



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, June 17, 2019

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, Kimble, Leventon, Nguyen, Nugent, Shekhar

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

- II. **Introduction to New Board Members**

A. Molly Nugent

- III. **Consent Calendar**

A. Approve the minutes of the May 20, 2019 Board of Directors Meeting

- IV. **Public Comment**

- V. **Announce Adjournment to Closed Session**

A. Conference Labor Negotiators

1. Agency Representative: Tiffani Fink

Unrepresented Employees: Various Positions

VI. Reconvene to Open Session and Report Action, if any taken

VII. Presentation of the FY 20 Budget and Consideration for Adoption

VIII. Action Items

- A. Resolution No. 05-19 Adopting the Paratransit, Inc. Fiscal Year 2019-20 Operating Budget
- B. Resolution 06-19 Adopting the Paratransit, Inc. Fiscal Year 2019-20 Capital Budget
- C. Resolution 07-19 Authorizing the Chief Executive Officer to release an Invitation for Bids for the Exterior Facility Repair Project and award to the lowest responsive and responsible bidder and to execute all necessary documents

IX. Public Hearings

- A. Conduct a Public Hearing on Proposed Revisions to the Non-ADA Late Cancel/ No Show Policy and Consider Adopting Resolution 08-19

X. Staff Reports

- A. CEO Report
- B. Financial Report

XI. Community Partnerships

XII. Board Comments/Reports/Future Agenda Items

XIII. Adjournment

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.

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

Monday, September 16, 2019

At 6:00 p.m. 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: July 22 @ 12 pm @ Stanley Mosk Library and Courts Building

RT Mobility Advisory Council: August 1, 2019 @ 2:30 pm. (1st Thursday of the month).

Sacramento City Disabilities Advisory Commission: June 20, 2019 @ 6:00 pm (3rd Thursday of the month), (New City Hall, 915 I Street, First Floor, Conference Room #1104)

BOARD OF DIRECTORS' MEETING

MINUTES:

May 20, 2019
6:00 p.m.
2501 Florin Road
Sacramento, CA 95822

Board Members Present

Pat Hume
Scott Leventon
Anna Fontus
Steve Hansen
Alice Kimble
Stephanie Nguyen
Vidhu Shekhar

Absent

Jill Faust

Public Present

Helen O'Connell
Mike Barnbaum
Jeffrey Taradaguila
Jaci Tatro
Montessa Parker, Regional Transit

Staff Present:

Tiffani Fink	Lisa Cappellari	Chris Brown	Kevin Welch
Julio Diaz	Louise Friedlander	Joel Garrigues	Kathy Sachen

Call To Order/Roll Call: Director Hume called the meeting to order at 6:00 p.m.
Director Faust, Fontus, Hansen, Hume, Kimble Leventon, Nguyen, Shekhar, Vacant

Reflections on Paratransit's Mission:

President Hume opened the meeting by reading the mission statement.

CONSENT CALENDAR

The minutes of the April 18, 2019 Board of Director's Special Meeting were approved.
The motion was made by Director Leventon and seconded by Director Shekhar to approve the consent calendar. The motion passed unanimously.

AYES: Fontus, Hansen, Hume, Kimble, Leventon, Nguyen, Shekhar

NOES: None

ABSECTIONS: None

ABSENT: Faust

PUBLIC COMMENT

Mike Barnbaum spoke to the upcoming changes in Elk Grove with Regional Transit providing the E-Tran transportation effective July 1, 2019. He explain his co-workers who reside in Elk Grove were inquiring whether Paratransit would be providing the transportation for E-van services. Director Hume advised Mr. Barnbaum and audience discussions of paratransit service in Elk Grove presently being discussed.

Jaci Tatro informed the Board of Director of her negative experiences on Yellow Taxi. She proceed to tell the Board that the taxi drivers do not know the rules and regulations of a Service Animal as per the ADA. She has experience mishandling of her walker and unsafe driving habits.

Jeff Tardaguila expressed his appreciation of Director Hansen. Jeff told the board he enlightened Henry Li, RT General Manager, that he praises Paratransit as they listen and take care of business.

STAFF REPORTS

CEO Report

Tiffani Fink, CEO, presented her written report verbally. She briefly spoke of the policy papers from Cap-to-Cap. One of the issues the legislation is looking at is when there is a natural disaster, such as the Camp Fire, what routes should we utilized, how we get people to safety. The legislation will be proposing SAFE Act where funds will be available.

Tiffani informed the board Mary Steinert decided not to renew her seat as a Board Member. Tiffani thanked her for all the years of service to Paratransit as a staff member and board member.

Tiffani announced the City of Sacramento PP&E Committee appointed Molly Nguyen to the Board. She will be attending the next board meeting.

Tiffani explain many of the Paratransit managers were not present as they attended the National Bus Roadeo with our drivers who took 1st Place in the State Roadeo. Although, they did not place in the top 10 at the National Roadeo, we are very proud of their accomplishments.

Discussion on Tentative New Non-ADA Service in Folsom

Tiffani Fink, CEO, reported Paratransit would be providing Non-ADA service in Folsom effective July 1, 2019. She clarified the differences between Dial-A-Ride and Non-ADA paratransit service. Folsom decided to join the CTSA, Paratransit will be providing trips to Harrison Theatre to various other venues to the residents of Folsom and Sacramento who are eligible through the ADA parameters.

CFO Report

Lisa Cappellari, Chief Financial Officer verbalized her report. She noted that several factors such as fuel prices and brokered transportation as the reasons for higher costs. Director Hume requested Lisa to look at February, as FY18 cost was higher than FY19.

ACTION ITEMS:

Adopt Resolution No. 04-19 authorizing the Chief Executive Officer (CEO) to submit the Transportation Development ACT (TDA) Claim for Fiscal Year 2019-20, authorize submittal of subsequent claims in funding revisions are issued, and expand the Non-ADA service boundary to include the City of Folsom effective July 1, 2019.

Director Nguyen made a motion to adopt Resolution No. 04-19; seconded by Director Leventon. The motion passed unanimously.

AYES: Fontus, Hansen, Hume, Kimble, Leventon, Nguyen, Shekhar

NOES: None

ABSENTIONS: None

ABSENT: Faust

Adopt Consideration to Receive Public Comment on the Non-ADA Late Cancel/No Show Policy and bring back to the Board to adopt at the next meeting, June 17, 2019.

Director Hansen made a motion to adopt the Consideration to Receive Public Comment on the Non-ADA Late Cancel/No Show Policy; seconded by Director Leventon. The motion passed unanimously.

AYES: Fontus, Hansen, Hume, Kimble, Leventon, Nguyen, Shekhar

NOES: None

ABSENTIONS: None

ABSENT: Faust

OVERVIEW AND RELEASE OF DRAFT FY19/20 OPERATING AND CAPITAL BUDGET

A hard copy of the Draft FY19/20 Operating and Capital Budget provided to all Board Members. Tiffani Fink discussed a few of the main changes from last Fiscal Year such as the Chief Administrative Officer (CAO) position frozen.

BOARD COMMENTS/REPORTS/FUTURE AGENDA ITEMS

None

CLOSED SESSION

Director Hume announced adjournment to closed session at 6:51 p.m.

RECONVENE TO OPEN SESSION AND REPORT ACTION, IF ANY TAKEN:

The meeting reconvened to open session at 7:16 p.m. No action taken

ADJOURNMENT:

Director Hume made a motion to adjourn the meeting; seconded by Director Nguyen. The motion passed unanimously. The meeting adjourned at 7:18 p.m.



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

MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER *Tiffany Fink*
DR. LISA CAPPELLARI, CHIEF FINANCIAL OFFICER

RE: PRESENTATION OF THE FY 20 OPERATING AND CAPITAL BUDGETS
AND CONSIDERATION FOR ADOPTION

DATE: June 18, 2018

Fiscal Year 20 will be a year of continued growth for Paratransit, Inc. Our core business of providing elderly and disabled services is predicted to grow modestly in FY 20 and trip projections are in accordance with the current service trends. We will be expanding service into Folsom and are in continued discussions with the City of Elk Grove and RT to expand there. Mobility Management Services Division will continue operations in Sacramento, Stockton, Spokane and Boston. We are excited to continue to expand the Moving Youth to Jobs program and our rental programs.

The budget as presented reflects increased appropriations from the Sacramento Transportation Authority for Measure A funding and from the Sacramento Area Council of Governments for Transportation Development Act (TDA) funds. Paratransit will contribute **\$6,975,046** in Paratransit controlled funding to support legally required ADA service in FY 20. Paratransit's contribution now totals **37%** of the total cost of the required ADA service, and is an increase of **\$1,386,636** over the budget for FY 19. These costs do not included any non-ADA service.

On the expenditure side, total expense is up slightly to reflect the growth in Measure A funds, increased fuel costs and the return of modest salary increases for non-bargaining staff after 2 years with salaries frozen. Increases to bargaining unit salaries are consistent with the adopted Collective Bargaining Agreement. During FY 20, attrition of several positions due to retirement, including the Chief Administrative Officer's, coupled with position restructuring and leaving several positions unfilled, has allowed for us to present a balanced budget tonight.

The FY 20 capital plan is modest with few new projects added. Funding for these projects is largely from grants awarded. Local match funds for these projects are a combination of carryover funds and remaining proceeds from the mortgage refinance.

Overall, we have a balanced budget for FY 20 that provides for the projected service increase with proper staffing, vehicles and technology improvements while capitalizing on operational efficiencies.

We will present the Final FY 20 budget in detail at the Board Meeting.

RECOMMENDATION:

Staff recommends to the Board of Directors:

1. Adoption of Resolution 05-19, adopting the Paratransit, Inc. Fiscal Year 19-20 Operating Budget
2. Adoption of Resolution 06-19, adopting the Paratransit, Inc. Fiscal Year 19-20 Capital Improvement Program



PARATRANSIT, INC.

