreement and staff will be meeting with RT to begin the final process to derive next year's amount. In addition, the



recent fare change by RT is expected to reduce the fare expected under the agreement. Staff will be working with RT to identify the mechanism to keep Paratransit whole financially.

**RECOMMENDATION:** Staff recommends that the Board of Directors:

1. Adopt Resolution No.16-18 authorizing the Chief Executive Officer to sign amendment #1 to the Amended and Restated ADA Paratransit Services Agreement with Sacramento Regional Transit District and further authorizing the CEO to negotiate and execute an amendment regarding the first option year and clean up from the fare change and necessary changes to reflect the impact of the adjustment.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION 16-18**

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO SIGN AMENDMENT #1 TO THE AMENDED AND RESTATED ADA PARATRANSIT SERVICES AGREEMENT WITH SACRAMENTO REGIONAL TRANSIT DISTRICT AND FURTHER AUTHORIZING THE CEO TO NEGOTIATE AND EXECUTE AN AMENDMENT REGARDING THE FIRST OPTION YEAR AND CLEAN UP FROM THE FARE CHANGE AND NECESSARY CHANGES TO REFLECT THE IMPACT OF THE ADJUSTMENT**

**WHEREAS**, Paratransit, Inc. and Sacramento Regional Transit District have been coordinating ADA Paratransit services and services to the elderly and disabled since the adoption of the Americans with Disabilities Act; and

**WHEREAS**, the Agreement requires an Amendment to formal clarify the need for a written maintenance plan and to add the payment schedule for Base Year #2; and

**WHEREAS**, the parties have reached agreement on the Amendment; and

**WHEREAS**, it is time to negotiate and execute the first option year of the Agreement and additionally provide for a modification to account for a recent fare change and its impact on how they are accounted for in the base agreement.

**NOW THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. does hereby authorize to the Chief Executive Officer to sign Amendment #1 to the ADA Paratransit Services Agreement with the Sacramento Regional Transit District.

**NOW, THEREFORE BE IT FURTHER RESOLVED**, that the Board of Directors of Paratransit, Inc. does hereby authorize the CEO to negotiate and execute an amendment for the first option year and clean up from the fare change and necessary changes to reflect the impact of the adjustment.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
DATE





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## MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER  
LOUISE M. FRIEDLANDER, EXECUTIVE PROGRAM ASSISTANT

RE: ACCEPT THE STAFF RECOMMENDATION AND RECOMMEND THAT THE BOARD OF DIRECTORS ADOPT RESOLUTION NO 17-18 AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO APPLY FOR THE FEDERAL TRANSIT AUTHORITY TECHNICAL ASSISTANCE AND WORKFORCE DEVELOPMENT PROGRAM FUNDS FOR THE MOBILITY MANAGEMENT CENTER PROJECT, AND FURTHER AUTHORIZING THE CEO TO EXECUTE ALL DOCUMENTS, IF AWARDED

DATE: September 17, 2018

*Tiffani M. Fink  
Louise M. Friedlander*

The Federal Transit Administration (FTA) is soliciting proposals under FTA's Technical Assistance and Workforce Development Program. The Federal funds are available for supporting partners in adopting proven, sustainable, replicable, customer-centered mobility strategies that promote good health, economic vitality, self-sufficiency, and community unity. Applications for the program are expected to be due in early October 2018. Staff is recommending that the Board authorize the submittal of this grant application by the Chief Executive Officer for funding a Mobility Management Center at the Paratransit Inc.'s Sacramento facility to create sustainable pilot projects, Youth Mobility programs, Travel Training programs, Mobility Mentor programs, and Information Referral Resource Center and authorize the Chief Executive Officer to execute all the paperwork necessary to receive funding.

The Mobility Management Center project has a significant interest within the region and Paratransit Inc. has a principle goal to design local and regional solutions customized to fit the community's needs, resources, and vision. Paratransit Inc.'s Mobility Management Center will focus on areas by identifying promising practices, barriers, and challenges around coordinated transportation while working with outside agencies to develop pilot projects, Travel Training programs, and expansion of innovative ideas for the future of transportation. This Mobility Management Center will achieve the continuous cultivation



of partnerships and create and join collaborative efforts that include transportation providers, planners, and other community stakeholders. This includes Paratransit's lead in facilitating teams, meetings, public engagement sessions, and other forums. If funded, we will expand services and continue to deliver needed resources to communities.

**RECOMMENDATION:** Accept the staff recommendation Adopting Resolution No.17-18 authorizing the Chief Executive Officer (CEO) to apply for the Federal Transit Authority Technical Assistance and Workforce Development Program Funds for the Mobility Management Center Project and further authorizing the CEO to execute all documents, if awarded.



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**RESOLUTION NO. 17-18**

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AN AGREEMENT WITH THE FEDERAL TRANSIT AUTHORITY TECHNICAL ASSISTANCE AND WORKFORCE DEVELOPMENT FOR A MOBILITY MANAGEMENT CENTER PROJECT, AND FURTHER AUTHORIZING THE CEO TO EXECUTE ALL DOCUMENTS, IF AWARDED**

**WHEREAS**, Paratransit, Inc. has been working on pursuing grant opportunities aimed at identifying promising practices, barriers, and challenges around coordinated transportation, while working with outside agencies to develop pilot projects.

**WHEREAS**, the Federal Transit Authority makes available funding for Federal resources for human service transportation, especially transportation for people with disabilities, older adults, and people with low incomes.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to if funded, execute all documents related to the Federal Transit Authority Technical Assistance and Workforce Development for the Mobility Management Center.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors







Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

### MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER  
LOUISE M. FRIEDLANDER, EXECUTIVE PROGRAM ASSISTANT

RE: ACCEPT THE STAFF RECOMMENDATION THAT THE BOARD OF DIRECTORS ADOPT RESOLUTION NO. 18-18 AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AN AGREEMENT WITH THE SACRAMENTO AREA COUNCIL OF GOVERNMENTS GREEN REGION PROGRAM FOR THE MULTI-MODAL ENHANCEMENT PROJECT, AND FURTHER AUTHORIZING THE CEO TO EXECUTE ALL DOCUMENTS, IF AWARDED

DATE: September 17, 2018

*Tiffani M. Fink  
Louise M. Friedlander*

The Sacramento Area Council of Governments (SACOG) issued their newest competitive grant. The Green Region program funds are aimed at reducing vehicle emissions, and moving our region toward a zero emission future. Staff is recommending that the Board authorize the Chief Executive Officer for: 1) funding for the purchase of two electric vehicles for the Multi-Modal Enhancement Project to promote a more sustainable and cleaner form of transportation and 2) funding on utilizing the property adjacent to Paratransit Inc.'s corporate office to implement and promote the benefits of a pedestrian-oriented facility, with electric charging stations, bicycle amenities, and parking infrastructure and authorize the Chief Executive Officer to execute all the paperwork necessary to receive funding.

The Multi-Modal Enhancement Project has a significant interest within the region, and additional partners have approached us about working with them, such as Florin Road Partnership in Sacramento and Elk Grove Transportation. Paratransit has determined that the challenge in Sacramento, and other Counties in the region, has been in identifying how to provide a means of transportation, including service stations, to meet the demands of the public in economically-deprived areas, while contributing to the environmental and economic growth of the community. If awarded, the property adjacent to Paratransit will be newly paved. Preliminary engineer plans and geotechnical work for this property have been zoned. The city has approved all final design implementations which comply with utility service standard codes and ordinances; and, through our on-demand services, we



will be able to provide the resources and services to other community members as needed.

**RECOMMENDATION:** Accept the staff recommendation Adopting Resolution No.18-18 authorizing the Chief Executive Officer (CEO) to execute an agreement with the Sacramento Area Council of Governments Green Region Program for the Multi-Modal Enhancement Project and further authorizing the CEO to execute all documents, if awarded.



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**RESOLUTION NO. 18-18**

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE AN AGREEMENT WITH THE SACRAMENTO AREA COUNCIL OF GOVERNMENTS GREEN REGION PROGRAM FOR A MULTI-MODAL ENHANCEMENT PROJECT, AND FURTHER AUTHORIZING THE CEO TO EXECUTE ALL DOCUMENTS, IF AWARDED**

**WHEREAS**, Paratransit, Inc. has been working on pursuing grant opportunities aimed at reducing vehicle emissions, and a more sustainable and cleaner form of transportation.

**WHEREAS**, the Sacramento Area Council of Governments makes available funding for electrification of the region's transportation fleet, zero emission transportation facilities and capital projects through the Green Region grant program.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to if funded, execute all documents related to the Green Region Program for the Multi-Modal Enhancement Project.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors





**MEMORANDUM**

TO: BOARD OF DIRECTORS

FROM: TOM ROBERTS, DEPUTY EXECUTIVE DIRECTOR  
CHRISTINE BROWN, SHRM-SCP, SPHR, DIRECTOR OF HUMAN  
RESOURCES

RE: ADOPT RESOLUTION 19-18 AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO ENTER INTO A CONTRACT WITH KNF&T STAFFING FOR THREE YEARS, NOT TO EXCEED \$100,000 FOR TEMPORARY STAFFING IN THE BOSTON ELIGIBILITY OFFICE.

