



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

6:00 P.M. Monday, November 19, 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 the minutes of the September 19, 2018 Board of Directors Meeting (Parker) (pgs. 1-7)
- B. Approve the Paratransit, Inc. Board Meeting Calendar for 2019 (pg. 8)



IV. Election of Board Officers For 2019 Calendar Year

President:
Vice-President:
Secretary:
Treasurer:

V. Staff Reports

- A. CEO Report (Fink) (pgs. 9-10)
- B. Financial Report (Cappellari)(pgs 11-19)

VI. Action Items

- A. **Adopt Resolution No. 25-18** For The Definition of Stranded for Americans with Disabilities ACT Non (ADA) Service (pgs.13-14)
- B. **Adopt Resolution No. 26-18** For the Cancel/No Show Policy for Americans with Disabilities Act Non (ADA) Service (pgs. 15-16)
- C. **Adopt Resolution No. 27-18** For the Fare Policy For The Americans with Disabilities Act Non (ADA) Service (pgs.17-18)
- D. **Adopt Resolution No. 28-18** For the Carry-On Bags/Packages Policy For Americans with Disabilities Non (ADA) Service (pgs.19-20)
- E. **Adopt Resolution No. 29-18** For The Transporting Children Policy For Americans with Disabilities Non (ADA) Service (pgs.21-22)
- F. **Adopt Resolution No. 30-18** For The Transporting Service Animals Policy For Americans with Disabilities Non (ADA) Service (pgs.23-25)
- G. **Adopting Resolution No. 31-18** For The Same Day Ride Policy for Americans with Disabilities Non (ADA) Service (pgs. 26-27)
- H. **Adopting Resolution No. 32-18** For The Lost and Found Policy For Americans with Disabilities Non (ADA) Service (pgs,28-29)
- I. **Adopting Resolution No. 33-18** For The Service Days and Hours Policy For Americans with Disabilities Non (ADA) Service(Pgs.30-31)

J. **Adopting Resolution No. 34-18** For The Abusive or Disruptive Behavior Policy For Americans with Disabilities Non (ADA) Service (pgs.32-33)

K. **Ratifying Resolution No. 35-18** for the Submittal of the Innovative Coordinated Access And Mobility Grant to the Federal Transit Administration (FTA) and further authorizing the Chief Executive Officer (CEO) to execute all documents, if awarded (pgs.34-35)

VII. Announce Adjournment To Closed Session

1. Confer with Paratransit's Chief Executive Officer regarding Labor Negotiations with Amalgamated Transit Union Local 256 per Government Code section 54957.6

VIII. Reconvene To Open Session and Report Action, If Any, Taken

IX. Discussion of Potential Evening and Holiday Service Changes, Open Public Comment Period, And Set Public Hearing for January 30, 2019 (Fink) (pgs.36-37)

X. Community Partnerships

XI. Board Comments/ Reports/ Future Agenda Items

XII. Adjournment

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

**Thursday, January 30, 2019
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

RT Board Meetings: November 12th @ 5:30 pm and December 10th @ 5:30 pm (2nd Monday of the month).

RT Mobility Advisory Council: November 1st @ 2:30 pm and December 6th @ 2:30 pm. (1st Thursday of the month).

Sacramento County Disability Advisory Commission: November 6th from 5:00- 7:00 pm and December 4th from 5:00 to 7:00 pm (1st Tuesday of the month).
(700 H Street, Hearing Room 1, County Administration Center)

Sacramento City Disabilities Advisory Commission: November 15th @ 6:00 pm (3rd Thursday of the month), December meeting has been canceled.
(New City Hall, 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.

BOARD OF DIRECTORS' MEETING

MINUTES:

September 17, 2018
6:00 pm
2501 Florin Road
Sacramento, CA 95822

Board Members Present:

Pat Hume
Jill Faust
Scott Leventon
Mary Steinert
Anna Fontus
Stephani Nguyen
Shahid Rehimtoola
Vacant

Absent:

Steve Hansen

Public Present

Janice Labrado, Regional Transit
Mike Barnbaum
Rev. Dr. Jocelyn Hicks
Sabrina Hocker
Helen O'Connell
Carolyn Mulder
Claire Wheeler
Stephen Norris
Jeff Taradaguila

Staff Present:

| | | | |
|-----------------|--------------|--------------|--------------------|
| Tiffani Fink | Kathy Sachen | Julio Diaz | Tom Roberts |
| Lisa Cappellari | Kevin Welch | Gary Vickers | Louise Friedlander |
| Linda Parker | Mary Harding | Chris Brown | Mary Harding |

Call To Order/Roll Call: Director Steinert called the meeting to order at 6:08 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.

Chief Executive Officer, Tiffani Fink asked the Board of Directors to postpone the Ridership Guide and Policy Resolutions until the November Board Meeting.

A motion was made by Director Hume to move the Ridership Guide and Policy Resolutions to the November Meeting. The motion was seconded by Director Nguyen. The motion passed.

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

NOES: None

ABSENTIONS: None

ABSENT: Hansen, Rehimtoola (Director Rehimtoola arrived to meeting at 6:15 pm after this vote was taken)

Public Comment:

Reverend Dr. Jocelyn Hicks gave praise to Paratransit staff particularly to the drivers and Customer Service and Dispatch Center Manager, Kathy Sachen.

Consent Calendar

Approve minutes of the June 18, 2018 Board of Directors Meeting (Parker)
(2 minor corrections noted)

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

ABSENTIONS: None

ABSENT: Hansen

**Open Nominations for Officers to the Board of Directors for Calendar Year 2019,
President, Vice-President, Secretary and Treasurer**

Director Steinert announced the Nominating Committee, consisting of Director Steinert, Director Fontus, and Director Faust, had met the previous week and identified the following slate of Directors for nomination:

President- Pat Hume

Vice-President- Anna Fontus

Secretary- Scott Leventon

Treasurer- Stephanie Nguyen

The Board will accept nominations from the floor at the November Board meeting and vote for Officers.