Fiscal Year 2020

Operating and Capital Budget

BOARD OF DIRECTORS

Patrick Hume, President

Anna Fontus, Vice President

Stephanie Nguyen, Treasurer

Scott Leventon, Secretary

Jill Faust

Steve Hansen

Alice Kimble

Molly Nugent

Vidhu Shekhar

EXECUTIVE STAFF

Tiffani M. Fink, Chief Executive Officer

Tom Roberts, Deputy Executive Director

Dr. Lisa Cappellari, Chief Financial Officer

Mary Harding, Chief Operating Officer

Jesse Isaacson, Director of Information Technology

Christine Brown, Director of Human Resources

Table of Contents

Paratransit, Inc. FY 20 Budget

Chapter 1 – Overview.....	1-17
Organizational Chart	
Revenue and Expenses	
Charts and Graphs	
Chapter 2 – Office of the Chief Executive	18-32
CEO Key Initiatives	
Moving Youth to Jobs	
Administration	
Human Resources	
Information Technology	
Chapter 3 – Finance.....	33-38
Accounting	
Statistics	
Chapter 4 – Operations.....	39-63
Call Center	
Scheduling and Technology Center	
Customer Service and Dispatch	
Dispatch Center	
Operations Administration and Customer Service	
Service Assistants	
Day Porters	
Facilities Maintenance	

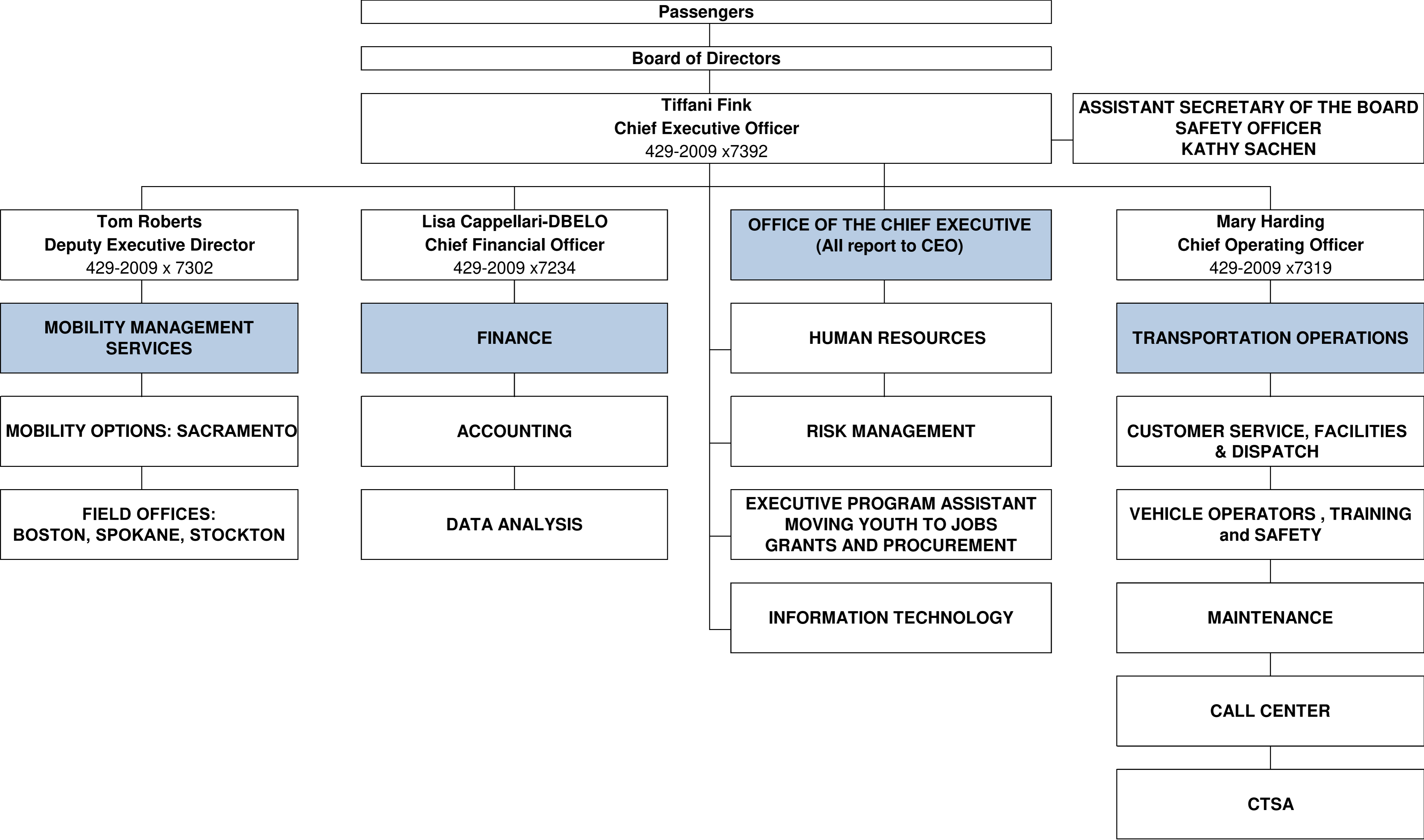
Driving and Training
Driving Center
Safety and Training Center
Maintenance/ CTSA Maintenance

CTSA Services.....64-65

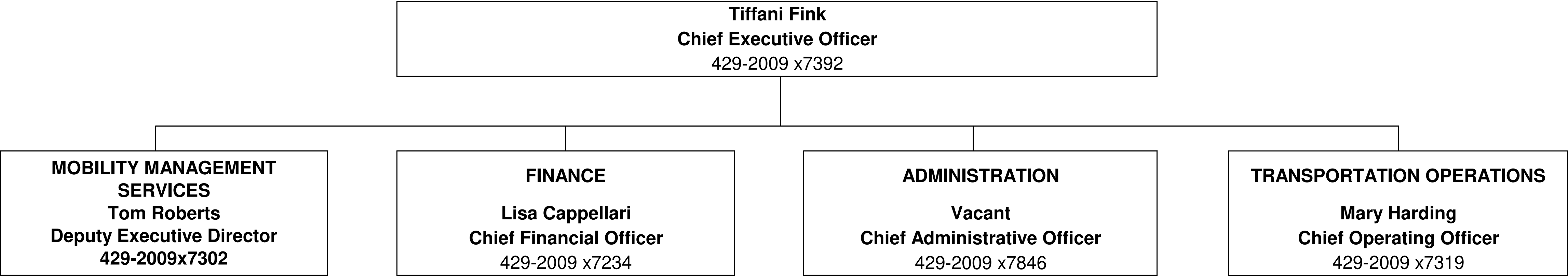
Chapter 5 – Diversified Services and Community Mobility.....66-83

Boston Eligibility Center
Boston Pathway Review
Boston Travel Training
Spokane Mobility Center
Stockton Eligibility
Sacramento Mobility Options
Mobility Services Special Projects

FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



PARATRANSIT, INC. ORGANIZATIONAL CHART



Financial: Total Consolidated Revenue

OPERATING REVENUE

Regional Transit	\$11,700,000
Measure A	5,823,122
Sacramento TDA	2,806,393
Section 5307 - Regional Mobility Management	200,000
DR Bus Fares	1,638,644
Agency Bus Fares	937,043
Diversified Services	3,707,676
Civic Lab Youth to Jobs	133,333
Applied to Capital Projects	(819,406)
TOTAL OPERATING REVENUE	\$26,126,805

CAPITAL REVENUE

FTA Section 5339	\$1,020,000
Applied Operating Revenue	819,406
TOTAL CAPITAL REVENUE	\$1,839,406

TOTAL REVENUE	\$27,966,211
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Financial: Total Consolidated Operating Expense

PERSONNEL:

Transportation Operations:	
Vehicle Operators	\$5,187,660
Training Center	222,437
Call Center	723,112
Operations Administration	239,212
Dispatch Center	791,136
Maintenance Operations	1,251,480
Administration:	
Finance & Human Resources	1,226,852
Information Systems	339,578
Diversified Services:	
Sacramento Travel Training	183,177
Mobility Mangement Services	1,118,862
Fringe Benefits	4,647,710
Workers' Compensation	639,217
TOTAL PERSONNEL	\$16,570,433

FLEET OPERATIONS:

Fuel	\$2,125,033
Insurance	1,429,171
Cost of Parts & Sublet Service	742,105
TOTAL FLEET OPERATIONS	\$4,296,309

NONPERSONNEL:

Professional Services	\$749,221
Outside Services	345,723
Rent & Repair	167,017
Office Expense	222,816
Interest Expense	124,290
Telephone/Utilities	254,283
Tax/License/Dues/Permits	89,993
Travel	133,614
Professional Development	32,207
Brokered Trans. Services	2,927,390
TOTAL NONPERSONNEL	\$5,046,551

TOTAL OPERATING EXPENSE	\$25,913,294
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Financial: Total Consolidated Capital Expense

CAPITAL PROJECTS:

Florin Road Facility	\$93,731
Tools for Mechanics	30,000
Auditorium	48,000
Paint / Landscape Facility	100,000
IT 4G Equipment & Cameras	100,000
8 CNG Vehicles	1,200,000
Vehicle Acquisition Project	227,674
Miscellaneous Facility Improvements	213,512
Office Equipment	10,000
Network & Telecommunications	20,000
Maintenance Equipment	10,000
TOTAL CAPITAL PROJECTS	\$2,052,918

TOTAL OPERATING AND CAPITAL EXPENSE	\$27,966,211
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Financial: Total Revenue By Functional Program

Demand Response Total	Demand Response ADA	Demand Response Non-ADA	CTSA
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OPERATING REVENUE

Regional Transit	\$11,700,000	\$11,700,000		
Measure A	8,480,247	2,714,641	2,765,606	342,875
Sacramento TDA	2,560,754	2,560,754		245,639
Section 5307 - Regional Mobility Management				
DR Bus Fares	1,638,644	1,412,372	226,272	
Agency Bus Fares				1,026,422
Elk Grove Bus Fares				42,500
Diversified Services	287,279	287,279		
Civic Lab Youth to Jobs				
Applied to Capital Projects	-1,156,188		-1,156,188	
TOTAL OPERATING REVENUE	\$20,510,736	\$18,675,046	2,991,878	2,677,436

Financial: Total Revenue By Functional Program

Outside Maintenance	Sacramento Travel Training	Civic Lab Youth to Jobs
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OPERATING REVENUE

Regional Transit			
Measure A			
Sacramento TDA			
Section 5307 - Regional Mobility Management		200,000	
DR Bus Fares			
Agency Bus Fares			
Diversified Services	698,479	46,141	
Civic Lab Youth to Jobs			133,333
Applied to Capital Projects			
TOTAL OPERATING REVENUE	\$698,479	\$146,141	\$133,333

Financial: Total Revenue By Functional Program

Destinations Mobility Rentals	Mobility Management Department	Total
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OPERATING REVENUE

Regional Transit			\$11,700,000
Measure A			5,823,122
Sacramento TDA			2,806,394
Section 5307 - Regional Mobility Management			200,000
DR Bus Fares			1,638,644
Agency Bus Fares			1,026,422
Elk Grove Bus Fares			42,500
Diversified Services	25,550	250,732	3,756,126
Civic Lab Youth to Jobs			133,333
Applied to Capital Projects			(1,156,188)
TOTAL OPERATING REVENUE	\$25,550	\$250,732	\$25,970,352