DATE: SEPTEMBER 17, 2018

Paratransit, Inc. has just secured a new three year contract to provide Americans with Disabilities Act eligibility services in the Boston, Massachusetts for the Massachusetts Bay Transportation Authority (MBTA). Due to the distance between the Boston office and Sacramento, providing temporary coverage from the main office is not a viable option, as such there can be times when temporary staffing is needed to cover gaps in employee staffing levels.

This recommendation provides the CEO the authority to engage these services for three years (the duration of the new contract with the MBTA) as required to address any unanticipated staffing situations that may arise. The cost to cover shortages has been accounted for in the adopted annual financial budget and therefore, there is no negative budget impact from this action.

**RECOMMENDATION:** Adopt Resolution 19-18 authorizing the Chief Executive Officer to enter into a contract with KNF&F staffing for three years, not to exceed \$130,000 for temporary staffing of the Boston eligibility office.





**RESOLUTION NO. 19-18**

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO ENTER INTO A CONTRACT WITH KNF&T STAFFING FOR THREE YEARS, NOT TO EXCEED \$130,000 FOR TEMPORARY STAFFING IN THE BOSTON ELIGIBILITY OFFICE.**

**WHEREAS**, Paratransit, Inc. currently operates an Americans with Disabilities Act (ADA) eligibility office in Boston, Massachusetts; and

**WHEREAS**, the use of temporary staffing may be required to cover employee vacancies.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to enter into a contract with KNF&F staffing for three years, not to exceed \$100,000 for temporary staffing of the Boston eligibility office.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc., Board of Directors

\_\_\_\_\_  
Date





**MEMORANDUM**

TO: BOARD OF DIRECTORS

FROM: TIFFANI M FINK, CHIEF EXECUTIVE OFFICER *Tiffani Fink*  
MARY HARDING, CHIEF OPERATING OFFICER *Mary Harding*

RE: AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE A MEMORANDUM OF UNDERSTANDING (MOU) WITH UNITED CEREBRAL POLICY (UCP) FOR AMERICANS WITH DISABILITIES ACT (ADA) AND NON-ADA SERVICES SUBJECT TO ANNUAL BUDGET APPROPRIATION LIMITS AND FURTHER AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE ALL NECESSARY AMENDMENTS

DATE: SEPTEMBER 17, 2018

Paratransit, Inc. is the Demand Responsive service provider for most of Sacramento County. This includes the Americans with Disabilities Act (ADA) service provided in partnership with Sacramento Regional Transit District (SacRT) and the non-ADA service under Paratransit, Inc.'s direct oversight.

Paratransit has a long standing partnership with United Cerebral Palsy (UCP). As a Consolidated Transportation Service Agency partner, UCP provides transportation to tens of thousands of passengers annually, transporting them to various programs and facilities. Due to the demand response nature of our services and the legal requirement for no denials of ADA service, providing driving coverage for all trip requests can be a challenge. While our first and foremost goal is to provide as many trips as possible by Paratransit, Inc. drivers, there are times when demand exceeds available drivers and service has to be brokered out. Due to UCP's extensive training with persons with disabilities, they are able to provide excellent backup service in ADA equipped vehicles. The costs of this MOU were included in the adopted FY 2019 financial budget. This new MOU will supersede an MOU that is expiring. The term of the new MOU will be three years, consistent with past agreements.

**RECOMMENDATION:**

Staff recommends the Board of Directors adopt Resolution No 20-18 authorizing the Chief Executive Officer to negotiate and execute a Memorandum of Understanding with United Cerebral Palsy for ADA and Non-ADA services subject to annual budget appropriation limits and further authorizing the Chief Executive Officer to negotiate and execute all necessary amendments.





Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 20-18**

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE A MEMORANDUM OF UNDERSTANDING (MOU) WITH UNITED CEREBRAL POLICY (UCP) FOR AMERICANS WITH DISABILITIES ACT (ADA) AND NON-ADA SERVICES SUBJECT TO ANNUAL BUDGET APPROPRIATION LIMITS AND FURTHER AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE ALL NECESSARY AMENDMENTS**

**WHEREAS**, Paratransit, Inc. provides ADA and Non-ADA services throughout Sacramento County; and

**WHEREAS**, Paratransit, Inc. has a long standing partnership with United Cerebral Palsy (UCP); and

**WHEREAS**, as a Consolidated Transportation Service Agency partner, UCP transports tens of thousands of passengers annually to a variety of programs and facilities; and

**WHEREAS**, due to the demand responsive nature of ADA and non-ADA service and the challenges with staffing to cover spikes in peak and off peak hour demand;

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to negotiate and execute a Memorandum of Understanding with United Cerebral Palsy for ADA and non-ADA services.

**NOW, THEREFORE BE IT FURTHER RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to negotiate and execute all necessary amendments which may be required.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc., Board of Directors


\_\_\_\_\_  
Date





**MEMORANDUM**

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER 

RE: **ADOPT RESOLUTION NO. 21-18 OPPOSING PROPOSITION 6 WHICH WOULD REPEAL SENATE BILL 1 (CHAPTER 5, STATUTES OF 2017) THE ROAD REPAIR AND ACCOUNTABILITY ACT OF 2017, AND FURTHER AUTHORIZING THE CEO TO COMMUNICATE THIS POSITION TO ALL RELEVANT PARTIES AND TO HAVE PARATRANSIT, INC. LISTED AS A MEMBER OF THE DIVERSE COALITION OPPOSED TO PROPOSITION 6**

DATE: September 17, 2018

In 2017, the State enacted Senate Bill 1 (SB 1) – Beall. SB1 raises new tax-based revenues for transportation, including public transit. It does so through an increase in the state gas and diesel tax paid at the pump, an increase in the state vehicle license fees, and other fees. SB 1 formula funds are distributed to public transit operators through the State Transit Assistance (STA) program.

SB 1 is the first piece of major state legislation to begin to restore the significant loss of state transit revenue support that occurred in 2010. In 2010, California enacted what is commonly called the Gas Tax Swap (swap). This swap eliminated the state sales tax on gas. Up to that point, it was the sales tax on gas that provided the bulk of funding for the STA program. SB 1 raises approximately \$5 billion annually for the State of California to fund transportation and state-of-good repair projects. In June 2018, the public overwhelmingly voted to support Prop 69, which requires that revenue from SB 1 only be used for transportation related purposes.





Based on budget projections from the State Controller's Office (SCO) and actual revenue receipts, Paratransit, Inc. can compete regionally and within the State for other SB 1 related discretionary funding.

In addition to funding at risk for Paratransit, Inc, SacRT and the County and Cities of the Capital region also have significant funding at risk, which is anticipated to be used for a range of transportation projects around the six-county region. SB 1 is projected to provide approximately \$620 million over 10 years for road maintenance, public transit, and priority regional transportation projects in Sacramento County. SB 1 also provides opportunities for Sacramento County to compete for additional funds to reduce highway congestion, build infrastructure to support commerce, and expand transit by using SB 1 funds to leverage or match other funding sources.

Proposition 6 has qualified for the November 2018 ballot. Voters will be asked if they wish to vote to repeal the underlying taxes in SB 1. If passed, Proposition 6 will also amend the state constitution to require that any future increases in gas taxes or vehicle operating fees go before the voters for approval.

**RECOMMENDATION:** Accept the Staff recommendation to Adopt Resolution No. 21-18 opposing Proposition 6 which would repeal Senate Bill 1 and further authorizing the CEO to communicate this position to all relevant parties and to have Paratransit, Inc. listed as a member of the diverse coalition opposed to Proposition 6.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

## RESOLUTION 21-18

### OPPOSING PROPOSITION 6 WHICH WOULD REPEAL SENATE BILL 1 (CHAPTER 5, STATUTES OF 2017) THE ROAD REPAIR AND ACCOUNTABILITY ACT OF 2017, AND FURTHER AUTHORIZING THE CEO TO COMMUNICATE THIS POSITION TO ALL RELEVANT PARTIES AND TO HAVE PARATRANSIT, INC. LISTED AS A MEMBER OF THE DIVERSE COALITION OPPOSED TO PROPOSITION 6

**WHEREAS**, according to a report from the California Transit Association, California's local public transportation agencies have faced a 10-year, \$72 billion shortfall when comparing available funding to the actual transit capital and operating needs for modernizing transit systems and expanding service; and

**WHEREAS**, in 2017, "The Road Repair and Accountability Act" (Senate Bill 1, Beall and Frazier), approved by the Legislature and signed by Governor Brown, will raise \$5 billion annually in long-term, dedicated funding to invest in public transportation, make road safety improvements, fill potholes and repair local streets, highways, bridges and overpasses, with the revenues split equally between state and local government projects; and

**WHEREAS**, Proposition 6, which will repeal the underlying taxes in SB 1, qualified for the November 2018 ballot; and

**WHEREAS**, Proposition 6 will also amend the State Constitution to require that any future increases in gas taxes or vehicle operating fees go before the voters for approval; and

**WHEREAS**, as a result of SB 1, Paratransit, Inc. can compete for millions of dollars for the Sacramento region in other multi-year SB 1-related discretionary funding; and

**WHEREAS**, SB 1 represents the largest state investment in public transportation in a generation, providing more than \$700 million per year in dedicated new funding for public transit, including funding to expand transit capital and operations; replace older transit vehicles with zero-emission vehicles; and invest in intercity rail and commuter rail; and