STAFF REPORTS

CEO Report

Tiffani Fink, Chief Executive Officer (CEO) provided a power point presentation of her report, verbalizing various points in the presentation. (A copy of the power point presentation is included with these minutes) Ms. Fink provided information about Paratransit not rebidding the Eligibility and Assessment Contract with Honolulu which will end on January 17, 2019.

CFO Report

Lisa Cappellari, Chief Financial Officer verbalized her report. She discussed the impact of not having additional income from the Honolulu contract and explained that items such as lower fuel costs, brokered transportation and the startup of two new contracts in San Joaquin County and Seattle Washington would offset the majority of the loss of income from Honolulu.

COMMUNITY PARTNERSHIPS

Janice Labrado from Sacramento Regional Transit's Accessible Services Department talked about the fare reduction pilot program. Regional Transit is reducing it's fares on fixed route and Paratransit Inc. The fare will be \$5.00 for Americans with Disabilities (ADA) rides from October 1, 2018 through March 31, 2019. Regional Transit will dip into its reserves to fund the difference in the fare price. The reduction in fare is designed to increase ridership on fixed route and light rail service and will be evaluated at the end of the pilot program. Ridership goal is 350,000 trips. Fares decreased to \$2.50 and passes to \$100. Paratransit fare decreases to \$5.00 a trip with no change in pass pricing.

Transit rider, Mike Barnbaum provided an update on the fare reduction pilot program. He included that Regional Transit will bring back the .25 cent transfer, rolling Connect Card costs and daily best rates. Mr. Barnbaum also notified the Board the light rail service will have 15 minute headways on weekend starting on January 6, 2019. He also noted Wednesday, October 17, 2018 is opening night for the Sacramento Kings playing the Utah Jazz and Regional Transit will have free rides for the game.

Paratransit, Inc., rider, Sabrina Hocker asked if the fare decrease was in response to media information stating that Regional Transit fares were the highest in the Country. It was explained that was not the case, it was done to increase ridership.

Transit rider, Jeff Taradaguila noted that light rail and fixed routes service is very costly to operate.

Directors Hume and Faust asked what would happen at the end of the pilot project and if fares would go back up in cost. Discussion indicated that it would be highly unlikely that the fares would go up once the pilot program ended.

ACTION ITEMS:

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

Director Nguyen made a motion to adopt Resolution No. 14-18 which was seconded by Director Hume. The motion passed unanimously.

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

NOES: None

ABSENTIONS: None

ABSENT: Hansen

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

Executives from Juma, Stephen Norris and Claire Wheeler provided an overview of their organization and its mission to help youth, typically 18 to 24 years of age by training, educating, and placing them in job programs. Paratransit will work with Juma to help provide transportation and/or travel training

Director Fontus made a motion to adopt Resolution No. 16-18 which was seconded by Director Hume. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

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

Director Nguyen made a motion to adopt Resolution No. 16-18 which was seconded by Director Fontus. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

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

Director Nguyen made a motion to Adopt Resolution No. 17-18 which was seconded by Director Rehimtoola. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

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

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

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

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 \$100,000 for temporary staffing in the Boston eligibility office

Director Rehimtoola made a motion to adopt Resolution No. 19-18 which was seconded by Director Leventon. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

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

Director Hume made a motion to adopt Resolution No. 20-18 which was seconded by Director Nguyen. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

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

Director Faust expressed concern as to whether or not this was considered to be advocating for the Proposition. Director Hume and Chief Executive Officer, Tiffani Fink explained the Resolution stated Paratransit, Inc.'s position and was an educational document only.

Director Nguyen made a motion to adopt Resolution No. 21-18 which was seconded by Director Fontus. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

Adopt Resolution No. 22-18 the Major Service Change Policy for Non-Americans with Disabilities Act (ADA) service.

Director Nguyen made a motion to adopt Resolution No.22-18 which was seconded by Director Hume. The motion passed unanimously

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

Adopt Resolution No. 23-18 the Fare Change Policy for Non-Americans with Disabilities Act (ADA) service

Director Nguyen made a motion to adopt resolution No. 23-18 which was seconded by Director Leventon. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

Adopt Resolution No. 24-18 updating the Paratransit, Inc. Equal Employment Opportunity Plan

Director Faust requested larger print be used when presenting charts and graphs so that they are easier to read.

Director Rehimtoola made a motion to adopt Resolution No. 24-18 which was seconded by Director Nguyen. The motion passed unanimously.

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

The Ridership Guide and resolutions 25-33 (ridership policies have been held over to the November Board meeting, per motion made and seconded by Director Hume and Director Nguyen.

Director Leventon made a motion to adjourn the meeting which was seconded by Director Nguyen. The meeting was adjourned at 7:33 pm

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

NOES: None

ABSTENTIONS: None

ABSENT: Hansen

Linda Parker,
Assistant Secretary to the Board of Directors

Date



BOARD OF DIRECTORS' 2019 MEETING DATES

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

6:00 p.m.

January 30, 2019

March 18, 2019

May 20, 2019

June 17, 2019

September 16, 2019

November 18, 2019

Paratransit, Inc. Welcomes Public Attendance

**Please call 429-2009 if you would like to request an agenda.
Agendas are prepared and ready for public distribution four (4)
days before meeting dates.**



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

MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: TIFFANI FINK, CHIEF EXECUTIVE OFFICER 

RE: CHIEF EXECUTIVE OFFICER'S REPORT

DATE: November 19, 2018

DEPARTMENT UPDATES AND UPCOMING WORK PLAN ITEMS:

Consistent with what was implemented at the September Board Meeting, I will be transitioning the Department Updates and Agency Activities and Upcoming Work Plan items to a PowerPoint presentation at each meeting. This will allow for the items to become a more interactive discussion as new projects are introduced and Board Member input is 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:

I am happy to report that attempts to repeal SB 1 via Proposition 6 were unsuccessful. Voters overwhelmingly rejected the proposition to repeal this critical source of transit funding for our Agency, and the other transit agencies in the region. With the election changing the composition of the House of Representatives in Washington, all eyes will be on next steps regarding funding programs and the implementation of several projects that have stalled in the past few years. Staff will continue to remain active in the Transit Association legislative committees, tracking new funding opportunities for our mobility initiatives.