Financial: Total Expense By Functional Program

	Demand Response Total	Demand Response ADA	Demand Response Non-ADA	CTSA
Transportation Operations:				
Vehicle Operators	\$4,951,587	\$4,267,847	\$683,740	\$236,074
Training Center	214,539	184,914	29,625	7,898
Call Center	697,437	601,131	96,306	25,675
Operations Administration	230,719	198,860	31,859	8,494
Dispatch Center	763,045	657,680	105,365	28,091
Maintenance Operations	918,688	791,831	126,857	168,092
Administration:				
Finance & Human Resources	836,408	720,913	115,495	50,297
Information Systems	267,265	230,360	36,905	16,072
Diversified Services:				
Sacramento Travel Training				
Mobility Management				
Fringe Benefits	3,514,401	3,029,115	485,286	234,934
Workers' Compensation	585,263	504,447	80,816	33,070
TOTAL PERSONNEL	\$12,979,351	\$11,187,097	\$1,792,254	\$808,695
Fuel	\$1,539,664	\$1,327,060	\$212,604	\$336,108
Insurance	1,174,900	1,012,664	162,236	156,694
Cost of Parts & Sublet Service	602,647	519,430	83,217	80,910
TOTAL FLEET OPERATIONS	\$3,317,211	\$2,859,154	\$458,057	\$573,713
Professional Services	\$643,719	\$554,831	\$88,888	\$34,466
Outside Services	127,915	110,252	17,663	11,686
Rent & Repair	133,862	115,377	18,485	7,128
Office Expense	151,634	130,696	20,938	10,130
Interest Expense	111,310	95,939	15,371	3,124
Telephone/Utilities	160,845	138,635	22,210	8,676
Tax/License/Dues/Permits	61,098	52,661	8,437	3,851
Travel	50,216	43,282	6,934	2,957
Professional Development	23,337	20,114	3,223	1,440
Brokered Trans. Services	2,966,866	2,557,183	409,679	
TOTAL NONPERSONNEL	\$4,430,798	\$3,818,970	\$611,828	\$83,458
TOTAL OPERATING EXPENSE	\$20,727,360	\$17,865,221	\$2,862,139	\$1,465,866

Financial: Total Expense By Functional Program

	Outside Maintenance	Sacramento Travel Training
Transportation Operations:		
Vehicle Operators		
Training Center		
Call Center		
Operations Administration		
Dispatch Center		
Maintenance Operations	164,700	
Administration:		
Finance & Human Resources	16,943	21,862
Information Systems	5,414	6,453
Diversified Services:		
Sacramento Travel Training		183,177
Mobility Management		
Fringe Benefits	105,505	117,118
Workers' Compensation	7,293	1,587
TOTAL PERSONNEL	\$299,856	\$330,730
Fuel	\$295,964	
Insurance	5,465	1,286
Cost of Parts & Sublet Service	64,351	
TOTAL FLEET OPERATIONS	\$365,780	\$1,286
Professional Services	\$4,815	\$7,708
Outside Services	4,248	1,193
Rent & Repair	2,813	1,633
Office Expense	6,377	2,021
Interest Expense	733	935
Telephone/Utilities	2,545	6,747
Tax/License/Dues/Permits	3,197	818
Travel	808	24,569
Professional Development	436	1,504
Brokered Trans. Services		
TOTAL NONPERSONNEL	\$25,973	\$47,129
TOTAL OPERATING EXPENSE	\$691,609	\$379,145

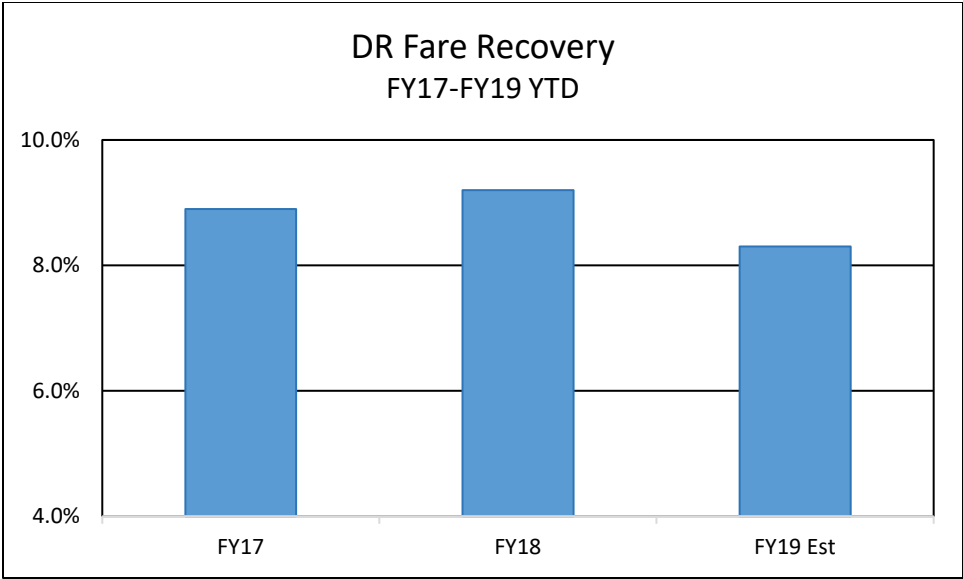
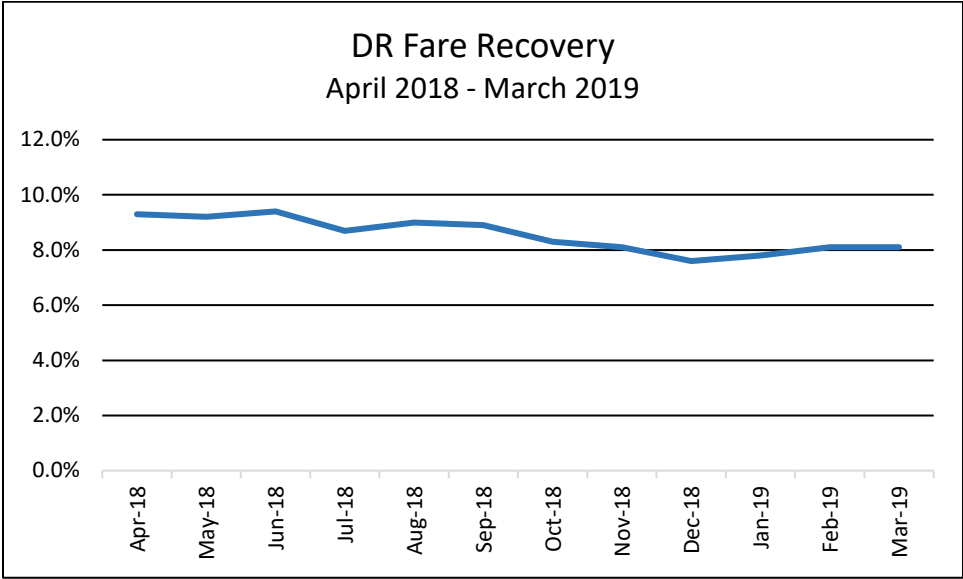
Financial: Total Expense By Functional Program

	Destinations Mobility Rentals	Mobility Management Department	Total
Transportation Operations:			
Vehicle Operators			\$5,187,661
Training Center			222,437
Call Center			723,112
Operations Administration			239,212
Dispatch Center			791,136
Maintenance Operations			1,251,480
Administration:			
Finance & Human Resources		140,891	1,066,402
Information Systems		45,020	340,757
Diversified Services:			
Sacramento Travel Training			183,177
Mobility Management		1,311,549	1,311,549
Fringe Benefits		693,513	4,665,470
Workers' Compensation		12,219	639,432
TOTAL PERSONNEL		\$1,995,609	\$16,621,824

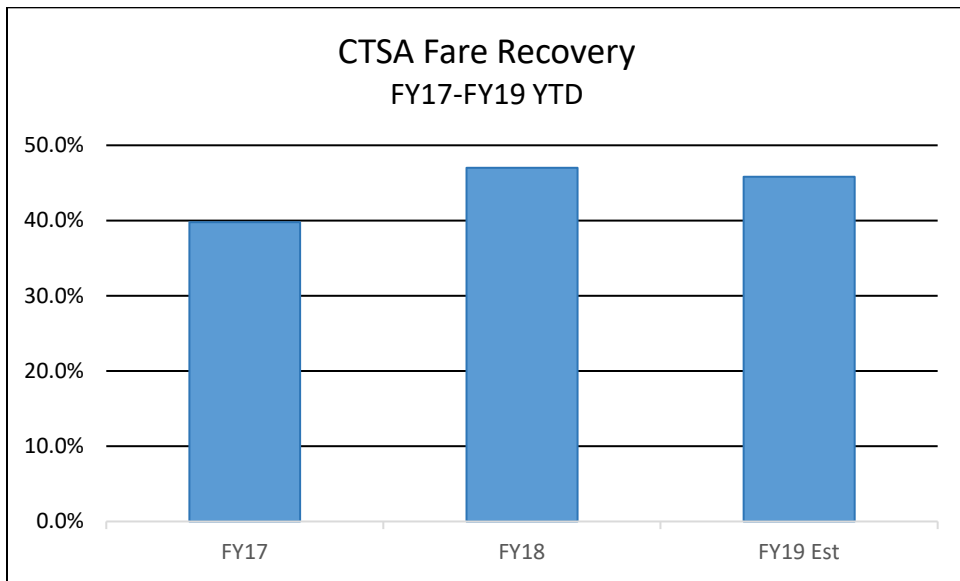
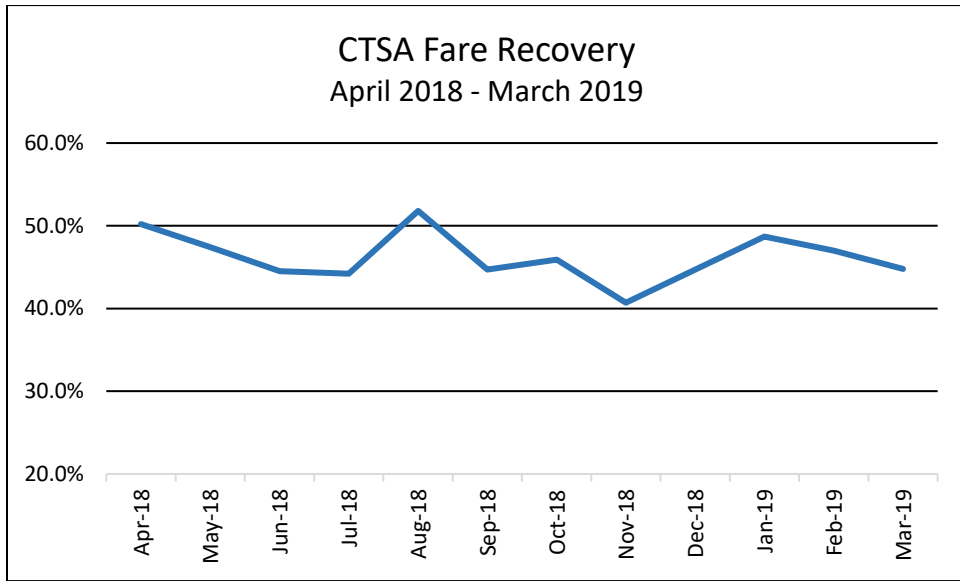
Fuel	\$390		\$2,172,127
Insurance	13,030	58,534	1,418,827
Cost of Parts & Sublet Service	2,081		749,990
TOTAL FLEET OPERATIONS	\$15,567	\$67,944	\$4,340,944
Professional Services	\$3,006	\$53,631	\$749,221
Outside Services	249	116,413	262,106
Rent & Repair	5,710	15,324	167,017
Office Expense		52,212	222,816
Interest Expense		7,830	124,290
Telephone/Utilities	706	71,426	254,283
Tax/License/Dues/Permits	376	19,742	89,993
Travel		32,845	137,521
Professional Development		6,641	33,482
Brokered Trans. Services			2,966,862
TOTAL NONPERSONNEL	\$10,048	\$376,065	\$5,007,589