**WHEREAS**, SB 1 will improve air quality and the environment by investing in public transit, and active transportation helps get people out of cars; and



**WHEREAS**, SB 1 provides critically needed funding for Paratransit, Inc. and our regional partners; and

**WHEREAS**, Proposition 6, a ballot measure on the November 2018 ballot, would repeal the new transportation revenues provided by SB 1 and make it more difficult to increase funding for state and local transportation improvements in the future; and

**WHEREAS**, Proposition 6 robs our communities of vital public transit and transportation improvement funds, jeopardizing more than 450 public transportation projects currently underway throughout the state, threatening projects to expand urban light rail, commuter and intercity passenger rail lines and new bus services; and

**WHEREAS**, Proposition 6 will make air quality worse and harm the environment, by eliminating funds dedicated to expanding rail transit lines, buses and other public transportation services that directly reduce air pollution and carbon emissions that cause climate change, and, because Proposition 6 threatens projects identified by the transit agencies throughout the state to expand service and fund electric bus programs, zero-emission buses and rail projects which help reduce emissions; and

**WHEREAS**, Proposition 6 could divert over \$100,000,000 in funds over the next 5 years including from the State Transit Assistance Program, the STA State of Good Repair Program, and the Transit and Intercity Rail Capital Program, and halt or slow down critical investments in future transportation improvement projects in our community; and

**WHEREAS**, staff requests that the Board adopt this Resolution, thereby expressing opposition to Proposition 6.

**NOW THEREFORE BE IT RESOLVED**, that the Paratransit, Inc. Board of Directors hereby declares that it opposes Proposition 6, the November measure to repeal new transit and transportation revenues.

**NOW, THEREFORE BE IT FURTHER RESOLVED**, the CEO is directed to communicate this position to all relevant parties and Paratransit, Inc. can be listed as a member of the coalition opposed to Proposition 6, a diverse coalition of local government, business, labor, transportation and other organizations throughout the state.

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Mary Steinert  
President

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Date



**MEMORANDUM**

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER 

RE: ADOPT RESOLUTION NO. 22-18 ADOPTING THE MAJOR SERVICE CHANGE POLICY

DATE: SEPTEMBER 17, 2018

The Federal Transit Administration (FTA) requires all recipients and sub-recipients to develop a Major Service Change Policy to ensure that proper outreach is provided to passengers and that they are able to provide input into changes affecting transit services provided. While Paratransit, Inc., is not proposing any service changes, staff felt that with the presentation of formal operating policies for consideration to the Board, it was logical to present this item at this time.

The Major Service Change Policy includes the required outreach and language to meet the FTA program guidelines. The policy outlines the process utilized solicit information to passengers and describes the different ways that Paratransit, Inc. reaches out to the community. All postings will be in accordance with our Board approved Safe Harbor Language provisions.

Each agency receiving federal funds is required to have a policy adopted by the Board.

**RECOMMENDATION:** Accept the Staff recommendation to Adopt Resolution No. 22-18 adopting the Major Service Change Policy.





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## **PARATRANSIT NON-ADA SERVICE MAJOR SERVICE REDUCTION POLICY**

This policy shall apply to all proposed changes to the hours of operation or service boundaries. It is to note, that this policy shall not apply to service changes which fall under the purview of Sacramento Regional Transit District.

In order to provide clear direction and a proper process for considering major service reductions, it is the policy of Paratransit, Inc. to provide public notice regarding any proposed change for a period of 30 days prior to submitting it to the Board of Directors for consideration. At the Board meeting, the public will be able to state their comments and questions regarding any proposed changes.

When preparing recommendations for service changes, staff shall place notices inside each transit vehicle and online at [www.paratransit.org](http://www.paratransit.org) at least 30 days prior to Board consideration. In addition, a message will be placed on the talking newsletter as a forced message when passengers call in to make a reservation.

Should the Board adopt a service change, notice shall be posted inside each transit vehicle, online at [www.paratransit.org](http://www.paratransit.org) and a message will be placed on the talking newsletter, at least 14 days prior to the effective date of the change.





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**RESOLUTION NO. 22-18**

**ADOPTING THE MAJOR SERVICE CHANGE FOR NON AMERICANS WITH  
DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that it operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, the Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into their own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Major Service Change Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date





**MEMORANDUM**

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER 

RE: ADOPT RESOLUTION NO. 23-18 ADOPTING THE FARE CHANGE POLICY

DATE: SEPTEMBER 17, 2018

The Federal Transit Administration (FTA) requires all recipients and sub-recipients to develop a Fare Change Policy to ensure that proper outreach is provided to passengers and that they are able to provide input into changes affecting transit services provided. While Paratransit, Inc., is not proposing any fare changes, staff felt that with the presentation of formal operating policies for consideration to the Board, it was logical to present this item at this time.

The Fare Change Policy includes the required outreach and language to meet the FTA program guidelines. The policy outlines the process utilized solicit information to passengers and describes the different ways that Paratransit, Inc. reaches out to the community. All postings will be in accordance with our Board approved Safe Harbor Language provisions.

Each agency receiving federal funds is required to have a policy adopted by the Board.

**RECOMMENDATION:** Accept the Staff recommendation to Adopt Resolution No. 23-18 adopting the Fare Change Policy.





Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

## **PARATRANSIT NON-ADA SERVICE FARE CHANGE POLICY**

This policy shall apply to all proposed fare increases or fare decreases. It is to note, that this policy shall not apply to ADA fare changes which fall under the purview of Sacramento Regional Transit District.

In order to provide clear direction and a proper process for considering fare increases or fare decreases, it is the policy of Paratransit, Inc. to provide public notice regarding any proposed fare change for a period of 30 days prior to submitting it to the Board of Directors for consideration. At the Board meeting, the public will be able to state their comments and questions regarding any proposed changes.

When preparing recommendations for fare changes, staff shall place notices inside each transit vehicle and online at [www.paratransit.org](http://www.paratransit.org) at least 30 days prior to Board consideration. In addition, a message will be placed on the talking newsletter as a forced message when passengers call in to make a reservation.

Should the Board adopt a fare change, notice shall be posted inside each transit vehicle, online at [www.paratransit.org](http://www.paratransit.org) and a message will be placed on the talking newsletter, at least 14 days prior to the effective date of the change. Staff will be sure the materials include any needed information regarding redemption or exchange of fare material.







**RESOLUTION NO. 23-18**

**ADOPTING THE FARE CHANGE POLICY FOR NON AMERICANS WITH  
DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that it operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, the Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into their own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Fare Change Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors


\_\_\_\_\_  
Date





**MEMORANDUM**

TO: PARATRANSIT, INC. BOARD OF DIRECTORS

FROM: CHRIS M. BROWN, SHRM-SCP, SPHR, DIRECTOR OF HUMAN RESOURCES 

RE: ADOPT RESOLUTION 24-18 ADOPTING THE 2018-2021 EQUAL EMPLOYMENT OPPORTUNITY PROGRAM AND AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO MAKE ADMINISTRATIVE ADJUSTMENTS TO THE PROGRAM, AS NEEDED

DATE: SEPTEMBER 10, 2018

The Federal Transit Administration (FTA) requires all recipients receiving over \$1 million in federal funds annually and employing more than 50 dedicated transit employees to have a formal Equal Employment Opportunity (EEO) Policy and Program. Paratransit's EEO Program was adopted in 2013, and is required to be updated as needed based on staffing and adopted every three years by the Board of Directors.

Several sections of the program have been updated, including subsection E. California Department of Fair Employment and Housing of Section 5.2 Compliance Agencies to reflect the current categories that are protected from discrimination in employment, Section 10.0 Assessment of Present Workforce, Exhibit 1: Paratransit, Inc. Organizational Chart and Utilization Report, and Exhibit 4: Utilization Analysis. I am pleased to report that since the program was last brought to the Board, we have met two of our three goals in our underutilization analysis. The goals that were met were in the female category for Service Workers and the minority category for Professionals. We are continuing to work toward our goal in the female category for Professionals.

**RECOMMENDATION:** Accept the Staff recommendation to Adopt Resolution No. 24-18 adopting the 2018-2021 Equal Employment Opportunity Program and authorizing the Chief Executive Officer to make administrative adjustments to the program, as needed.



## 5.2 Compliance Agencies

### A. Equal Employment Opportunity Commission (EEOC):

This agency was established in Title VII of the 1964 Civil Rights Act for the purpose of enforcing the provisions of the Act. The EEOC is the only federal commission devoted solely to affirmative action in employment. The main role of the Commission is to handle complaints of discrimination. The Commission also provides technical assistance and guidance, and conducts special studies and hearings regarding equal employment and affirmative action.

### B. Office of Federal Contract Compliance (OFFCC):

This federal agency has the responsibility for enforcing Executive Order 11246 requiring Affirmative Action Plans of contractors and subcontractors receiving over \$50,000 of federal money.

### C. Federal Transit Administration:

This federal agency is required to insure that applicants requesting federal financial assistance under FTA activities have an Affirmative Action Plan and submit yearly updates in compliance with Title VI of the 1964 Civil Rights Act.

### D. California Department of Transportation:

This state agency conducts compliance reviews relative to the federal-aid Highway Program, which includes but is not limited to the Civil Rights program, for those agencies receiving federal-aid highway funds for transportation-related projects.