HOLIDAY BUS RETURNS:

Beginning December 1, 2018 and continuing through January 1, 2019, Sacramento Regional Transit District and Paratransit, Inc. will operate the annual Holiday Bus. Once again, passengers riding on the designated Holiday Bus will ride free from fare for that



trip. During this same season, in lieu of fares, riders may offer to donate to the annual beneficiary. This year, SacRT has chosen the Sacramento Society for the Prevention of Cruelty to Animals.

Changes in the ADA Paratransit Service Boundary

With the pending annexation (final vote is scheduled for November 13) of the City of Folsom into the SacRT district, the ADA service boundaries will be expanding. As part of this annexation, SacRT will begin operating fixed route services previously operated by Folsom Stage Line. Paratransit, Inc. will operate regional ADA service from origins outside of Folsom to destinations within $\frac{3}{4}$ mile of existing light rail stations as well as these additional fixed route during their operating hours. In addition, Folsom passengers within $\frac{3}{4}$ mile of the fixed routes wishing to travel within the ADA service boundary will be able to make on seamless trip. It is to note that while the ADA service expanded to cover these areas that Folsom did not re-join the CTSA and as such services will be limited to ADA service.

As always, I am available for any questions.



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MEMORANDUM

TO: BOARD OF DIRECTORS
FROM: LISA CAPPELLARI, *Lisa Cappellari by Parker* CHIEF FINANCIAL OFFICER
SUBJECT: SEPTEMBER 2018 PERFORMANCE REPORT
DATE: NOVEMBER 19, 2018

All financial and operating data are through September 2018.

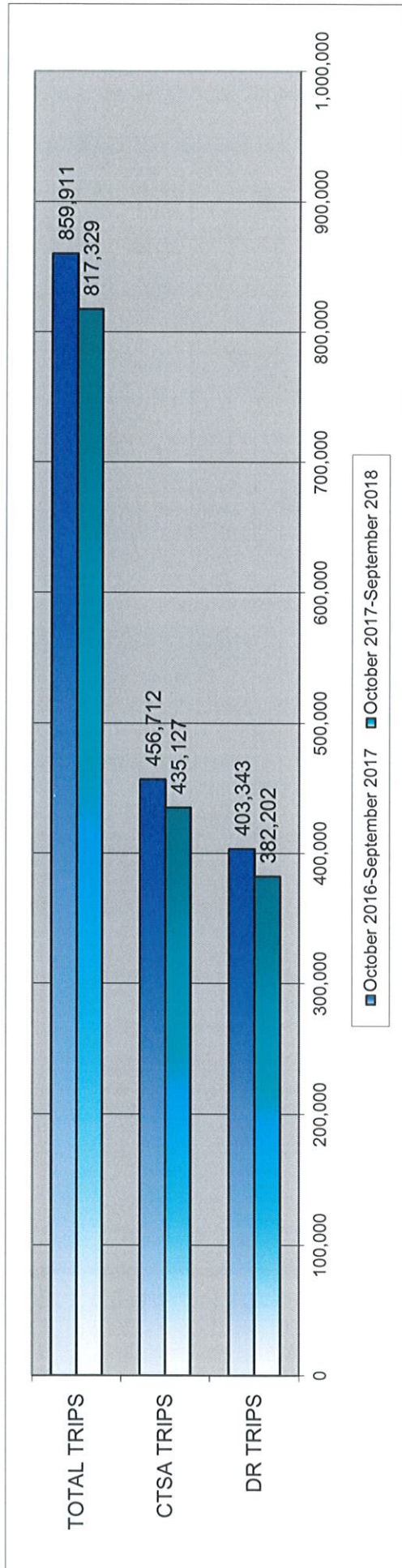
- Rolling year (October 2017 to September 2018) trips provided decreased by 5.0%. Rolling year CTSA trips were down by 21,585 or 4.7% and rolling year DR trips were down 21,141 or 5.2%.
- Year-to-date (YTD) total trips provided decreased by 3.0% or 6,611 trips over September 2017 for a YTD total of 210,281. The YTD decrease was driven by a 3.7% decrease in DR trips and a 2.5% decrease in CTSA trips.
- Overall YTD cost per trip provided increased by 9.7% from FY17. YTD CTSA cost per trip provided increased by 5.4% and YTD DR cost per trip provided increased by 10.8% over prior year.
- The YTD combined fare recovery ratio decreased by 0.7% from FY17 to 10.7% and remains above our goal of 10%, and higher than the TDA-required minimum of 5%.
- The YTD on-time performance rate is 94.1%.