TOTAL OPERATING EXPENSE	\$25,550	\$2,430,207	\$25,970,358
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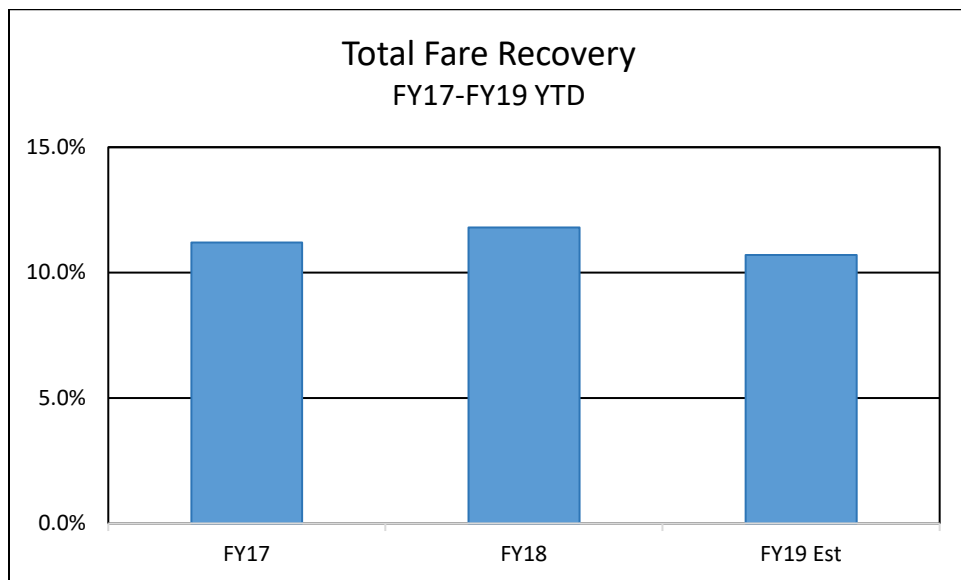
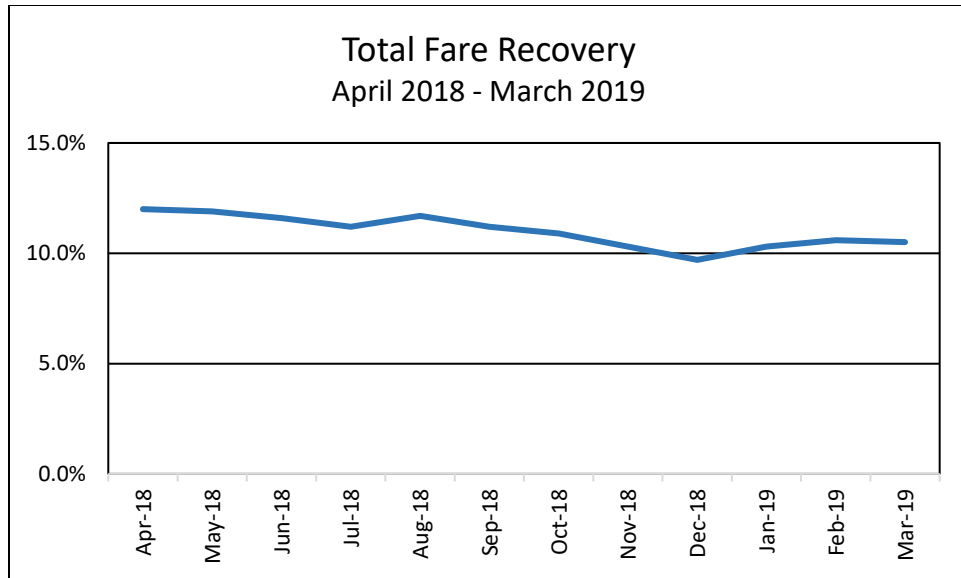
Performance Metrics: Fare Recovery



*All reporting periods are April- March consistent with the ADA Paratransit Services Agreement reporting

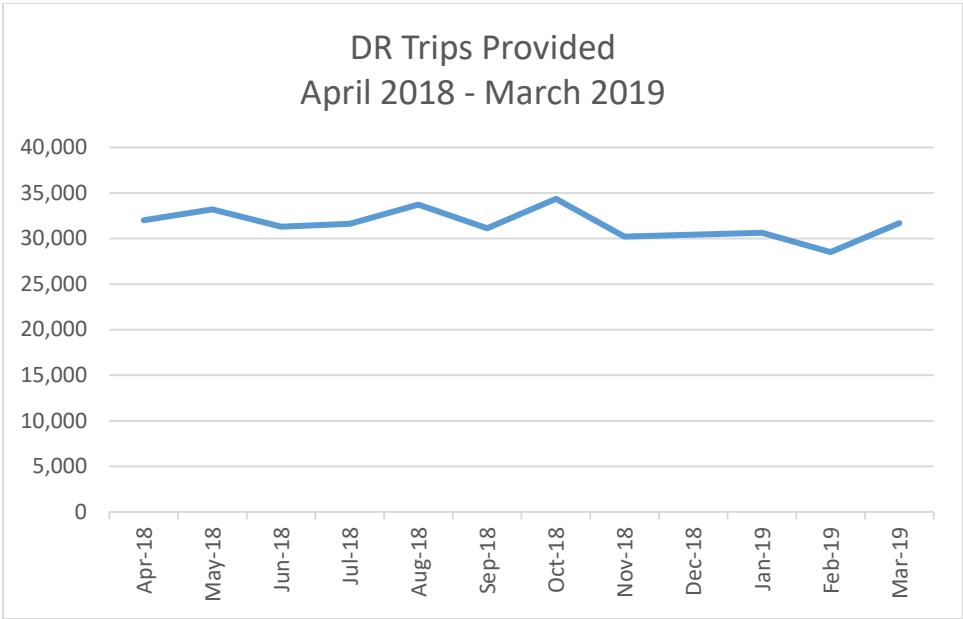
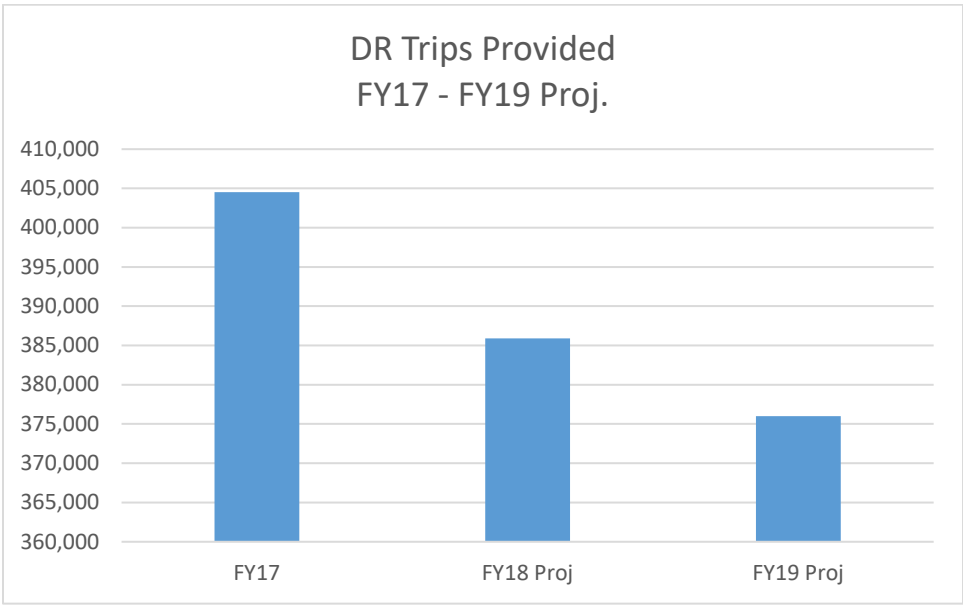


*All reporting periods are April- March consistent with the ADA Paratransit Services Agreement reporting



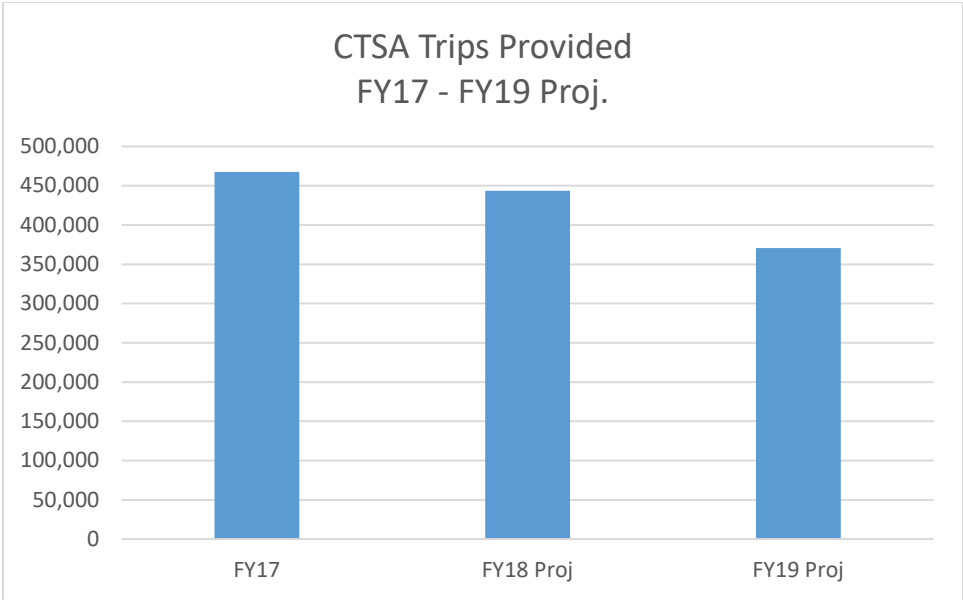
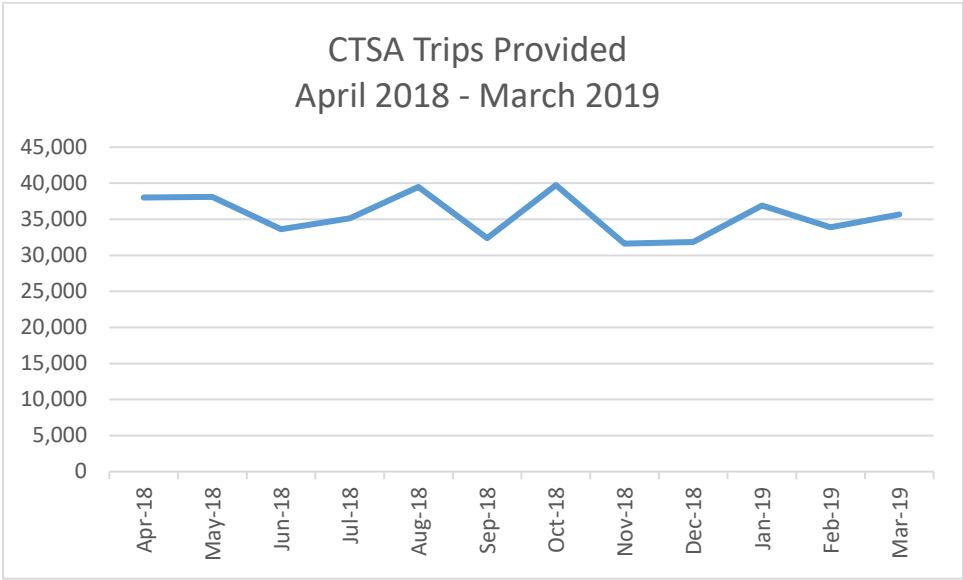
*All reporting periods are April- March consistent with the ADA Paratransit Services Agreement reporting