### E. California Department of Fair Employment and Housing:

This is the administering agency for California's civil rights laws prohibiting discrimination in employment, housing, services and public accommodations.

The California law against discrimination in employment applies to private employers of five or more employees, employment agencies, labor organizations, licensing boards or agencies, and state and local governments. If the Commission decides that the law has been violated, it may require specific remedial actions which include, but are not limited to, hiring, reinstatement, upgrading, and back pay.

In most cases, individuals who believe they have been discriminated against must file their complaints within one (1) year of the alleged incident. They also have the right to sue in the California Superior Court and are protected from retaliation because they have filed a complaint.

The Department of Fair Employment and Housing also monitors the non-discrimination/affirmative action programs of those who contract with the State of California.

In the area of employment discrimination, the agency enforces the state policy of protecting and safeguarding the civil rights of all individuals to seek, have access to, obtain and hold employment without discrimination because of race, color, religion, religious creed, national origin, ancestry, physical and mental disability, medical condition, genetic information, marital status, sex, gender (including pregnancy, childbirth, breastfeeding or related medical conditions), sexual orientation, gender identity, gender expression, age (over 40), or military and veteran status.

**F. Sacramento City and County Human Rights Commission:**

This is the local agency responsible for insuring that civil rights laws prohibiting discrimination in employment, housing and public accommodations are not violated.



**VOLUNTARY TERMINATIONS**  
2015 through 2017

Job Group	MALE							FEMALE							TOTAL
	White, Not Hispanic	African American	Hispanic or Latino	Native Hawaiian/ Pacific Islander	Asian	American Indian/ Alaskan Native	Two or More Races	White, Not Hispanic	African American	Hispanic or Latino	Native Hawaiian/ Pacific Islander	Asian	American Indian/ Alaskan Native	Two or More Races	
Executive/Senior Officials & Managers	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
First-Mid Officials & Managers	1	0	0	0	0	0	0	2	0	0	0	0	0	1	4
Professionals	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2
Sales Workers	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative Support	3	1	2	1	4	0	0	8	7	2	4	3	0	1	36
Craft Workers	1	0	0	0	1	0	0	0	0	0	0	0	0	0	2
Operatives	10	10	6	2	3	0	1	7	14	3	0	3	0	3	62
Service Workers	3	1	4	0	0	0	0	3	2	0	2	0	0	3	18
<b>TOTAL</b>	<b>19</b>	<b>12</b>	<b>12</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>21</b>	<b>23</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>8</b>	<b>125</b>

**INVOLUNTARY TERMINATIONS**  
2015 through 2017

Job Group	MALE							FEMALE							TOTAL
	White, Not Hispanic	African American	Hispanic or Latino	Native Hawaiian/ Pacific Islander	Asian	American Indian/ Alaskan Native	Two or More Races	White, Not Hispanic	African American	Hispanic or Latino	Native Hawaiian/ Pacific Islander	Asian	American Indian/ Alaskan Native	Two or More Races	
Executive/Senior Officials & Managers	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
First-Mid Officials & Managers	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Professionals	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Sales Workers	3	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Administrative Support	2	0	0	0	1	0	0	6	8	3	0	2	0	0	22
Craft Workers	1	1	2	0	0	0	0	0	0	0	0	0	0	0	4
Operatives	2	5	2	3	0	0	1	2	5	0	2	0	0	0	22
Service Workers	3	0	1	0	0	0	0	2	0	1	0	0	0	1	6
<b>TOTAL</b>	<b>12</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>11</b>	<b>13</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>62</b>

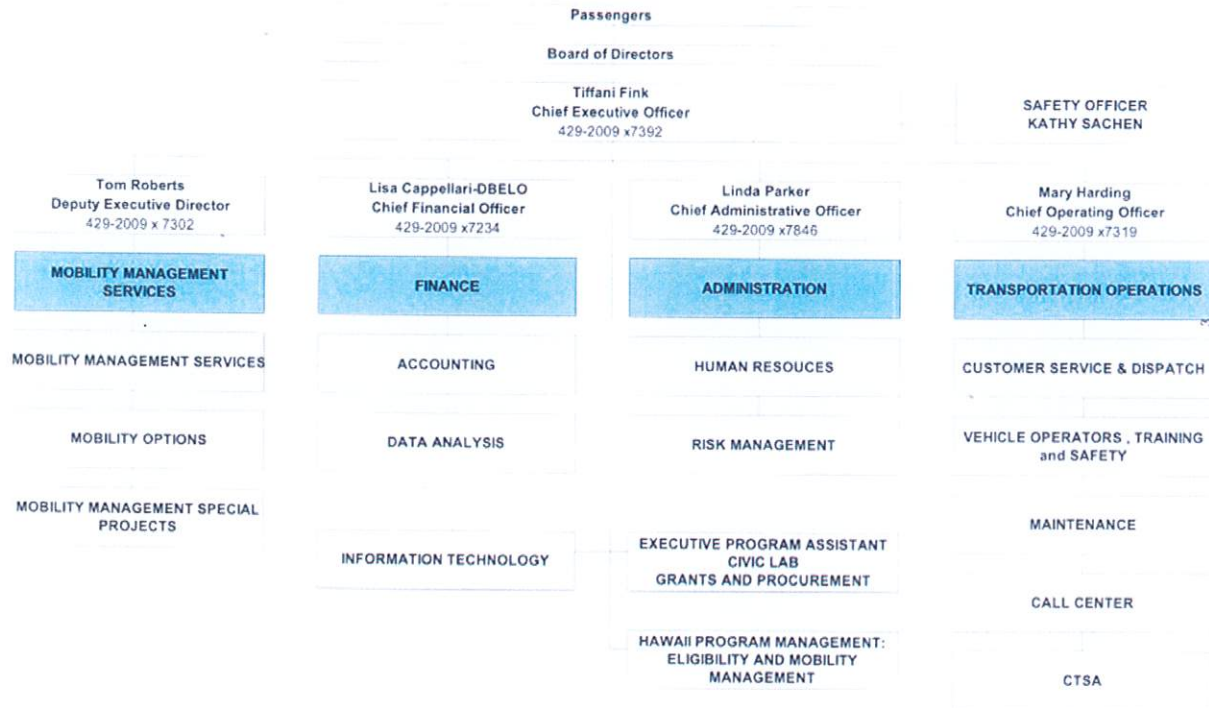
<b>PARATRANSIT, INC. JOB GROUPS</b>		
<b>(As of September 1, 2018)</b>		
Chief Administrative Officer	One (1)	Executive / Senior Officials and Managers
Chief Executive Officer		
Chief Financial Officer		
Chief Operating Officer		
Deputy Executive Director		
Customer Service and Dispatch Manager	One.Two (1.2)	First/Mid Officials and Managers
Director of Human Resources		
Director of Information Technology		
Driving and Training Manager		
Mobility Options Manager		
Program Manager		
Maintenance Manager		
Information Systems Technician	Two (2)	Professionals
Programmer/Analyst		
	Three (3)	Sales
Accounting Specialist	Four (4)	Administrative Support
Administrative Assistant		
Assistant Manager		
Call Center Shift Supervisor		
Clerk		
Communications Dispatcher		
Data Administrator		
Executive Program Assistant		
Grants Analyst		
Human Resource Representative		
Human Resource Specialist		
Human Resources Supervisor		
Inventory Control Clerk		

Program Coordinator	Four (4)	Administrative Support
Reservationist		
Senior Clerk		
Senior Data Analyst		
Senior Reservationist		
Student Intern		
Transportation Operations Assistant		
Transportation Operations Clerk		
Transportation Operations Specialist		
Transportation Operations Supervisor		
Transportation Scheduler		
Transportation Technology Specialist		
Mechanic A	Five (5)	Craft Workers
Mechanic B		
Mechanic C		
Vehicle Operator	Six (6)	Operatives
Facility Maintenance Technician	Seven (7)	Service Workers
Maintenance Office Supervisor		
Maintenance Shift Supervisor		
Mobility Coordinator		
Mobility Coordinator I		
Mobility Coordinator II		
Mobility Trainer		
Service Advisor		
Service Assistant		
Transportation Operations Trainer		
Travel Trainer		
Travel Trainer/Mobility Coordinator		



# Exhibit 1: Paratransit, Inc. Organization Chart and Utilization Report

## PARATRANSIT, INC. ORGANIZATIONAL CHART



CO= P014517  
 II= P014517

EQUAL EMPLOYMENT OPPORTUNITY  
 2017 EMPLOYER INFORMATION REPORT  
 CONSOLIDATED REPORT - TYPE 2

SECTION B - COMPANY IDENTIFICATION

1. PARATRANSIT INC  
 2501 FLORIN ROAD  
 SACRAMENTO, CA 95822

2. PARATRANSIT INC  
 2501 FLORIN ROAD  
 SACRAMENTO, CA 95822  
 SACRAMENTO COUNTY  
 Y

SECTION C - TEST FOR HUNG REQUIREMENT

1-Y 2-N 3-Y DUNS NO. 038278768 EIN :942519965

SECTION E - ESTABLISHMENT INFORMATION

SECTION D - EMPLOYMENT DATA

JOB CATEGORIES	HISPANIC OR LATINO		NOT HISPANIC OR LATINO												OVERALL TOTALS
	*****MALE*****						*****FEMALE*****								
	MALE	FEMALE	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	ASIAN	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	0	1	1	0	0	0	0	0	5	0	0	0	0	0	7
FIRST/MID OFFICIALS & MGRS	3	1	4	0	0	0	0	1	5	0	0	0	0	1	15
PROFESSIONALS	2	0	1	0	0	2	0	1	0	0	0	0	0	0	6
TECHNICIANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	4	10	5	0	0	5	0	0	21	6	2	4	1	1	59
CRAFT WORKERS	8	0	0	0	0	2	0	0	0	0	0	0	0	0	10
OPERATIVES	18	2	23	21	10	19	1	3	11	11	0	2	0	0	121
LABORERS & HELPERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SERVICE WORKERS	8	3	6	1	1	0	0	0	9	5	1	0	0	0	34
TOTAL	43	17	40	22	11	28	1	5	51	22	3	6	1	2	252
PREVIOUS REPORT TOTAL	44	20	57	22	11	31	1	5	54	34	1	12	1	12	305

SECTION F - REMARKS

Office in Modesto CA closed. Layoffs in Sacramento CA office due to reduction in funding.