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



Paratransit, Inc. September 2018 Performance Report

ROLLING YEAR TRIPS PROVIDED



October 2017-September 2018
Total Trips Provided
817,329

October 2017-September 2018
CTSA Trips Provided
435,127

October 2017-September 2018
DR Trips Provided
382,202

October 2016-September 2017
Total Trips Provided
859,911

October 2016-September 2017
CTSA Trips Provided
456,712

October 2016-September 2017
DR Trips Provided
403,343

Change
Variance

(42,582)
-5.0%

(21,585)
-4.7%

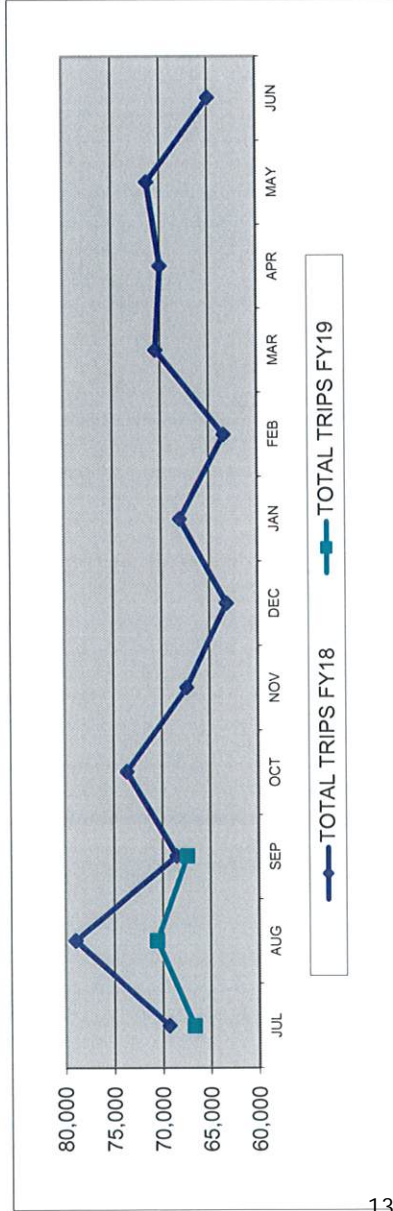
(21,141)
-5.2%

| | Oct 2016 | Nov 2017 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 | Apr 2017 | May 2017 | Jun 2017 | Jul 2017 | Aug 2017 | Sep 2017 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total Trips | 72,027 | 67,464 | 67,736 | 67,522 | 65,868 | 79,348 | 71,211 | 77,327 | 74,516 | 69,356 | 78,978 | 68,558 |
| CTSA Trips | 38,369 | 34,858 | 34,677 | 36,073 | 34,049 | 41,831 | 37,694 | 41,825 | 40,663 | 36,016 | 44,158 | 36,499 |
| DR Trips | 33,658 | 32,606 | 33,203 | 31,449 | 31,819 | 37,517 | 33,517 | 35,502 | 33,853 | 33,340 | 34,820 | 32,059 |

| | Oct 2017 | Nov 2017 | Dec 2017 | Jan 2018 | Feb 2018 | Mar 2018 | Apr 2018 | May 2018 | Jun 2018 | Jul 2018 | Aug 2018 | Sep 2018 |
|-------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Total Trips | 73,626 | 67,398 | 63,247 | 68,069 | 63,477 | 70,481 | 69,997 | 71,288 | 64,956 | 66,757 | 70,609 | 67,424 |
| CTSA Trips | 39,808 | 35,753 | 32,236 | 37,237 | 34,013 | 38,066 | 37,997 | 38,085 | 33,644 | 35,124 | 36,885 | 36,279 |
| DR Trips | 33,818 | 31,645 | 31,011 | 30,832 | 29,464 | 32,415 | 32,000 | 33,203 | 31,312 | 31,633 | 33,724 | 31,145 |

Paratransit, Inc.
September 2018 Performance Report

TOTAL TRIPS PROVIDED

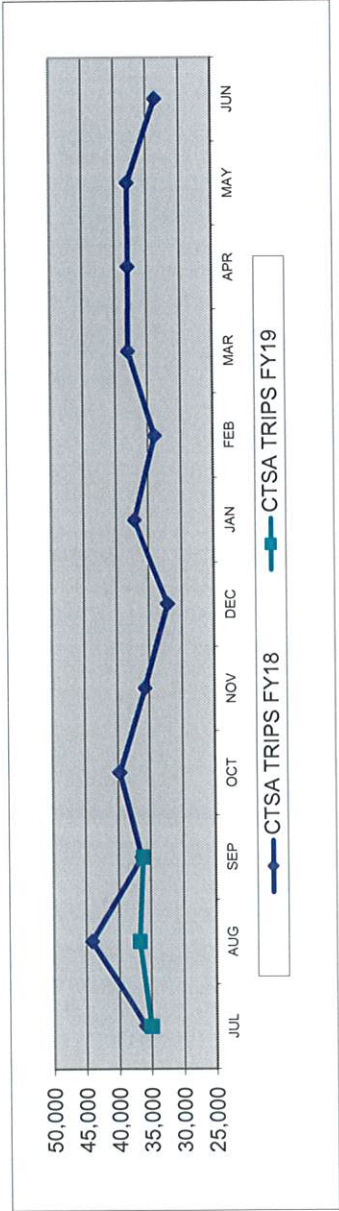


| Total Trips | | SEP | YTD |
|-------------|-------------|--------|---------|
| FY19 | Total Trips | 68,534 | 210,281 |
| FY18 | Total Trips | 68,558 | 216,892 |
| Variance | | (24) | (6,611) |
| | | 0.0% | -3.0% |

| | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FY18 | 69,356 | 78,978 | 68,558 | 73,626 | 67,398 | 63,247 | 68,069 | 63,477 | 70,481 | 69,997 | 71,288 | 64,956 |
| FY19 | 66,757 | 70,609 | 67,424 | | | | | | | | | |

Paratransit, Inc. September 2018 Performance Report

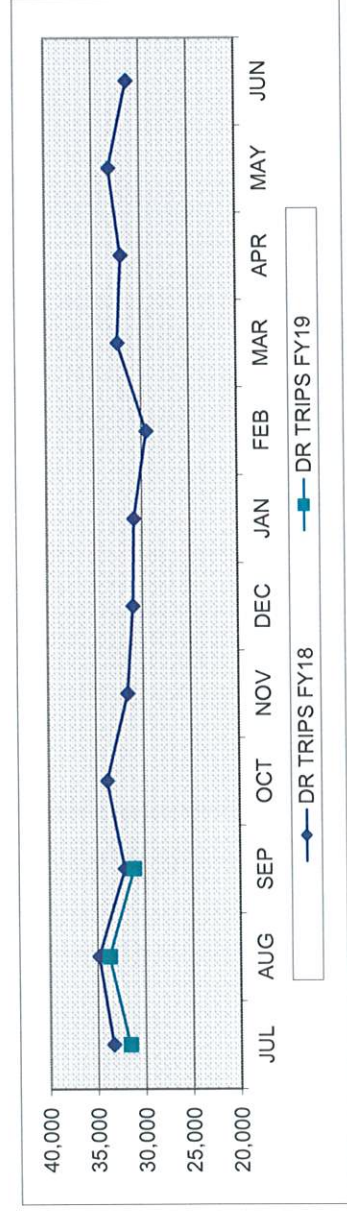
CTSA TRIPS PROVIDED



| CTSA Trips | | SEP | YTD |
|------------|------------|-------------|------------------|
| FY19 | CTSA Trips | 37,389 | 113,779 |
| FY18 | CTSA Trips | 36,499 | 116,673 |
| Variance | | 890 2.4% | (2,894) -2.5% |

| | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FY18 | 35,124 | 36,885 | 36,279 | 36,279 | 35,753 | 32,236 | 37,237 | 34,013 | 38,066 | 37,997 | 38,085 | 33,644 |
| FY19 | 36,016 | 44,158 | 36,499 | 39,808 | 35,753 | 32,236 | 37,237 | 34,013 | 38,066 | 37,997 | 38,085 | 33,644 |

DEMAND RESPONSE TRIPS PROVIDED



| Demand Response Trips | | SEP | YTD |
|-----------------------|----------|----------------|------------------|
| FY19 | DR Trips | 31,145 | 96,502 |
| FY18 | DR Trips | 32,059 | 100,219 |
| Variance | | (914) -2.9% | (3,717) -3.7% |

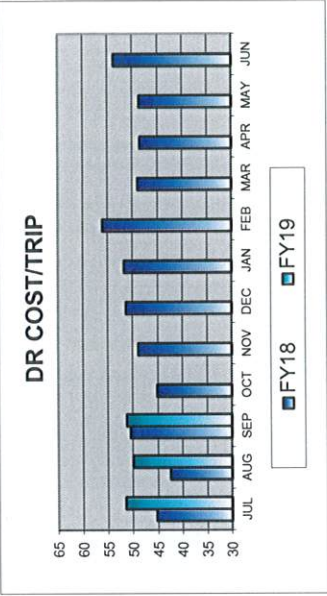
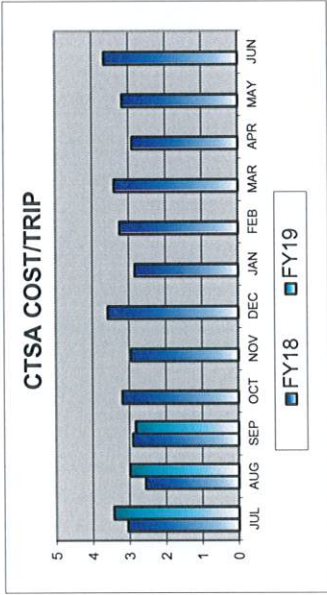
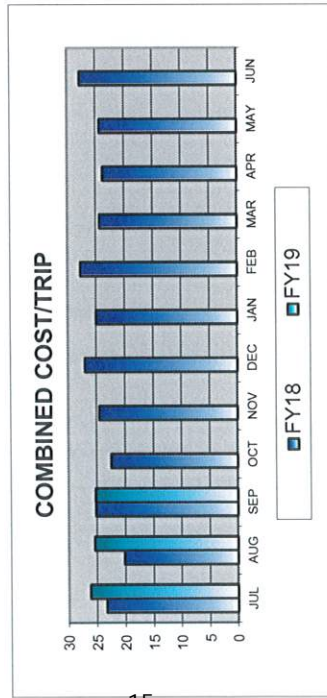
| | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FY18 | 31,633 | 33,724 | 31,145 | 31,145 | 31,645 | 31,011 | 30,832 | 29,464 | 32,415 | 32,000 | 33,203 | 31,312 |
| FY19 | 33,340 | 34,820 | 32,059 | 33,818 | 31,645 | 31,011 | 30,832 | 29,464 | 32,415 | 32,000 | 33,203 | 31,312 |

Paratransit, Inc. September 2018 Performance Report

COST PER TRIP

Cost per Trip

| FY19 | SEP | FY19 YTD | FY18 YTD | Variance |
|----------|---------|----------|----------|----------|
| Combined | \$24.86 | \$24.95 | \$22.73 | 9.7% |
| CTSA | \$2.81 | \$2.97 | \$2.81 | 5.4% |
| DR | \$51.33 | \$50.86 | \$45.92 | 10.8% |



| FY18 | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Combined | \$23.32 | \$20.14 | \$25.12 | \$22.44 | \$24.50 | \$27.00 | \$24.97 | \$27.74 | \$24.32 | \$23.72 | \$24.30 | \$27.80 |
| CTSA | \$3.05 | \$2.55 | \$2.90 | \$3.19 | \$2.95 | \$3.58 | \$2.83 | \$3.25 | \$3.40 | \$2.90 | \$3.17 | \$3.65 |
| DR | \$45.22 | \$42.45 | \$50.42 | \$45.09 | \$48.86 | \$51.34 | \$51.71 | \$55.97 | \$48.90 | \$48.45 | \$48.55 | \$53.75 |