Performance Metrics: Demand Response Trips Provided



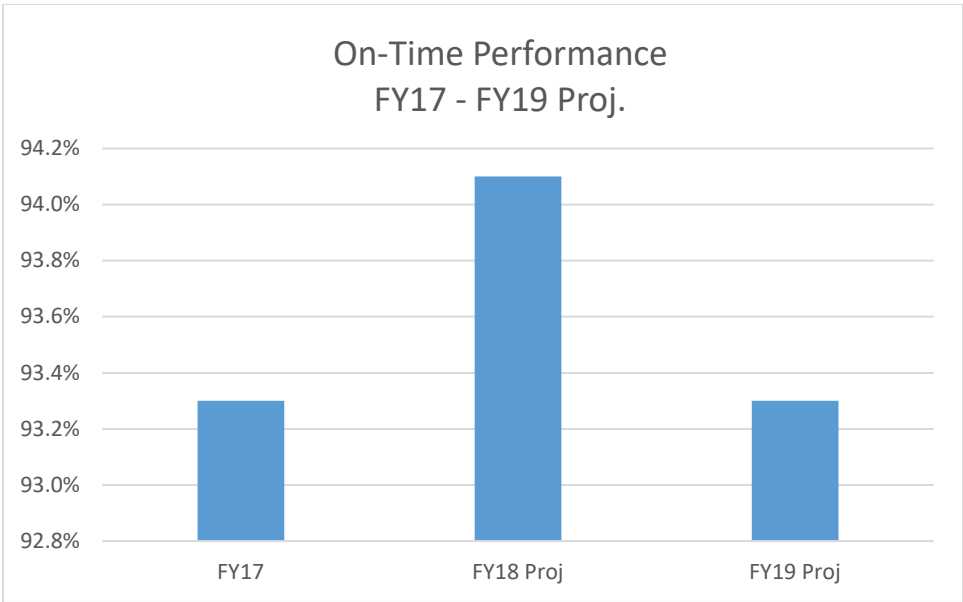
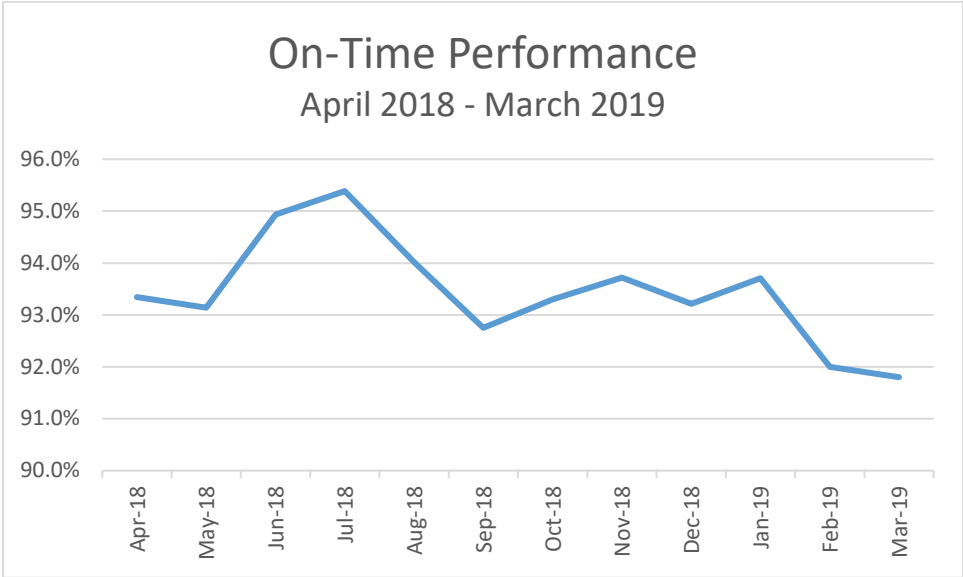
*All reporting periods are April- March consistent with the ADA Paratransit Services Agreement reporting

Performance Metrics: CTSA Trips Provided



*All reporting periods are April- March consistent with the ADA Paratransit Services Agreement reporting

Performance Metrics: On-Time Performance



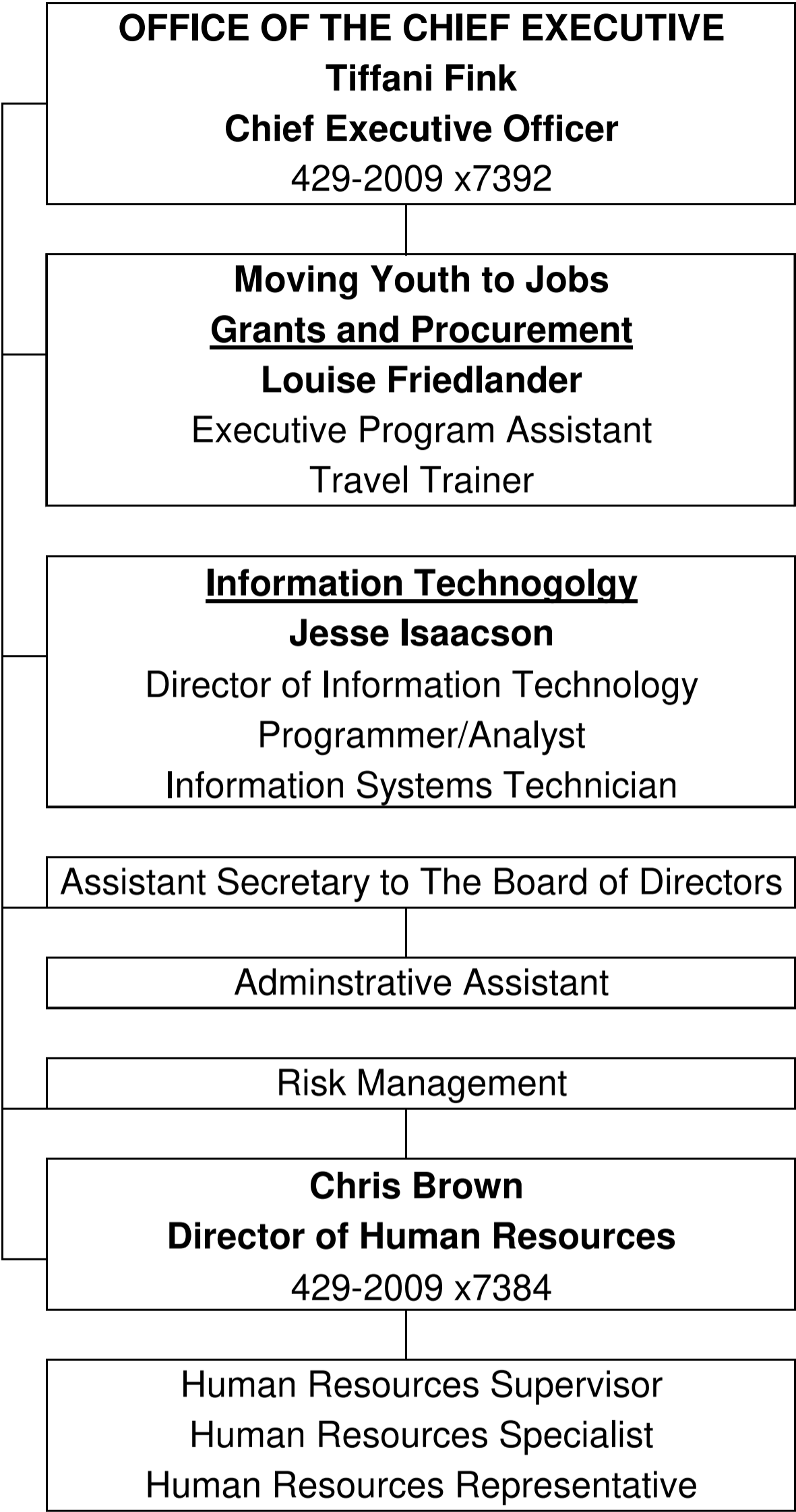
*All reporting periods are April- March consistent with the ADA Paratransit Services Agreement reporting



OFFICE OF THE CHIEF EXECUTIVE

CEO'S Key Initiatives
Administration
Human Resources
Moving Youth to Jobs
Information Technology

FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Office of the Chief Executive: CEO's Key Initiatives

The Office of the Chief Executive includes tasks and duties for programs which report directly to the Chief Executive Officer. Responsibilities include Contract Negotiations for the bargaining unit (Vehicle Operators), oversight and program management for the Moving Youth to Jobs project, Legislative tracking, and Grants Management. In addition, the Director of Information Technology and the Director of Human Resources report to the CEO for department activities.

Key Projects for 2019/20:

Moving Youth to Jobs:

The program is managed by the Executive Program Assistant who coordinates with outside agencies, and the Sacramento Area Council of Governments, to determine the transportation needs of youth 16-18 and 18-24 years of age. Travel Training can offer youth the opportunity to reach job sites and social settings by accessing fixed route public transit. The program provides travel training, coordinates ridershare options, provides transportation literacy education and facilitates direct transportation (provided through the Operations Department.)

Legislative:

The Chief Executive Officer participates in both the CalACT and California Transit Association Legislative activities and is an active member with the Sacramento Metro Chamber participating in the both the State Legislative Summit and Capitol to Capitol trips. Staff will continue to monitor legislation related to transportation, transportation funding and new modes of mobility.

Grants Management:

The Chief Executive Officer, working with the Chief Financial Officer, is responsible for the preparation, oversight and reporting for all grants received by Paratransit, Inc. Included in this work is the development and updates of the Agency's Capital Improvement Program. The Executive Program Assistant and Accounts Receivable Specialist assist in the preparation of supporting documentation and preparation of invoicing.

Staffing: Position	FY 17/18	FY 18/19	Difference
Chief Executive Officer	1	1	
Executive Program Assistant	1	1	
Travel Trainer	0	1	+1
TOTAL FTEs	2	3	+1

Office of the Chief Executive: Moving Youth to Jobs Project

Mobility is central to all our lives, and the most significant barriers to youth participation in the workforce is transportation. Paratransit Inc.'s Moving Youth to Jobs Travel Training program was initiated to help students and young adults throughout the region navigate fixed bus route, light rail, Jump Bike and Smart Ride Systems independently thus ensuring they have the transportation resources they need to arrive to work on time. Since the launch of this innovative program we have seen a huge success of students and young adults no longer relying on family and friends for their transportation needs. They are achieving a level of independence that gives them the confidence and skills needed to become successful and productive members of their respected communities.