DATES OF PAYROLL PERIOD: 12/11/2017 THRU 12/24/2017

SECTION G - CERTIFICATION

CERTIFYING OFFICIAL: CHRIS M. BROWN SHRM-SCP SPHR TITLE: director of human resources  
 EEO-1 REPORT CONTACT PERSON: CHRIS M. BROWN SHRM-SCP SPHR TITLE: director of human resources  
 EMAIL: CHRISB@PARATRANSIT.ORG TELEPHONE NO: 9164292009

CERTIFIED DATE[EST]: 03/30/2018 11:40 AM

## Exhibit 4: Utilization Analysis

### Paratransit, Inc. Job Group Availability/Utilization/Underutilization Analysis & Annual Goals

AS of December 31, 2017

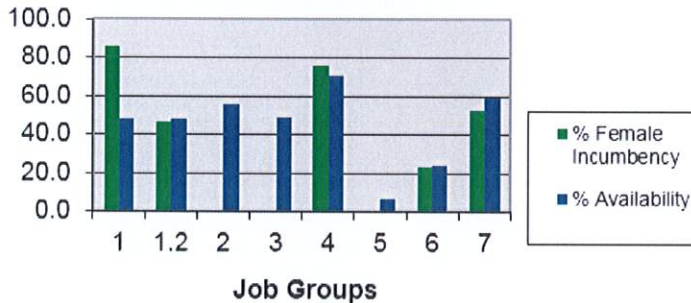
Job Group	Total Employees in Job Group	Women					Minorities						
		Utilization		Availability		Number Under-utilized	Annual % Goal	Utilization		Availability		Number Under-utilized	Annual % Goal
		Number	%	%	Number			Number	%	%	Number		
Exec/Senior Officials & Mgrs.	7	6	85.7	48.20	3	0	1	14.3	18.00	1	0		
First/Mid Officials and Mgrs.	15	7	46.7	48.20	7	0	6	40.0	18.00	2	0		
Professionals	6	0	0.0	56.00	3	3	5	83.3	22.00	1	0	56.00%	
Sales	0	0		48.80			0		22.00				
Administrative Support	59	45	76.3	71.00	41	0	33	55.9	40.60	23	0		
Craft Workers	10	0	0.0	6.50	0	0	10	3.0	3.00	0	0		
Operatives	110	26	23.6	24.20	26	0	76	69.1	17.00	18	0		
Service Workers	34	18	52.9	59.50	20	2	19	55.9	34.00	11	0		
<b>Totals</b>	<b>241</b>	<b>96</b>			<b>97</b>	<b>5</b>	<b>149</b>			<b>55</b>	<b>0</b>		

The 80% rule of thumb was followed in declaring underutilization and establishing goals when the actual employment of minorities or females is less than 80% of their availability. If the female/minority incumbency percent (%) is less than the female/minority availability percent (%) and the ratio of incumbency to availability is less than 80%, a placement goal is noted in the annual % column.

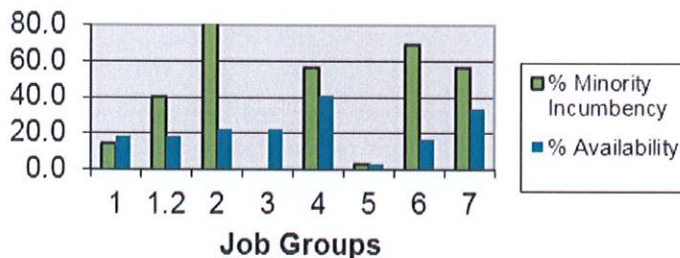
Resources for obtaining labor market information:

[http://www.census.gov/hhes/www/eeoindex/page\\_c.html](http://www.census.gov/hhes/www/eeoindex/page_c.html) EEO\_10\_5YR\_EEOALL4W

#### Female Incumbency vs. AA Goals



#### Minority Incumbency vs. AA Goals





Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 24-18**

**ADOPTING THE 2018-2021 EQUAL EMPLOYMENT OPPORTUNITY PROGRAM  
AND AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO MAKE  
ADMINISTRATIVE ADJUSTMENTS TO THE PROGRAM, AS NEEDED.**

**WHEREAS**, Paratransit, Inc. is an eligible claimant for Federal Transit Administration funds; and

**WHEREAS**, the Federal Transit Administration requires recipients with more than 50 employees and receiving more than \$1 million annually in grant funds to have a formal program.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the revised 2018-2021 Equal Employment Opportunity Program.

**NOW, THEREFORE BE IT FURTHER RESOLVED**, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to make administrative adjustments, as needed.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date





**MEMORANDUM**

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER 

RE: ACCEPT THE STAFF RECOMMENDATION THAT THE BOARD OF DIRECTORS ADOPT RESOLUTIONS NO. 25-18 THROUGH 33-18 ADOPTING OPERATING POLICIES FOR NON AMERICANS WITH DISABILITIES ACT (ADA) SERVICE

DATE: SEPTEMBER 17, 2018

Paratransit, Inc. operates the ADA and Non-ADA services throughout much of Sacramento County in accordance with State and Federal requirements and regulations. It is to note that from an operational standpoint there is little difference to our passengers between ADA and non-ADA services. The largest areas of difference are in that the Board of Directors of Paratransit, Inc. sets the non-ADA fare(s) while the Sacramento Regional Transit Board (SacRT) sets the ADA fares. Additionally, while ADA rides have to be delivered within very specific time frames without denials, non-ADA service does not.

Historically, Paratransit, Inc. relied upon the adopted ADA policies from SacRT for both ADA and non-ADA trips however, due to the separate nature of the services and oversight, staff is recommending adoption of distinct policies for non-ADA services. Attached for consideration are the following:

- Abusive or Disruptive Behavior Policy
- Carry-On Bags/Packages Policy
- Fare Policy
- Late Cancel-No Show Policy
- Lost and Found Policy
- Same Day Service Policy
- Days and Hours of Service Policy
- Transporting Children Policy
- Transporting Service Animals Policy
- Paratransit, Inc. Rider's Guide



**PARATRANSIT, INC.  
AMERICANS WITH DISABILITIES ACT (ADA)**

**NON-ADA SERVICE RIDER'S GUIDE**

**WELCOME**

Paratransit, Inc.'s Non-ADA Service is door-to-door, *shared-ride public* transportation for individuals who are unable to use Sacramento Regional Transit District's (SacRT) bus and light rail system (also referred to as fixed-route), and either live outside the SacRT ADA service area, or wish to travel outside the hours of operations, due to a disabling condition. The Non-ADA Service Rider's Guide is designed to help you understand non-American with Disabilities (ADA) paratransit service and the rider's responsibilities while using the service.

**GENERAL INFORMATION**

Paratransit, Inc. provides additional transportation to the Sacramento County Area that is above and beyond the requirements by the Americans with Disabilities Act (ADA) of 1990.

Service is available on a pre-arranged basis for any trip purpose within Paratransit, Inc.'s designated service area. If you feel you may be eligible for service, you must first apply through RT's Accessible Services department and be found eligible for the service according to ADA guidelines. Paratransit, Inc.'s non-ADA service is intended for ADA certified passengers traveling outside the hours or service limits of the ADA service, as well as for older adults.

**Accessible Formats**

If you require this Non-ADA Service Area Rider's Guide in another format, please call 916-429-2009 option 4 or TDD 916-429-2568 (for hearing impaired). It is also available online at [www.paratransit.org](http://www.paratransit.org)

## **Non-ADA Paratransit Service for Visitors**

A “Visitor” is an individual with a disability who does not reside in the RT ADA service area or outside the Non-ADA service area (another jurisdiction). For visitors who present documentation that they have been ADA paratransit certified in the jurisdiction in which they reside; we shall provide services in the Paratransit Non-ADA service area. When making your trip request(s), let the reservationist know that you are visiting from another area and include which ADA paratransit system you are certified in, if applicable. If you require ADA paratransit beyond 21-day limit, you must certify with Sacramento Regional Transit Accessible Services.