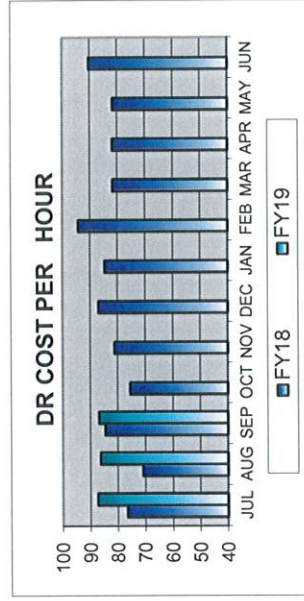
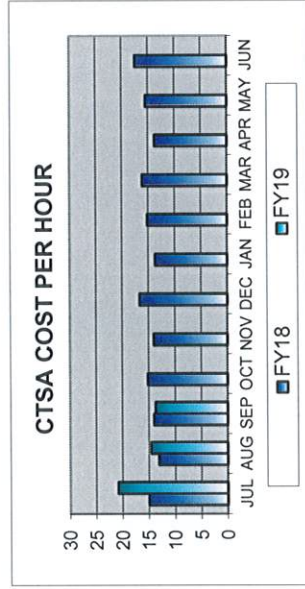
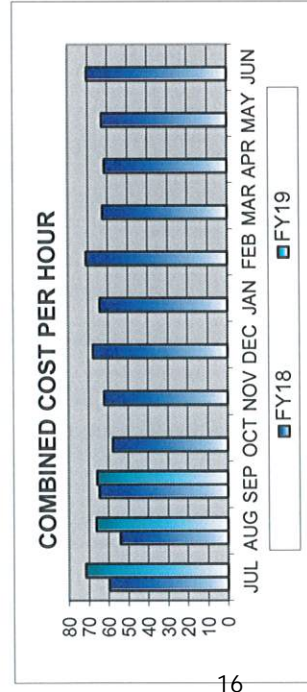
| FY19 | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|----------|---------|---------|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Combined | \$26.18 | \$25.39 | \$25.18 | | | | | | | | | |
| CTSA | \$3.43 | \$2.98 | \$2.82 | | | | | | | | | |
| DR | \$51.44 | \$49.89 | \$51.23 | | | | | | | | | |

Paratransit, Inc. September 2018 Performance Report

COST PER VEHICLE SERVICE HOUR

Cost per Vehicle Service Hour

| FY18 | SEP | FY19 | FY18 | Variance |
|----------|---------|---------|---------|----------|
| | | YTD | YTD | |
| Combined | \$65.89 | \$66.23 | \$59.22 | 11.8% |
| CTSA | \$14.05 | \$14.87 | \$13.95 | 6.6% |
| DR | \$86.96 | \$86.85 | \$77.06 | 12.7% |



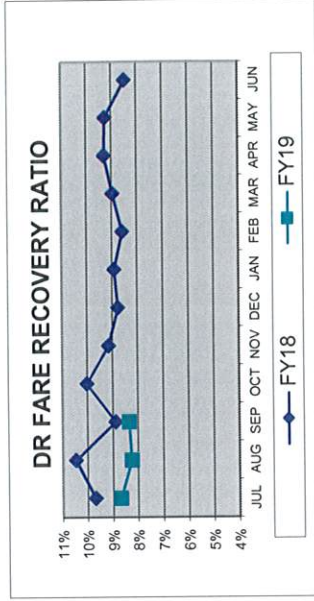
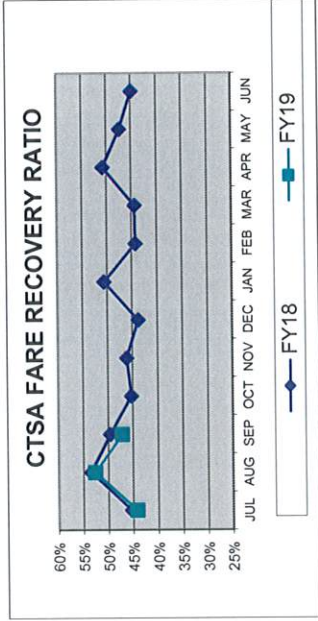
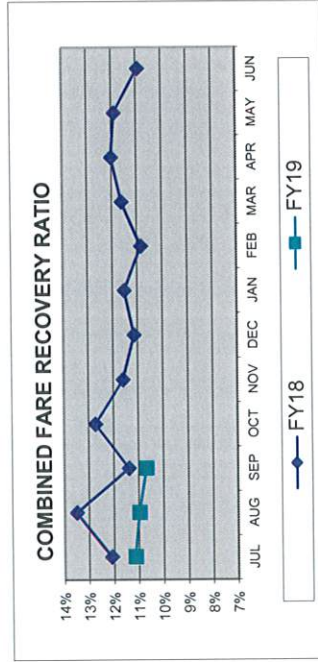
| FY18 | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|----------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Combined | \$59.74 | \$53.94 | \$64.53 | \$57.74 | \$62.08 | \$67.63 | \$64.05 | \$70.91 | \$62.49 | \$61.50 | \$62.89 | \$70.31 |
| CTSA | \$14.94 | \$13.06 | \$14.00 | \$15.12 | \$13.98 | \$16.67 | \$13.67 | \$15.11 | \$16.11 | \$13.73 | \$15.44 | \$17.42 |
| DR | \$76.41 | \$70.86 | \$84.50 | \$75.45 | \$81.08 | \$86.91 | \$84.67 | \$94.23 | \$81.69 | \$81.71 | \$81.66 | \$90.35 |

[illegible]

Paratransit, Inc. September 2018 Performance Report

FARE RECOVERY RATIO

| Fare Recovery Ratio | | SEP | YTD | Goal | Variance | TDA minimum |
|---------------------|---------------------|-------|-------|-------|----------|-------------|
| FY19 | Total Fare Recovery | 10.7% | 10.9% | 10.0% | 1% | 5.0% |
| FY18 | Total Fare Recovery | 11.4% | 12.3% | 10.0% | 2.3% | 5.0% |
| Variance | | -0.7% | -1.4% | | | |



| FY18 | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Combined | 12.1% | 13.5% | 11.4% | 12.7% | 11.6% | 11.1% | 11.5% | 10.8% | 11.6% | 12.0% | 11.9% | 10.9% |
| CTSA | 45.4% | 53.4% | 49.6% | 45.3% | 46.2% | 43.8% | 50.6% | 44.3% | 44.4% | 50.8% | 47.4% | 45.0% |
| DR | 9.7% | 10.5% | 8.9% | 10.0% | 9.2% | 8.8% | 8.9% | 8.6% | 9.0% | 9.3% | 9.2% | 8.5% |

| FY19 | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN |
|----------|-------|-------|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Combined | 11.2% | 11.0% | 10.7% | | | | | | | | | |
| CTSA | 44.3% | 52.7% | 47.2% | | | | | | | | | |
| DR | 8.7% | 8.3% | 8.4% | | | | | | | | | |