Paratransit Inc. staff participates in on-going outreach and marketing events, working with impoverished youth organizations, foster youth transitioning into adulthood, youth escaping human trafficking, college campuses, workability programs, trade schools, high schools and back to school night functions. Through these efforts Paratransit Inc. has presented to over 200 youth and young adults throughout Sacramento County and we project this number to double before the end of year.

Civic Lab Moving Youth to Jobs Project:

The Civic Lab is a team effort supported by Paratransit, the Sacramento Area Council of Governments (SACOG) and other local and partnering agencies who work together to foster and promote smart mobility options through innovation and the creation of new technologies.

Paratransit Inc., together with North State Building Industry Foundation, transportation providers, and school representatives, participated in a nine-month Civic Lab process identifying barriers, developing a project scope, and brainstorming innovative ways to transport youth and young adults to/from work. In May 2018, the Moving Youth to Jobs project was the first to be funded through the Sacramento Transit Authority (STA) for services in Sacramento County.

Existing Year One Program Elements:

Paratransit Inc.'s Travel Training program is intended as an opportunity for students and young adults to be able to navigate the fixed routes, light rail systems independently. By acquiring specific travel/mobility skills, these students and young adults will be empowered to travel efficiently and arrive to work on time. It also affords them an opportunity to utilize public transportation to reach other destinations of their choice. Our expert, one-on-one training program, includes, but is not limited to 1) teaching participants how to get to and from the bus stop or light rail station; 2) engages them in acquiring skills in the use of Jump Bike and SmartRide services; 3) heightens their sense of awareness of people around them, and their surroundings in general; 4) provides instruction on downloadable applications; 5) maps and schedule.

This training is from their closest bus stop to the bus stop or light rail closest to their job-site. During the trip, pertinent information will be discussed and reviewed along with time management and safety awareness skills. This training usually takes one trip but if needed we can work with them more. What is vital to their success is being aware on how to navigate through the system effectively, safety awareness, the options on the use of other modes of transportation these being Jump Bike and Smart Ride. Maps, schedules and having a backup plan should the need arise will be discussed. Once they are successful the trainer will provide them with a Connect Card loaded with half a month's fare and the trainer will walk them through on the registration process, the utilization of the card and how to upload fare in the future. The ultimate goal is for these young adults to have independence and to be able to go where they want without relying on friends and family at all times to get there.

Upcoming Program Elements for Year Two:

- Continuation of all Year One Goals
- Expansion of CTSA services for Youth including expanded bus partnership program
- Employment development pathway programs with Community Partners for employment at Paratransit
- Direct transportation to Youth accessing Construction Jobs and Summer Internships
- Introduce Bike Buddy Program

Year One Statistics

Referral Sources	Youth Reached	Participants	Pending	Civic Summer Intern	Summer @ City Hall Intern
22	225	74	9	2 nd Year	1 st year

Office of the Chief Executive: Administration

The Administrative department of Paratransit, Inc. provides oversight and ensures compliance of many functions within the Agency. Responsibilities include processing and distributing daily mail, answering the operator bound phone calls, selling, billing, mailing, ordering and reconciling of ride coupons and passes, ordering and maintaining office supplies, monitoring, processing, and filing of contracts, agreements, and memorandums of understanding, maintaining the main files of the company.

Board Administration

Administration is also responsible for preparing Board packets and documents, scheduling and preparing for Board meetings and additional Committee meetings of the Board of Directors, preparing minutes, follow-up with Board members for a variety of purposes and adhering to the rules and regulations of the Brown Act.

Administration is responsible for maintaining the conflict of interest code, form 700 filings for specified staff and the Board of Directors and follow up.

Risk Management

Administration also monitors and reports any insurance claims filed against Paratransit, Inc. and follows the timelines required for follow up on claims. It also processes all insurance renewals for policies in Sacramento, Spokane, Boston, Honolulu, and Modesto including securing renewal certifications and certifications for new contracts.

Administration also provides Credit card administration, check signing authority, and updates and maintains a variety of licenses and bonds for various entities in all departments and offices, and participates in the development of the Collective Bargaining Agreement with union employees.

Performance Metrics:

We sell approximately 6,864 coupons per month and 216 monthly passes including the 44-ride coupon/pass combination from Sacramento Regional Transit District.

Mail processing requires a minimum of \$600 per month in postage.

Office supplies are ordered on an as needed basis by department with supervisor approval and run approximately \$1,100 per month.

Telephone Operators (3) handle approximately 16,562 phone calls annually.

Staffing:

Position	FY 18/19	FY 19/20	Difference
Deputy Executive Director (Moved to Mobility Management Services)	1	0	-1
Chief Administrative Officer	1	0	-1
Senior Clerk	1	1	
Clerk	1	1	
Administrative Clerk	1	0	-1
Administrative Assistant	0	1	+1
Part-time Clerk	.5	0	-.5
TOTAL FTEs	5.5	5.5	

OFFICE OF THE CHIEF EXECUTIVE

PERSONNEL:

Direct Personnel	\$464,176
Fringe Benefits	\$199,208
Workers' Compensation	\$3,218
TOTAL PERSONNEL	\$666,602

FLEET OPERATIONS:

Fuel	\$0
Insurance	\$0
Cost of Parts & Sublet Service	\$0
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$232,843
Outside Services	\$49,040
Rent & Repair	
Office Expense	\$57,322
Interest Expense	\$39,262
Telephone/Utilities	
Tax/License/Dues/Permits	
Travel	\$18,403
Professional Development	\$8,595
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$405,465

TOTAL OPERATING EXPENSE	\$1,072,067
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Office of the Chief Executive: Human Resources

The Human Resources Division is responsible for all activities and functions in the employee lifecycle for both bargaining and non-bargaining units. We focus on recruiting qualified candidates for available positions, handling the onboarding process, benefits administration, assisting divisions with employee development and performance management. We also manage all leaves of absence, the workers' compensation program, the interactive process for assessing reasonable accommodation requests, drug and alcohol testing program for safety-sensitive employees and the unemployment claims process. In addition, the division is responsible for policy development and implementation, supervisory training and administration of the Collective Bargaining Agreement, including the grievance and arbitration process.

METRICS

Average Days to Fill (By Position):

<u>Position</u>	<u>FY 2018-2019</u>	<u>FY 2019-2020</u>
Accounting Specialist	-----	27 days
Administrative Assistant	25 days	43 days
Administrative Mobility Specialist	7 days	5 days
Administrative Specialist	9 days	-----
Assistant Manager	-----	66 days
Clerk	-----	46 days
Communications Dispatcher	45 days	56 days
Human Resources Clerk	-----	53 days
Human Resources Supervisor	-----	144 days
Information Systems Technician	41 days	62 days
Mechanic C	18 days	-----
Mobility Coordinator I	28 days	68 days
Mobility Trainer	24 days	44 days
Program Coordinator	21 days	-----
Program Manager	77 days	-----
Programmer/Analyst	53 days	52 days
Reservationist	36 days	62 days
Server Technician	-----	-----
Service Assistant/Fueler	15 days	66 days
Transit Accessibility Evaluator	-----	62 days
Transportation Operations Clerk	-----	32 days
Transportation Operations Supervisor	-----	47 days
Vehicle Operator	90 days	57 days

Average Turnover (By Position):

<u>Position</u>	<u>FY 2017-2018</u>	<u>FY 2018-2019</u>
Accounting Specialist	-----	33%
Administrative Assistant	29%	143%
Administrative Manager ⁺	100%	-----
Administrative Mobility Specialist (Office Closed)	-----	100%
Assistant Manager ⁺	-----	100%
Call Center Shift Supervisor [*]	67%	40%
Clerk	50%	-----
Communications Dispatcher [*]	100%	38%
Customer Service Representative [*]	100%	-----
Division Chief ⁺	100%	-----
Executive Assistant ⁺	100%	-----
Facility Support Technician ⁺	100%	-----
Human Resources Clerk	-----	50%
Information Systems Technical Supervisor ⁺	100%	-----
Information Systems Technician	50%	-----
Managing Director of Consulting Services ^{**}	100%	-----
Mechanic C	33%	-----
Mobility Coordinator (Office Closed)	-----	100%
Mobility Coordinator I	40%	33%
Mobility Coordinator II	50%	-----
Mobility Management Services Advisor ⁺	-----	100%
Mobility Trainer	71%	67%
Program Coordinator ⁺	100%	-----
Program Manager	33%	33%
Programmer/Analyst	100%	100%
Programmer Analyst Supervisor ⁺	100%	-----
Reservationist [*]	70%	25%
Route Reconciliation Technician [*]	100%	-----
Senior Clerk [*]	50%	-----
Senior Consultant	50%	-----
Senior Reservationist	25%	67%
Server Technician ^{**}	100%	-----
Service Assistant	11%	50%
Student intern	-----	50%
Transportation Operations Clerk	50%	-----
Transportation Operations Scheduler [*]	50%	-----
Transportation Operations Specialist	-----	100%
Transportation Operations Supervisor	-----	50%
Transportation Operations Trainer	-----	33%
Vehicle Operator	30%	30%

*Denotes positions affected by the layoffs in May 2017

+Denotes a single position within the classification

HR Complaint By Category:

<u>Type of Complaint</u>	<u>FY 2017-2018</u>	<u>FY 2018-2019</u>
Unlawful Discrimination	0	1
Unlawful Harassment	4	1
Privacy Issues	0	1
CBA Violation (may result in a grievance)	5	2

Average Complaint Resolution Time:

<u>Type of Complaint</u>	<u>FY 2017-2018</u>	<u>FY 2018-2019</u>
Unlawful Discrimination	-----	43 business days
Unlawful Harassment	19 business days	4 business days
Privacy Issues	-----	4 business days
CBA Violation (may result in a grievance)	23 business days	10 business days

Performance Goals for Fiscal Year 2019-2020:

1. Reduce time to fill positions to 45 days or less;
2. Reduce turnover by 10% in each category except Administrative Assistances and Vehicle Operators;
3. Reduce turnover by 100% for Administrative Assistants;
4. Reduce turnover by 15% for Vehicle Operators; and
5. Reduce complaint resolution time to 30 business days or less.