## **Paratransit Non-ADA Service Area – RT ADA Service Area**

Paratransit’s Non-ADA Service Area designed to extend RT’s ADA Service Area. The Non-ADA Service Area goes beyond the ¾ mile radius of RT’s bus routes and light rail stations during regular service hours. The Non-ADA Service Area does not provide service in Elk Grove, Folsom, Galt, Isleton or Roseville.

There are transfer points, which can connect passengers to other paratransit services provided in adjacent jurisdictions, such as Folsom, Roseville and West Sacramento. Reservationists will provide assistance in arranging your trip to connect at a transfer point, if needed.

## **Service Days and Hours**

Non-ADA Service is available during the same day and hours as RT’s fixed route bus and light rail service operates, along with extended hours. **For example:** If you live in Orangevale and need a trip into Sacramento, your trip would be a Non-ADA service area trip. **Another example:** If your closest RT bus route does not operate on Sunday, the trip becomes a Non-ADA Service trip. The reservationist will tell you whether your trip is a Non-ADA Service trip or not at the time the reservation is made and will inform you of the applicable fare.

Although, our hours extend from the ADA service area hours, it is important to note that the American with Disabilities Act does not require non-ADA service. We can only provide these trips when we have the availability to do so and trips may be bumped due to ADA service demands. **Example:** A

passenger schedules a pick up at 9:40 p.m., but decides not to take the trip and calls back to be picked up at 11:00 p.m. Due to the requested change in service, we may not have the resources to provide this trip. We are not obligated to provide this trip as per the ADA and reserve the right to deny the trip.

## **MAKING A RIDE RESERVATION**

### **Numbers to Call**

916-429-2744 or 1-800-6776  
916-429-2568 (TDD)  
916-429-2488 (Automated Telephone System)

To access the Automated Telephone System, you will need to enroll to obtain a Personal Identification Number and password. Call 916-429-2009 and select Option 4 and speak to one of the Transportation Operations Clerks.

### **Reservation Hours**

The Paratransit, Inc. Reservations Department is open Sunday through Saturday from 8:00 a.m. to 5:00 p.m. including Holidays. All trips must be scheduled one to two days in advance. We do not provide Same Day Service. Please have the following information available prior to calling:

- Your First and Last name
- The date you would like to travel
- Your home address
- Telephone number we can reach you at when traveling, if possible
- Pick up location
- Destination
- The time you would like to travel and return or the time you need to be at your destination
- If you are traveling alone or with a Personal Care Attendant, Companion (including child or guest) or Service Animal
- Any mobility devices you will be using such as scooter, wheelchair, walker, or any other mobility equipment
- If you will be transporting oxygen



Since this is a shared-ride service, the vehicle operator may make other stops on the way to your destination, so please allow plenty of time to get to and from your destination.

If you have an appointment, notify the reservationist to assist you with a “ready time” to be picked up. The reservationist will then inform you of the necessary pick up time to be at your appointment on time. Should you chose to instead schedule a pick up time, we recommend if you have an appointment that you give yourself enough time for the vehicle operator to board and de-board you and for you to get from the bus to the office you need (maybe an extra 10-15 minutes) keeping in mind this is a shared-ride service.

### **Passenger Assistance**

Paratransit vehicle operators will escort passengers to and from the vehicle and main door of their residence or a facility. Additionally, vehicle operators will assist passengers on and off the vehicle. If passengers require other types of help, like managing bags or packages, finding an office inside a large building, filling prescriptions, etc., we recommend you bring along a personal care attendant.

### **Personal Care Attendant**

A personal care attendant assists the passenger with daily life functions, and may provide assistance during the ride or at the destination. If you need assistance to travel, riding with a personal care attendant is strongly encouraged. A personal care attendant does not have to pay fare and must be transported to and from the same location as the passenger. Passengers needing a personal care attendant must be registered with Sacramento Regional Transit Accessible Services. You must reserve space for your personal care attendant when scheduling a trip.

***Note: A family member or friend will be regarded as a Companion accompanying the eligible rider, and not as a Personal Care Attendant, unless the family member or friend is acting in the capacity of a personal care attendant.***

## **Companions/Guests (including children)**

A companion or guest is someone riding with the passenger, but not as a Personal Care Attendant. You may arrange to bring one companion/guest along on each ride, in addition to a Personal Care Attendant.

Companions/guests must be transported to and from the same location as the passenger. Additional companions/guests may be scheduled, if space is available. Same day additions will not be honored. All

companions/guests must pay the same fare as the passenger. You must reserve space for your companion/guest (including children) when scheduling a trip.

## **TAKING A TRIP**

### **Vehicles and Operators**

Non-ADA paratransit service is provided using a variety of vehicles, including taxis. Paratransit, Inc. reserves the right to determine whether non-ADA paratransit services will be delivered using its own vehicle operators and vehicles, or using operators and vehicles of other entities (for example, taxis). You must ride in the vehicle that is sent for you. Special requests for specific vehicles and vehicle operators cannot be honored. If your pick-up and/or drop-off location is not accessible, your non-ADA service will be provided as curb-to-curb, all other service will be provided as origin to destination.

### **Boarding Time**

When you call to reserve your ride, you will be given a 30-minute “pick-up window” in which the vehicle will arrive. The 30-minute pick-up window allows Paratransit, Inc. to accommodate your pick up within this allotted timeframe. By being ready when the vehicle arrives, you help keep everyone’s trips on schedule.

### **How Long Will the Paratransit Vehicle Wait?**

When the vehicle arrives within the “pick-up window”, the vehicle operator will wait no more than five (5) minutes. If the vehicle arrives before your “pick-up window” starts, you may leave if you are ready; otherwise, the

## PARATRANSIT NON-ADA SERVICE FARES

**Non-ADA Trip Single Fare - \$5.00**

**NOTE:** The ADA Paratransit Monthly Pass does not cover a Non-ADA Trip.

### **Boarding with a Mobility Device**

Non-ADA paratransit service vehicles are lift-equipped and will accommodate mobility devices primarily designed to assist persons with mobility disabilities, such as a powered or manual wheelchair with three (3) or more wheels and that are usable indoors and various other mobility devices, provided the mobility devices can be secured and do not block the aisle or obstruct passage of other persons, and provided that they safely fit within lift design and load and platform measurements. Paratransit **will not be able** to transport mobility devices that do not fit on the lift of our vehicles.

If you change your mobility device or your mobility device breaks down and you need to use a different mobility device, you must contact RT Accessible Services at 916-557-4685 to report the new mobility device, before reserving a ride. If Paratransit's non-ADA service observes that the vehicle lifts are unable to lift you in your wheelchair due to the combined weight, Paratransit may require that the weight is verified at RT Accessible Service office.

- All vehicle operators are trained to operate the lift and will secure you after boarding. A boarding belt is also used by the vehicle operator to ensure safety while in the vehicle.
- Boarding while standing on the lift is allowed, but not encouraged.
- Boarding while sitting on mobility device other than a wheelchair, such as a walker seat is prohibited.

vehicle operator will wait until your “pick-up window” starts and then an additional five (5) minutes. As a courtesy to other passengers, please be ready at your ready time.

### **What if My Ride is Late?**

If your ride has not arrived within 30-minute window, call 916-429-2009 and select Option 3. Paratransit staff will assist you. This number is staffed daily from 4:15 a.m. to midnight.

### **Canceling a Trip**

**The Cancel Line is open 24 hours. The minimum cancellation notice required for trips are not needed is two (2) hours in advance of the scheduled pick-up time.** If your travel plans, change or you will not be ready to board your bus at your “ready time” please call 916-429-2009 and select Option 2. Shorter notice without a compelling reason could result in service interruption.

### **Preventing No-Shows**

It is Paratransit’s goal to always make contact with passengers and provide their scheduled ride. When riders do not cancel at least two (2) hours in advance or are not available to board within five (5) minutes, it is considered a “no-show.”

### **Riders can prevent no-show situations when they:**

- Review dates, times and addresses with the reservationist to be sure information is correct
- Call Paratransit cancel line 916-429-2009 and Select Option 2 as soon as the ride is no longer needed
- Cancel at least two (2) hours in advance of the scheduled pick-up time
- Be prepared to board at the start of your “pick-up window” and within five (5) minutes after vehicle arrives by having any personal belongings you plan on taking with you ready, using the restroom, and having your coat (if applicable) and shoes on, etc.

## **Transporting Life-Support Equipment**

You may bring a respirator, portable oxygen and/or other life-support equipment as long as it does not violate laws or rules related to transportation of hazardous materials

## **Carry-on Bags/Packages**

Due to space limitation customers may only carry, three (3) small bags on the vehicle that they are able to manage independently without the assistance of the vehicle operator. The three carry-on items must fit within a certain space either on your lap or in form of your area. If you bring more than three (3) small bags, it is will be your choice whether to board with only three bags and find alternative transportation to carry the remaining bags/packages, or to decline the trip. If you travel with a companion, the companion is allowed three (3) small bags. A Personal Care Attendant is allowed to carry three (3) additional small bags/packages.

## **Transporting Children**

Children traveling as companions/guests or Personal Care Attendants, who are under the age of eight (8) or under 4 feet and 9 inches tall, are required by law to use a child safety seat or other safety restraint system. You are responsible for providing such safety equipment and for securing it and the child in paratransit vehicles.