Paratransit, Inc.
September 2018 Performance Report

TRANSPORTATION DEVELOPMENT ACT PERFORMANCE CRITERIA

| Cost per Vehicle Service Mile | | | Trips Provided per 100 Vehicle Service Miles | | |
|-------------------------------|--------|--------|--|------|------|
| FY19 | SEP | YTD | FY19 | SEP | YTD |
| Combined | \$4.16 | \$4.13 | Combined | 16.7 | 16.5 |
| CTSA | \$0.79 | \$0.80 | CTSA | 28.1 | 27.1 |
| DR | \$5.79 | \$5.77 | DR | 11.3 | 11.3 |

| Trips Provided per Vehicle Service Hour | | | DR On-Time Performance | | |
|---|-----|-----|------------------------|-------|-------|
| FY19 | SEP | YTD | FY19 | SEP | YTD |
| Combined | 2.7 | 2.7 | DR | 92.8% | 94.1% |
| CTSA | 5.0 | 5.0 | | | |
| DR | 1.7 | 1.7 | | | |

PARATRANSIT, INC.
COMBINED BALANCE SHEET
09/30/2018
UNAUDITED

ASSETS

| | |
|-------------------------------|--------------------------|
| CURRENT ASSETS: | |
| Cash | 3,731,395 |
| Medical Annuity | 230,000 |
| Accounts Receivable | 1,871,071 |
| Grants Receivable | 678,552 |
| Inventory | 92,948 |
| Deposits and Prepaid Expenses | 1,541,897 |
| TOTAL CURRENT ASSETS | <u>8,145,863</u> |
| CAPITAL ASSETS: | |
| Grant Equipment | 12,547,187 |
| Non-Grant Equipment | 9,891,120 |
| Work in Progress | 169,596 |
| TOTAL COST | <u>22,607,903</u> |
| Less Accumulated Depreciation | <u>(12,381,512)</u> |
| Net Capital Assets | <u>10,226,392</u> |
| TOTAL ASSETS | <u><u>18,372,254</u></u> |

LIABILITIES AND FUND BALANCE

| | |
|-------------------------------------|--------------------------|
| CURRENT LIABILITIES | |
| Accounts Payable | 625,993 |
| Workers' Compensation Payable | - |
| Accrued Payroll & Benefits | 435,986 |
| Sales Tax Payable | (41) |
| Lease/Notes Payable | 1,245,477 |
| Unredeemed Bus Scrip | 58,690 |
| Deferred Revenue | 453,526 |
| Other Payables | 3,151 |
| TOTAL CURRENT LIABILITIES | <u>2,822,781</u> |
| LONG-TERM LIABILITIES: | |
| Long Term Liabilities | <u>4,402,614</u> |
| TOTAL LONG TERM LIABILITIES | <u>4,402,614</u> |
| TOTAL LIABILITIES | 7,225,395 |
| FUND EQUITY | |
| Contributed Capital | 1,319,950 |
| Restricted for lease collateral | 33,160 |
| Restricted for grant administration | 12,997 |
| Retained Earnings (Loss) | 9,780,752 |
| TOTAL FUND EQUITY | <u>11,146,859</u> |
| TOTAL LIABILITIES AND FUND BALANCE | <u><u>18,372,254</u></u> |




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

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

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 34-18 ADOPTING OPERATING POLICIES FOR AMERICANS WITH DISABILITIES ACT NON (ADA) SERVICE

DATE: November 19, 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





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RESOLUTION NO. 25-18

**ADOPTING THE DEFINITION OF STRANDED FOR AMERICANS WITH
DISABILITIES ACT NON (ADA) SERVICE.**

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

WHEREAS, Paratransit Inc. is committed to not leaving a passenger stranded due to operational delays and/or other delays beyond the control of the passenger; and

WHEREAS, there are times when a passenger chooses to change their ride for purposes within their control for which Paratransit, Inc. cannot accommodate and staff has tried to negotiate alternatives; and

WHEREAS, it has become necessary to clearly define the term stranded.

WHEREAS, Paratransit, Inc. wishes to ensure that it can deliver efficient, effective service to as many passengers as possible.

NOW, THEREFORE BE IT RESOLVED, that the Board of Directors of Paratransit, Inc. adopts the definition of "Stranded" as the following:

"Paratransit, Inc. shall not leave a passenger stranded. Should an operational challenge occur causing delay or a circumstance outside of the control of the passenger occur, Paratransit, Inc. will work with the passenger to secure an alternative ride. Should a passenger choose to reschedule a ride on the same day as their trip is scheduled, outside the aforementioned conditions, their adjustment shall not be accommodated. Should a passenger upon requesting an adjustment within their control, refuse their initial ride and any and all subsequent attempts with dispatch to accommodate their new request, the initial trip shall be considered to be cancelled by the passenger and the passenger shall assume all responsibility for their own transportation for that trip."

Mary Steinert, President
Paratransit, Inc. Board of Directors

Date



RECOMMENDATION: Accept the Staff Recommendation Adopting Resolutions No. 25-18 through 34-18 adopting operating policies for non-ADA Service.

RESOLUTION NO. 26-18

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

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

WHEREAS, Paratransit Inc. 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 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 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 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 canceled 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. 27-18

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

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

WHEREAS, Paratransit Inc. 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 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.



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RESOLUTION NO. 28-18

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

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

WHEREAS, Paratransit Inc. 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 Carry-On Bags/Packages 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 front 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.



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RESOLUTION NO. 29-18

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

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

WHEREAS, Paratransit Inc. 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 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.



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RESOLUTION NO. 30-18

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

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

WHEREAS, Paratransit Inc. 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 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 representatives 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.



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RESOLUTION NO. 31-18

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

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

WHEREAS, Paratransit Inc. 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 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.

RESOLUTION NO. 32-18

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

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

WHEREAS, Paratransit Inc. 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
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 contacted by phone to arrange for the item to be returned to you. All lost & found items will be disposed of after 60 days.