**OFFICE OF THE CHIEF EXECUTIVE:
HUMAN RESOURCES**

PERSONNEL:

Direct Personnel	\$212,945
Fringe Benefits	\$91,389
Workers' Compensation	\$1,476
TOTAL PERSONNEL	\$305,810

FLEET OPERATIONS:

Fuel	\$0
Insurance	\$0
Cost of Parts & Sublet Service	\$0
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$106,819
Outside Services	\$22,498
Rent & Repair	
Office Expense	\$26,297
Interest Expense	\$18,012
Telephone/Utilities	
Tax/License/Dues/Permits	
Travel	\$8,442
Professional Development	\$3,943
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$186,011

TOTAL OPERATING EXPENSE	\$491,821
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Office of the Chief Executive: Information Technology

The Information Systems department performs a myriad of tasks for Paratransit, Inc., both locally in Sacramento and in all of our field offices; almost everything with a plug is within the bailiwick of the team. The department is split into two functional areas: technical and programming. The technicians are responsible for maintenance of the Shoretel phone system, Trapeze scheduling software, FileMaker Data Management System (DMS), Sonitrol security system, ADP time clocks, SAGE accounting servers, GroupWise email systems, in-vehicle technology, all workstations, and many others. They plan repair schedules, upgrade servers, maintain mobile equipment, track of hundreds of tickets in the ticketing system and keep everything running smoothly behind the scenes. The programmers are responsible for creating new software technologies, adapting existing programs, creating and modifying reports and general maintenance of any home-grown applications. They build new web pages and database queries to expand and simplify Paratransit's operations. Most of all, the employees of the Information Systems department work as a team to support almost every aspect of the company, from gigantic projects to everyday tweaks. The team must categorize, prioritize and schedule tasks from every department to help Paratransit better function smoothly and efficiently.

Performance Metrics:

- 1) Improve percentage of tickets solved in first 72 hours to 90%.
- 2) Track response time to emails and tickets – keep under 4 hours for non-critical issues. Under 20 minutes for on-call emergencies.
 - a. In FY 19, almost every on-call emergency was addressed in under 15 minutes. Sometimes the solution took longer, but the work had begun.
- 3) Track major system down time (DMS, Trapeze, etc.) and keep under .5% of work hours.
 - a. For FY19, we accomplished this goal. In combination, the DMS and Trapeze servers were only down for 15 total work hours throughout the entire year.
- 4) Create “comment/scorecard” to track effectiveness and opinion of IT department

Current Large Projects:

- 1) Create brand-new, web-based Data Management System
- 2) Install web based trip booking (PASS WEB) by the end of summer
- 3) Analyze and optimize PASS (Trapeze) parameters
- 4) Upgrade DMS to include the ability to operate without signal
- 5) Upgrade in-vehicle Rangers to operate on 4G
- 6) Install all IT equipment in new buses, including new camera systems in some

Staffing

Position	FY 18/19	FY 19/20	Difference
Director of Information Technology	1	1	
Information Systems Technical Supervisor	0	0	
Programmer/Analyst Supervisor	0	0	
Programmer/Analyst	2	3	+1
Information Systems Technician	3	3	
TOTAL FTEs	7	7	+1

OFFICE OF THE CHIEF EXECUTIVE: INFORMATION TECHNOLOGY

PERSONNEL:

Direct Personnel	\$340,757
Fringe Benefits	\$134,811
Workers' Compensation	\$2,343
TOTAL PERSONNEL	\$477,910

FLEET OPERATIONS:

Fuel	-
Insurance	-
Cost of Parts & Sublet Service	-
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$148,064
Outside Services	\$31,184
Rent & Repair	
Office Expense	\$36,451
Interest Expense	\$24,966
Telephone/Utilities	
Tax/License/Dues/Permits	
Travel	\$11,702
Professional Development	\$5,466
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$257,833

TOTAL OPERATING EXPENSE	\$735,743
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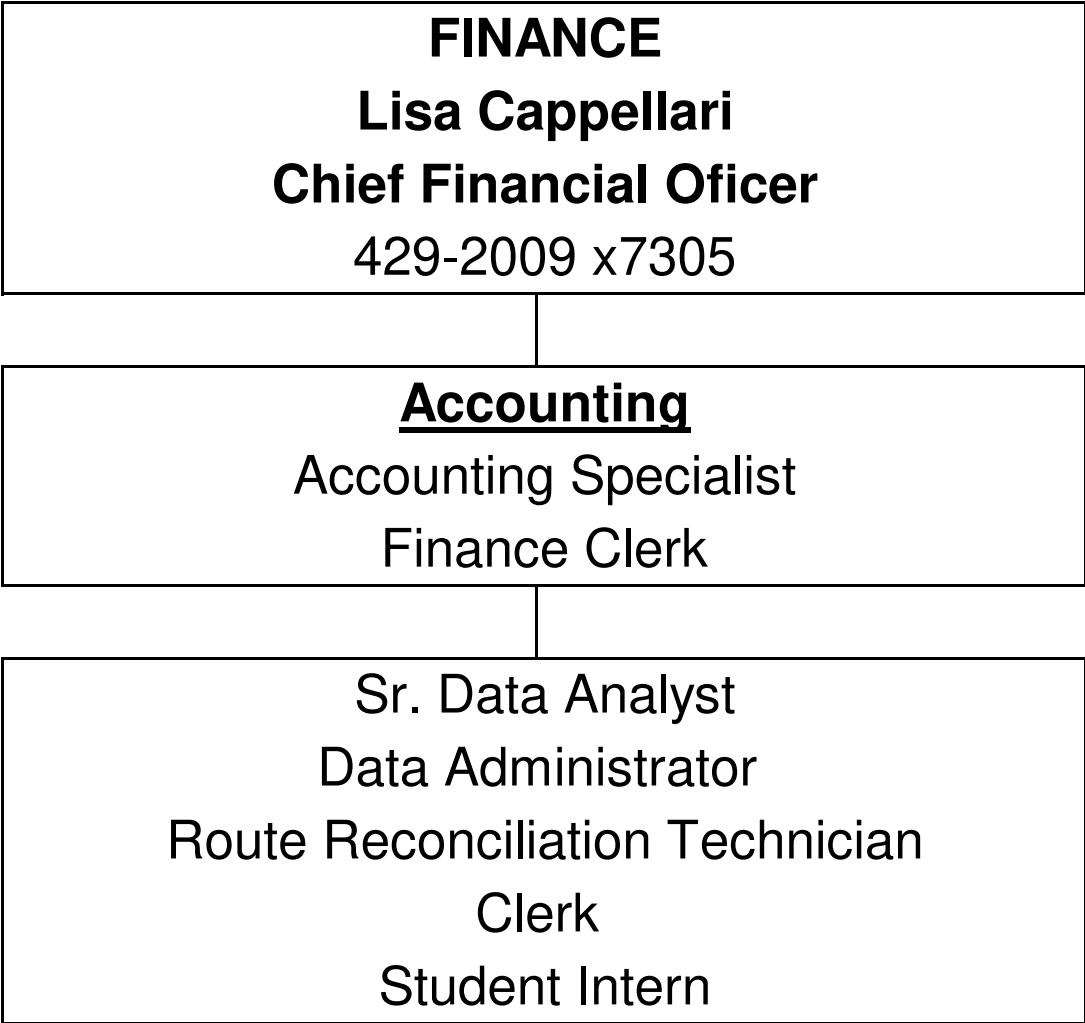


Finance

Accounting

Statistics

FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Finance: Accounting and Administration

The objective of the Accounting Division is to create an accurate financial picture of the agency. This is accomplished when Accounts Payable, Accounts Receivable and Payroll personnel adhere to the generally accepted accounting principles (GAAP). An accurate financial picture helps managers make decisions; it aids the Board of Directors in prescribing strategic guidance; and it gives external agencies a transparent view on how Paratransit spends its funds. The general Administrative personnel and expense associated with the management of the Finance Department are also included.

Performance Metrics:

	FY19	FY20
Current Ratio: current assets to current liabilities	3.5	>= 3.0
Operating revenue growth	-13%	> 0%
% of Capital Expense covered by grants	32%	>= 50%
AR: % of receivables > 90 days old	23%	<= 25%

Staffing:

Position	FY 18/19	FY 19/20	Difference
Chief Financial Officer	1	1	0
Senior Data Analyst	1	1	0
Payroll Specialist	1	1	0
Accounts Receivable Specialist	1	1	0
Accounts Payable Specialist	1	1	0
Accounting Specialist	1	0	-1
Grants Analyst	0	1	1
TOTAL FTEs	6	6	0

FINANCE: ACCOUNTING AND ADMINISTRATION

PERSONNEL:

Direct Personnel	\$284,420
Fringe Benefits	\$122,063
Workers' Compensation	\$1,972
TOTAL PERSONNEL	\$408,454

FLEET OPERATIONS:

Fuel	
Insurance	
Cost of Parts & Sublet Service	
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$142,673
Outside Services	\$30,049
Rent & Repair	
Office Expense	\$35,123
Interest Expense	\$24,057
Telephone/Utilities	
Tax/License/Dues/Permits	
Travel	\$11,276
Professional Development	\$5,267
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$248,445

TOTAL OPERATING EXPENSE	\$656,899
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Finance: Statistics

The objective of the statistics division is to ensure correct reporting of operating data such as trips, miles and hours. These data are used by internal managers, external agencies who provide Paratransit with funding, as well as state and federal agencies. Since these data are used as a mechanism both to determine funds received by Paratransit as well as funds received by the Sacramento area as a whole, employees processing operating data must be detail-oriented, accurate, and have the ability to spot inconsistencies.

Performance Metrics:

Performance Measures	FY19	FY20
Number of days at month end to process DR stats	45	45
Number of days at month end to process CTSA stats	60	50

Staffing:

Position	FY 18/19	FY 19/20	Difference
Data Administrator	1	1	0
Route Reconciliation Technician	1	1	0
Clerk	1	1	0
Student Intern (Transferred from Admin)	0	1	1
TOTAL FTEs	3	4	1

FINANCE: STATISTICS

PERSONNEL:

Direct Personnel	\$104,861
Fringe Benefits	\$45,003
Workers' Compensation	\$727
TOTAL PERSONNEL	\$150,590

FLEET OPERATIONS:

Fuel	
Insurance	
Cost of Parts & Sublet Service	
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$52,601
Outside Services	\$11,079
Rent & Repair	
Office Expense	\$12,949
Interest Expense	\$8,870
Telephone/Utilities	
Tax/License/Dues/Permits	
Travel	\$4,157
Professional Development	\$1,942
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$91,598

TOTAL OPERATING EXPENSE	\$242,188
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Operations

Customer Service and Dispatch

Driving and Training

Maintenance

Call Center

Scheduling

Wheelchair Accessible Van Rentals

Facilities

CTSA

FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Operations: Customer Service and Administration

The purpose of this Division is to provide customer service and support to assigned department. This position will perform call center and analytical duties pertaining to departmental need. This will be accomplished by, but not limited to, answering incoming calls; actively listening and documenting Customer concerns; opening customer service reports; researching using intranet programs; processing Customer Service activities, communicating and assisting with adjacent departments.

FY 18-19

1. Continue to provide excellent customer service.
2. Continue to assist other departments.
3. Provide cross training to other positions to assist with providing this service.
4. Assume oversight of the rental van services and assist clients.

FY 19-20

1. Implement a new Customer Service Module to accommodate the Reasonable Modifications.
2. Objectives is to continue to meet objectives from previous FY

Staffing

Position	FY 18-19	FY 18-19	Difference
Customer Service Representative	0	0	0
Operations Clerk	2	2	0
TOTAL FTEs	2	2	0

Operations: Day Porters

The Day Porters primary task is to keep the facility clean by vacuuming, dusting, taking the garbage out, washing floors, etc.