## **Transporting Service Animals**

You may travel with a service animal such as guide dog canine companion. The use of a service animal must be identified at the time of your eligibility assessment with RT Accessible Services. Service Animals provide important assistance to individuals with disabilities and are welcomed at Paratransit facility and on board of Paratransit vehicles.

*Service animals such as guide dogs are allowed to lay in the aisle next to the seat in which the passenger is seating.*

## What is a service animal?

- A service animal is a guide dog, signal dog, or other animal ***individually trained to work or perform tasks for an individual with a disability***. An individual may have more than one service animal.
- Paratransit representative may ask (1) if the animal is a service animal required because of disability and (2) what task the animal has been trained to perform. However, a service animal requires no special tag, identification, certification, papers, harness, vest, cape or pass.
- A service animal must always be under the control of the handler. A service animal must be harnessed, leashed or tethered unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.
- Paratransit may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of vehicle operators or other riders, create a seriously disruptive atmosphere, or are otherwise not under a passenger's control. An individual is not denied access if their service animal is denied access.

## What are examples of specific work or tasks that service animals are trained to perform?

- Guiding individuals with visual impairments
- Alerting individuals who are hard of hearing or deaf to intruders or sounds
- Providing minimal protection or rescue work
- Pulling a wheelchair
- Fetching dropped items for an individual with a disability
- Alerting individuals with seizure disorders to an oncoming seizure, or responding to a seizure
- Reminding individuals with depression or other psychiatric conditions to take their medication
- Sensing an anxiety attack is about to happen and taking specific action to help avoid or lessen the impact of the attack (commonly known as "psychiatric service animal")

## What is not a service animal?

- Pets are not service animals
- Emotional support, therapy, comfort, and companion animals are not service animals. “Emotional support, therapy, comfort, and companion animals” refer to when an animal’s only function is to provide emotional support or comfort just by being with a person. Such animals do not qualify as service animals under the ADA because they have not been trained to perform a specific job or task.

## Are non-service animals allowed on Paratransit vehicles?

- Small pets and other non-service animals may be carried on paratransit service vehicle only in properly secured cage, container or carrying case.
- You are responsible for loading and securing the containers in the paratransit vehicles.
- Vehicle operators are not permitted to assist in carrying the animal carrier/container.

## Same Day Rides

Same Day Ride requests **will not be honored**. We are not obligated to provide same day service as per the ADA. However, Paratransit, Inc. will leave no one stranded. Remember, if you are at an **appointment** which is taking longer than you anticipated, please call 916-429-2009 and select Option 3 and ask for dispatch. The dispatcher will renegotiate your ready time.

If you are being discharged from the hospital or other medical facility, please contact reservations and we will work to provide you a trip to your residence.

## **Lost and Found**

Paratransit, Inc. is not responsible for lost and damaged items. If you leave an item on the vehicle, call 916-429-2009 and ask for the Lost & Found Department. If the item is located, you will be contact by phone to arrange or the item to return to you. All lost & found items will be disposed of after 60 days.

## **PASSENGER RESPONSIBILITIES**

**Passengers must observe the following rules and responsibilities:**

- Smoking is prohibited on the vehicles, and is prohibited within 40 feet from the vehicle
- Parents must control children
- Have the exact fare (cash, ride coupons) prior to boarding. Vehicle operators do not make change, or accept checks or credit cards.
- Seatbelts or the integrated system is required by passengers on vehicles
- Do not distract the vehicle operator while the vehicle is in motion
- Personal musical devices are allowed with headphones as long as the sound is not audible to others. You may request for the vehicle operator to turn on/off the vehicle radio, along with changing the channel or turning the radio up or down as long as all other passengers agree.
- Maintain appropriate, reasonable personal hygiene
- Proper attire, including shirts and shoes (or appropriate foot coverings), are required on the vehicle
- Bring a personal care attendant, if needed
- Do not deliberately evade paying a fare
- No eating or drinking is allowed on the vehicle, unless required for health reasons. Remember, bring water during the Sacramento Summers
- No petting guide dogs or other service animals without permission from the owner
- No riding under the influence of alcohol or illegal drugs
- No physical abuse of another rider or the vehicle operator



- Mobility devices and wheelchairs must be clean and in good working order

## VEHICLE OPERATOR RESPONSIBILITIES

Vehicle operators will treat you with courtesy and dignity as they escort you to and from the vehicle or main door of your pick-up locations and help you get on and off the vehicle. They can stow small personal belongings, push a manual wheelchair, provide directions or act as a sighted guide, if you need other types of help, like checking you out of a care facility, filling prescriptions, locking or unlocking your doors, managing several bags or packages, etc., please bring along a personal care attendant.

### Vehicle operators are not permitted to:

- Operator, push or lift your electric/power mobility device
- Transfer passengers from wheelchairs
- Lift or carry riders
- Cross residential thresholds
- Lock or unlock resident's doors
- Carry packages and other items
- Secure child safety systems in the vehicle or children into such systems

## SUSPENSION OF SERVICE

### Suspension for Excessive Missed Trips, No-Shows and Lateness

Excessive missed non-ADA service area trips are considered *excessive* when an individual reserves a number of trips and cancels a percent of those trips within any the calendar month. See sliding scale below:

Number of Trips Scheduled	Percent of Trips Late Cancels/No Shows
≥ 100	≥10%
80 – 99	≥15%
60 – 79	≥20%
40 – 59	≥25%

30 – 39	≥30%
20 – 29	≥35%
10 – 19	≥40%
1 – 9	n/a

A **no-show** occurs when the vehicle operator arrives at the pick-up location within the 30-minute pick-up window, waits the courtesy five (5) minutes and customer does not board the vehicle. **Any subsequent leg or return trip will not be automatically cancel and may result in an additional “no-show” assessment if not canceled as required by this policy.**

A **late cancellation** occurs when a customer cancels a trip less than two (2) hours before the scheduled trip.

### **Penalties for Late Cancels/No Shows**

- First offense (month) you will receive a letter
- Second offense (consecutive month (2)) you will be suspended from Non-ADA service area trips for seven (7) days
- Third offense (consecutive month (3)) you will be suspended from Non-ADA service area trips for 14 days

### **Service Suspension of Abusive or Disruptive Behavior**

Service will immediately be denied on a long-term basis or indefinitely to passengers who engage in violent, serious disruptive or illegal conduct directed at other riders or Non-ADA service area staff. Such conduct includes, but is not limited to: threats or fear of physical verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations: unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication or defacing equipment.

## **PARATRANSIT NON-ADA SERVICE COMPLAINTS AND COMPLIMENTS**

Paratransit, Inc. cares about what you think and welcomes all compliments, complaints and suggestions about its non-ADA paratransit service. To

submit comments in writing or by phone please contact us at Paratransit, Inc. 2501 Florin Rd, Sacramento, CA 95822 or call 916-429-2009 and select Option 4. Please provide as much information as possible. Paratransit, Inc. will work to ensure you get the quality of service you deserve.

**PARATRANSIT  
NON-ADA SERVICE  
ABUSIVE OR DISRUPTIVE BEHAVIOR POLICY**

Service will immediately be denied on a long-term basis or indefinitely to passengers who engage in violent, serious disruptive or illegal conduct directed at other riders or non-ADA service area staff. Such conduct includes, but is not limited to: threats or fear of physical verbal abuse; unlawful harassment, including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations: unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle-riding rules, including smoking in the vehicle, eating or drinking without medical indication or defacing equipment.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 25-18**

**ADOPTING THE ABUSIVE OR DISRUPTIVE BEHAVIOR POLICY FOR NON AMERICANS WITH DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into its own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Abusive or Disruptive Behavior Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date



## **PARATRANSIT NON-ADA SERVICE LATE CANCEL/NO SHOW POLICY**

The **Cancel Line** is open 24 hours. The minimum cancellation notice required for trips are not needed is two (2) hours in advance of the scheduled pick-up time. If your travel plans, change or you will not be ready to board your bus at your “ready time” please call 916-429-2009 select Option 2. Shorter notice without a compelling reason could result in service interruption.

### **Preventing No-Shows**

It is Paratransit’s goal to always contact with passengers and provide their scheduled ride. When riders to not cancel at least two (2) hours in advance or are not available to board within five (5) minutes, it is considered a “no-show.”

### **Riders can prevent no-show situations when they:**

- Review dates, times and addresses with the reservationist to be sure information is correct
- Call Paratransit cancel line 916-429-2009 option 2 as soon as the ride is no longer needed
- Cancel at least two (2) hours in advance of the scheduled pick-up time
- Be prepared to board at the start of your “pick-up window” and within five (5) minutes after vehicle arrives by having any personal belongings you plan on taking with you ready, using the restroom, and having your coat (if applicable) and shoes on and etc.

### **Suspension for Excessive Missed Trips, No-Shows and Lateness**

Missed non-ADA service area trips are considered *excessive* when an individual reserves a number of trips and cancels a percent of those trips within any the calendar month. See sliding scale below:

Number of Trips Scheduled	Percent of Trips Late Cancels/No Shows
≥ 100	≥10%
80 – 99	≥15%
60 – 79	≥20%
40 – 59	≥25%
30 – 39	≥30%
20 – 29	≥35%
10 – 19	≥40%
1 – 9	n/a

A **no-show** occurs when the vehicle operator arrives at the pick-up location within the 30-minute pick-up window, waits the courtesy five (5) minutes and customer does not board the vehicle. **Any subsequent leg or return trip will not be automatically cancel and may result in an additional “no-show” assessment if not canceled as required by this policy.**

A **late cancellation** occurs when a customer cancels a trip less than two (2) hours before the scheduled trip.