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RESOLUTION NO. 33-18

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

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

WHEREAS, Paratransit Inc. 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



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.

RESOLUTION NO. 34-18

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

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

WHEREAS, Paratransit Inc. 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 Abusive or Disruptive Behavior Policy.

Mary Steinert, President
Paratransit, Inc. Board of Directors

Date

**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.

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. 35-18 RATIFYING SUBMITTAL OF THE INNOVATIVE COORDINATED ACCESS AND MOBILITY GRANT TO THE FEDERAL TRANSIT ADMINISTRATION (FTA) AND FURTHER AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE ALL DOCUMENTS, IF AWARDED

DATE: NOVEMBER 19, 2018

The Federal Transit Administration (FTA) recently issued their newest competitive grant. The Innovative Coordinated Access and Mobility program funds are aimed at improving coordination with Social Service Transportation Agencies and enhancing additional mobility options to medical and other appointments. Due to the timing of the grant, staff was unable to bring this to the Board before it's due date. The grant application as submitted by Paratransit, Inc. seeks to expand our highly successful Consolidated Transportation Service Agency partnerships to bring on one to two new partners, particularly in the medical space. The grant only covers capital funding so we have requested funding to cover the preventive maintenance (PM) program costs of expansion (PM costs are considered capitalized) and funds to expand parking on Woodbine as we expand the CTSA fleet. It is to note that this is the first time we have pursued federal funding for the partnership program and reflects efforts by staff to leverage existing local and state funding to secure competitive federal funds. If awarded, this program would begin in winter 2019 and would continue for 18 months.

RECOMMENDATION: Accept the staff recommendation Adopting Resolution No.35-18 ratifying the submittal of the Innovative Coordinated Access and Mobility grant to the Federal Transit Administration and further authorizing the CEO to execute all documents, if awarded.

RESOLUTION NO. 35-18

**RATIFYING SUBMITTAL OF THE INNOVATIVE COORDINATED ACCESS AND
MOBILITY GRANT TO THE FEDERAL TRANSIT ADMINISTRATION (FTA) AND
FURTHER AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE
ALL DOCUMENTS, IF AWARDED**

WHEREAS, Paratransit, Inc. has been working on pursuing grant opportunities aimed at expanding the transportation options we provide focusing on enhanced mobility; and

WHEREAS, the Federal Transit Administration has made available capital funding for Innovative Coordinated Access and Mobility projects.

NOW, THEREFORE BE IT RESOLVED, that the Board of Directors of Paratransit, Inc. ratifies the submittal of the Innovative Coordinated Access and Mobility Grant to the Federal Transit Administration.

NOW, THEREFORE BE IT FURTHER RESOLVED, that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to execute all documents, if awarded.

Mary Steinert, President
Paratransit, Inc. Board of Directors




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

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

MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER 

RE: INTRODUCE POTENTIAL SERVICE CHANGES TO EVENINGS AND HOLIDAYS FOR AMERICANS WITH DISABILITIES ACT NON-ADA SERVICE, OPEN THE 45 DAY COMMENT PERIOD AND SET A PUBLIC HEARING FOR CONSIDERATION OF ADOPTION ON JANUARY 30, 2019

DATE: NOVEMBER 19, 2018

Background:

Paratransit, Inc. operates the ADA and Non-ADA services 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.

Paratransit currently operates Demand Responsive Service throughout most of Sacramento County. This service is comprised of two parts: ADA service and Non-ADA service. The ADA service parameters are set by law and require us to offer service within $\frac{3}{4}$ of a mile of any fixed route or light rail station during all days and hours of operation. The non-ADA service does not have any parameters and can be set by each agency as it is not required by law. Historically, Paratransit has offered significantly broader service to the non-ADA passengers not only operating in portions of the County where there is not fixed route but also at times and on days when there is limited or no service provided. Increasingly, we are facing operational challenges and cost constraints associated with late night non-ADA service and holiday service which is impacting the availability of drivers and driving up overtime for not only drivers but dispatchers, as well.



Current Hours of Operation for Non-ADA service:

Monday through Friday: 6 AM first pickup/ 12 midnight last pick up*
Saturday through Sunday: 6 AM first pickup/ 12 midnight last pick up*
Holidays: 6 AM first pickup/ 12 midnight last pick up*

*Should an ADA trip be requested before or after this time and should RT be operating in that corridor we will use the hour window to schedule a trip nearest to this operating time but in compliance with ADA requirements

Proposed Hours of Operation for Non-ADA service:

Monday through Friday: 6 AM first pickup/10:30 PM last pickup**
Saturday and Sunday: 6 AM first pickup/10:30 PM last pickup**
Holidays other than New Year's Eve: 6 AM first pickup/ last pickup 2 hours after RT's last route but no later than 10:30 PM*
New Year's Eve: 6 AM first pickup/ 12:30 AM January 1 last pickup

** Any passenger requesting service after 10:30 may be offered a call back and contingent reservation. Should we be able to accommodate that passenger on a rideshare with an ADA ride after 10:30 we will call the passenger back and let them know their ride can be scheduled. Call backs would occur the night before and passengers will be able to schedule an earlier pickup time if their ride is not available.

Schedule for Consideration:

| | |
|---|-------------------|
| Initial Meeting with Executive Committee: | November 1, 2018 |
| Introduce Item at Board Meeting and Open 45 Day Comment Period: | November 19, 2018 |
| Close 45 Day Comment Period: | January 2, 2019 |
| Staff Review of Comments: | January 2019 |
| Executive Committee Review of Comments and Final Proposal: | January 2019 |
| Consideration for Adoption by Board of Directors: | January 30, 2019 |
| Effective Date if Adopted: | March 1, 2019 |

RECOMMENDATION: Staff recommends that the Board of Directors formally open the 45 day Public Comment Period for Potential Service Changes to Night and Holiday non-ADA service and set a Public Hearing for consideration of adoption for January 30, 2019.