### **Penalties for Late Cancels/No Shows**

- First offense (month) you will receive a letter
- Second offense (consecutive month (2)) you will be suspended from Non-ADA service area trips for seven (7) days
- Third offense (consecutive month (3)) you will be suspended from Non-ADA service area trips for 14 days



**RESOLUTION NO. 26-18**

**ADOPTING THE CANCEL/NO SHOW POLICY FOR NON AMERICANS WITH  
DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that it operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, the Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into their own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Cancel/No Show Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date





## PARATRANSIT NON-ADA SERVICE FARE POLICY

**Non-ADA Service Single Fare - \$5.00**

**NOTE:** The ADA Paratransit Monthly Pass does not cover a Non-ADA Service Area Trip.

- Have the exact fare (cash, ride coupons) **prior** to boarding. Vehicle operators do not make change, or accept checks or credit cards.
- Do not deliberately evade paying a fare.
- A personal care attendant does not have to pay fare, but must be transported to and from the same location as the passenger.
- All companions/guests (including children) must pay the same fare as the passenger and must be transported to and from the same location as the passenger.



**paratransit**  
creating independence through smart transit **inc.**

Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 27-18**

**ADOPTING THE FARE POLICY FOR NON AMERICANS WITH DISABILITIES ACT  
(ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into their own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Fare Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date



**PARATRANSIT  
NON-ADA SERVICE  
CARRY-ON BAGS/PACKAGES POLICY**

Due to space limitation customers may only carry, three (3) small bags on the vehicle that they are able to manage independently without the assistance of the vehicle operator. The three carry-on items must fit within a certain space either on your lap or in form of your area. If you bring more than three (3) small bags, it is will be your choice whether to board with only three bags and find alternative transportation to carry the remaining bags/packages, or to decline the trip. If you travel with a companion, the companion is allowed three (3) small bags. A Personal Care Attendant is allowed to carry three (3) additional small bags/packages.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 28-18**

**ADOPTING THE CARRY ON BAGS/PACKAGES POLICY FOR NON AMERICANS  
WITH DISABILITIES ACT (ADA) SERVICE**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into its own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Carry-On Bags/Packages Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date



**PARATRANSIT  
NON-ADA SERVICE  
TRANSPORTING CHILDREN POLICY**

Children traveling as companions/guests or Personal Care Attendants, who are under the age of eight (8) or under 4 feet and 9 inches tall, are required by law to use a child safety seat or other safety restraint system. The passenger or their Personal Care Attendant are responsible for providing such safety equipment and for securing it and the child in paratransit vehicles.

All children over the age of five (5) must pay the applicable fare unless traveling as a Personal Care Attendant.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO.**

**29-18**

**ADOPTING THE TRANSPORTING CHILDREN POLICY FOR NON AMERICANS WITH DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into its own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Transporting Children Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date



## **PARATRANSIT NON-ADA SERVICE TRANSPORTING SERVICE ANIMALS POLICY**

You may travel with a service animal, such as a guide dog canine companion. The use of a service animal must be identified at the time of your eligibility assessment with SacRT Accessible Services. Service Animals provide important assistance to individuals with disabilities and are welcomed at Paratransit facility and on board of Paratransit vehicles.

*Service animals such as guide dogs are allowed to lay in the aisle next to the seat in which the passenger is seating.*

### **What is a service animal?**

- A service animal is a guide dog, signal dog, or other animal ***individually trained to work or perform tasks for an individual with a disability.*** An individual may have more than one service animal.
- Paratransit representative may ask (1) if the animal is a service animal required because of disability and (2) what task the animal has been trained to perform. However, a service animal requires no special tag, identification, certification, papers, harness, vest, cape or pass.
- A service animal must always be under the control of the handler. A service animal must be harnessed, leashed or tether unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. In that case, the person must use voice, signal, or other effective means to maintain control of the animal.
- Paratransit may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of vehicle operators or other riders, create a seriously disruptive atmosphere, or are otherwise not under a passenger's control. An individual is not denied access if their service animal is denied access.

### **What are examples of specific work or tasks that service animals are trained to perform?**

- Guiding individuals with visual impairments
- Alerting individuals who are hard of hearing or deaf to intruders or sounds
- Providing minimal protection or rescue work
- Pulling a wheelchair
- Fetching dropped items for an individual with a disability
- Alerting individuals with seizure disorders to an oncoming seizure, or responding to a seizure
- Reminding individuals with depression or other psychiatric conditions to take their medication
- Sensing an anxiety attack is about to happen and taking specific action to help avoid or lessen the impact of the attack (commonly known as “psychiatric service animal”)

### **What is not a service animal?**

- Pets are not service animals
- Emotional support, therapy, comfort, and companion animals are not service animals. “Emotional support, therapy, comfort, and companion animals” refer to when an animal’s only function is to provide emotional support or comfort just by being with a person. Such animals do not qualify as service animals under the ADA because they have not been trained to perform a specific job or task.

### **Are non-service animals allowed on Paratransit vehicles?**

- Small pets and other non-service animals may be carried on paratransit service vehicle only in properly secured cage, container or carrying case.
- You are responsible for loading and securing the containers in the paratransit vehicles.
- Vehicle operators are not permitted to assist in carrying the animal carrier/container.





Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 30-18**

**ADOPTING THE TRANSPORTING SERVICE ANIMALS POLICY FOR NON AMERICANS WITH DISABILITIES ACT (ADA) SERVICE**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into their own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Transporting Service Animals Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date



**PARATRANSIT  
NON-ADA SERVICE  
SAME-DAY RIDE POLICY**

Same Day Ride requests will not be honored. We are not obligated to provide same day service as per the ADA. However, Paratransit, Inc. will leave no one stranded. Remember, if you are at an **appointment** which is taking longer than you anticipated, please call 916-429-2009 select Option 3 and ask for dispatch. The Dispatcher will work with you to renegotiate your ready time.

If you are being discharged from the hospital or other medical facility, we will provide you a trip to your residence. Please contact our reservations department as soon as you are notified you are being released.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 31-18**

**ADOPTING THE SAME-DAY RIDE POLICY FOR NON AMERICANS WITH  
DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into its own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Same-Day Ride Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date



**PARATRANSIT  
NON-ADA SERVICE  
LOST & FOUND POLICY**

Paratransit is not responsible for lost and damaged items. If you leave an item on the vehicle, call 916-429-2009 and ask for the Lost & Found Department. If the item is located, you will be contact by phone to arrange or the item to return to you. All lost & found items will be disposed of after 60 days.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 32-18**

**ADOPTING THE LOST & FOUND POLICY FOR NON AMERICANS WITH  
DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into its own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Lost & Found Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date



## PARATRANSIT NON-ADA SERVICE DAYS AND HOURS POLICY

Non-ADA Service Area is available during the same day and hours as RT's fixed route bus and light rail service operates, along with extended hours.

**For example:** If you live in Orangevale and need a trip into Sacramento. Your trip would be a non-ADA service area trip. **Another example:** If your closest RT bus route does not operate on Sunday the trip becomes a non-ADA Service trip. The reservationist will tell you whether your trip is a Non-ADA Service trip or not at the time of the reservation and will notify you of the applicable fare.

Although, our hours extend from the ADA service area hours, the American with Disabilities Act does not require Non-ADA service. We can only provide these trips when we have the availability to do so and your trip may be bumped or canceled as required to meet the ADA service demands. Should any changes to your trip be required you will be contacted and no one will be left stranded.

**Example:** *A passenger schedules a pick up at 9:40 p.m., but decides not to take the trip and calls back to be picked up later at 11:00 p.m. In this case, we may not have the resources to provide this trip and your trip request may be denied. Please consider this when making your initial reservations.*

### Reservation Hours

Paratransit, Inc. Reservations Department is open Sunday through Saturday from 8:00 a.m. to 5:00 p.m. including Holidays. All trips must be scheduled one to two days in advance. We do not provide Same Day Service.

Passengers **must** advise the reservationist if they will be traveling with a Companion or Personal Care Attendant when making the reservation. No additional passengers will be added the day of the trip.



Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

**RESOLUTION NO. 33-18**

**ADOPTING THE SERVICE DAYS AND HOURS POLICY FOR NON AMERICANS WITH DISABILITIES ACT (ADA) SERVICE.**

**WHEREAS**, Paratransit, Inc. is an operator of public transit service that operates under its own authority (Non Americans with Disabilities Act service); and

**WHEREAS**, Paratransit has historically applied the policies adopted by Sacramento Regional Transit District for ADA service to non-ADA service; and

**WHEREAS**, there are some minor changes to service that is non-ADA in delivery; and

**WHEREAS**, Paratransit, Inc. wishes to codify these policies into its own documented policy manual.

**NOW, THEREFORE BE IT RESOLVED**, that the Board of Directors of Paratransit, Inc. adopts the Service Days and Hours Policy.

\_\_\_\_\_  
Mary Steinert, President  
Paratransit, Inc. Board of Directors

\_\_\_\_\_  
Date