1. FY18-19

Objective is to exceed the norm of cleanliness of the facility now. Set up for meetings in the auditorium for C-Levels and Management.

- i. When necessary I will have the one-day porter cross over to be service assistant when needed.
- ii. Offices dusted and washed down on a regular basis.
- iii. Windows cleaned on regular intervals.
- iv. Both day porters complete a daily task check-off list, weekly check-off list, and monthly check-off list. This will help monitor productivity and the cleanliness of the building.
- v. Carpets cleaned bi-annually

2. FY 19-20

- i. Day porter will no longer cross over to service assistant when needed.
- ii. Objectives is to continue to meet objectives from previous FY

Staffing

Position	FY 17-18	FY 18-19	Difference
Day Porters	2	2	0
TOTAL FTEs	2	2	0

OPERATIONS: CUSTOMER SERVICE AND ADMINISTRATION

PERSONNEL:

Direct Personnel	\$239,212
Fringe Benefits	\$112,913
Workers' Compensation	\$1,498
TOTAL PERSONNEL	\$353,624

FLEET OPERATIONS:

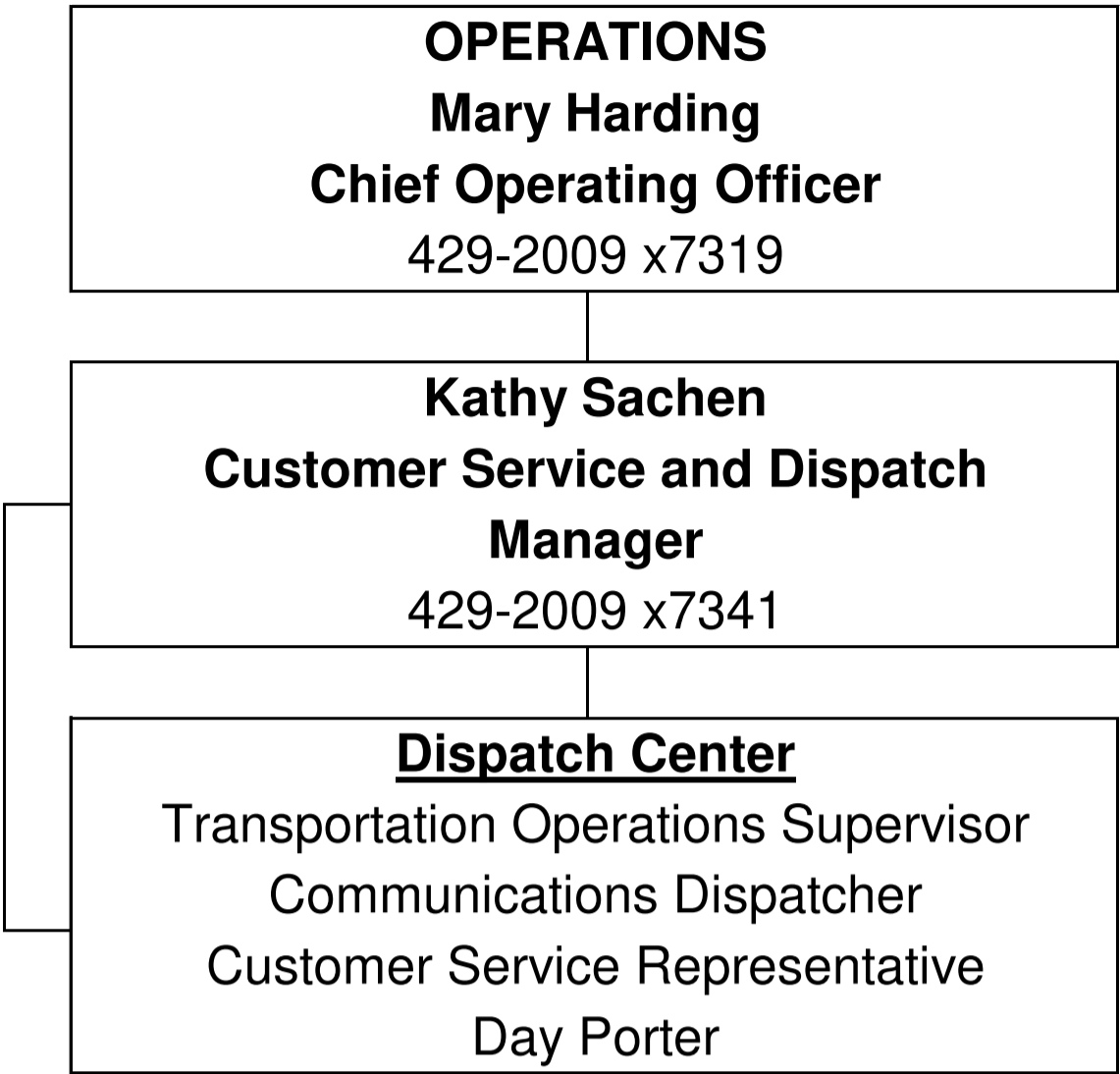
Fuel	
Insurance	
Cost of Parts & Sublet Service	
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	
Outside Services	
Rent & Repair	\$4,088
Office Expense	
Interest Expense	
Telephone/Utilities	\$4,891
Tax/License/Dues/Permits	\$1,937
Travel	
Professional Development	
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$10,916

TOTAL OPERATING EXPENSE	\$364,540
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FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Operations: Dispatch Center

To dispatch and monitor vehicle operators, route assignments and schedules, vehicle effectiveness, and passenger service on established bus routes; to receive, transmit, and monitor radio communications with/between vehicle operators accurately; and to maintain excellent customer service.

FY 18-19

1. Started FY 18-19 with eight (8) dispatchers; will end the FY with nine (9) dispatchers.
2. Non-ADA service hours shortened, March 1, 2019. The average close time is midnight. This action has decreased overtime per day for both dispatchers and vehicle operators.
3. We continue monitoring routes – eliminated dead head on routes by pulling off trips on taxi service and UCP Shuttle.
4. Enhanced focus on minimizing brokered trips.

FY 19-20

1. Officially, create two positions for Dispatch Assistants to oversee the daily operations.
2. Near the end of FY 18-19, redesign the dispatch center to be ergonomically for staff.
3. Objectives is to continue to meet objectives from previous FY

Staffing

Position	FY 18-19	FY 19-20	Difference
Dispatch & Customer Service Manager	1	1	0
Communications Dispatcher	8	10	+2
Operations Specialist	2	0	-2
TOTAL FTEs	11	11	0

OPERATIONS: DISPATCH CENTER

PERSONNEL:

Direct Personnel	\$791,136
Fringe Benefits	\$394,736
Workers' Compensation	\$8,731
TOTAL PERSONNEL	\$1,194,603

FLEET OPERATIONS:

Fuel	
Insurance	
Cost of Parts & Sublet Service	
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	
Outside Services	
Rent & Repair	\$13,520
Office Expense	
Interest Expense	
Telephone/Utilities	\$16,177
Tax/License/Dues/Permits	\$6,407
Travel	
Professional Development	
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$36,103

TOTAL OPERATING EXPENSE	\$1,230,706
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FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Operations: Driving, Safety and Training Centers

The Vehicle Operators, Safety and Training Division is responsible for the day to day operations to include training, vehicle safety, training and the supervision of approximately 125 Vehicle Operators. Each supervisor in the Division is responsible for approximately 40 Vehicle Operators. We provide pull-out, pull-in, spot check and formal yearly ride-a-long evaluations for all Operators. Key staff within the Division are certified by the California Department of Motor Vehicles to certify the commercial drive test and administers the test for all vehicle operators. The Division also provides 24 hour on-call response to incidents and/or accidents and investigation services. In addition to the training of our Vehicle Operators, the training staff within the Division provides vehicle and safety training to our 9 CTSA partner agencies on a variety of topics from lift deployment to wheelchair securement to pre-trip inspection.

We are also committed to select, evaluate and train a Team of 2 to 4 Vehicle Operators to compete in the annual CalAct Bus Rodeo which, depending on placement may result in the competition at the National Bus Rodeo.

Key Projects for Vehicle Operators, Safety and Training for FY 19 are:

Service: Continue to provide nationally recognized, customer service focused transportation to passengers in a safe and efficient manner.

Training: Continue to modify and adjust our training process to allow Paratransit to onboard drivers more quickly, allowing for more consistent staffing and assisting in the goal to reduce brokered transportation. Assistant Managers will attend TSI Supervisory Course.

Road Supervision: Provide one formal ride-along and evaluation for each Vehicle Operator during the fiscal year.

Uniforms: Provide up to 125 new lightweight jackets/sweaters to the Driving staff. Introduce a Navy Blue shirt.

Performance Metrics

FY 18/19:

1. Provide for refresher training for any preventable incident/accident.
2. Provide for at least 1 evaluation per year for all Vehicle Operators.

FY 19/20:

1. Provide for refresher training within 7 days of any preventable incident/accident.
2. Provide for 1 evaluation per year for all Vehicle Operators.
3. Provide for a 6 month real time spot check.
4. Provide for a ride-a-long for Vehicle Operators prior to 1 year anniversary
5. Provide Vehicle Operators 2 hours of in-service training for refresher fire extinguisher training.
6. Provide First Aid/CPR Training to Vehicle Operators and staff as allowed.
7. Send 2 Assistant Managers to DMV ETP Certification Training.
8. 3 Supervisors to attend TSI Advanced Bus Collision Investigation Training.

Staffing:

Position	FY 18/19	FY 19/20	Difference
Driver and Training Manager	1	1	0
Driver & Training Assistant Manager	2	2	0
Driver & Training Supervisor	4	4	0
Driver Trainer	3	3	0
Vehicle Operator	120	125	5
Senior Clerk	1	1	0
TOTAL FTEs	131	136	5

OPERATIONS: DRIVING CENTER

PERSONNEL:

Direct Personnel	\$5,187,660
Fringe Benefits	\$1,579,859
Workers' Compensation	\$533,092
TOTAL PERSONNEL	\$7,300,611

FLEET OPERATIONS:

Fuel	\$2,172,127
Insurance	\$1,331,594
Cost of Parts & Sublet Service	
TOTAL FLEET OPERATIONS	\$3,503,721

NONPERSONNEL:

Professional Services	
Outside Services	
Rent & Repair	\$88,651
Office Expense	
Interest Expense	
Telephone/Utilities	\$106,075
Tax/License/Dues/Permits	\$42,010
Travel	
Professional Development	
Brokered Trans. Services	\$2,966,862
TOTAL NONPERSONNEL	\$3,203,598

TOTAL OPERATING EXPENSE	\$14,007,929
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OPERATIONS: SAFETY AND TRAINING CENTER

PERSONNEL:

Direct Personnel	\$222,437
Fringe Benefits	\$100,353
Workers' Compensation	\$14,912
TOTAL PERSONNEL	\$337,701

FLEET OPERATIONS:

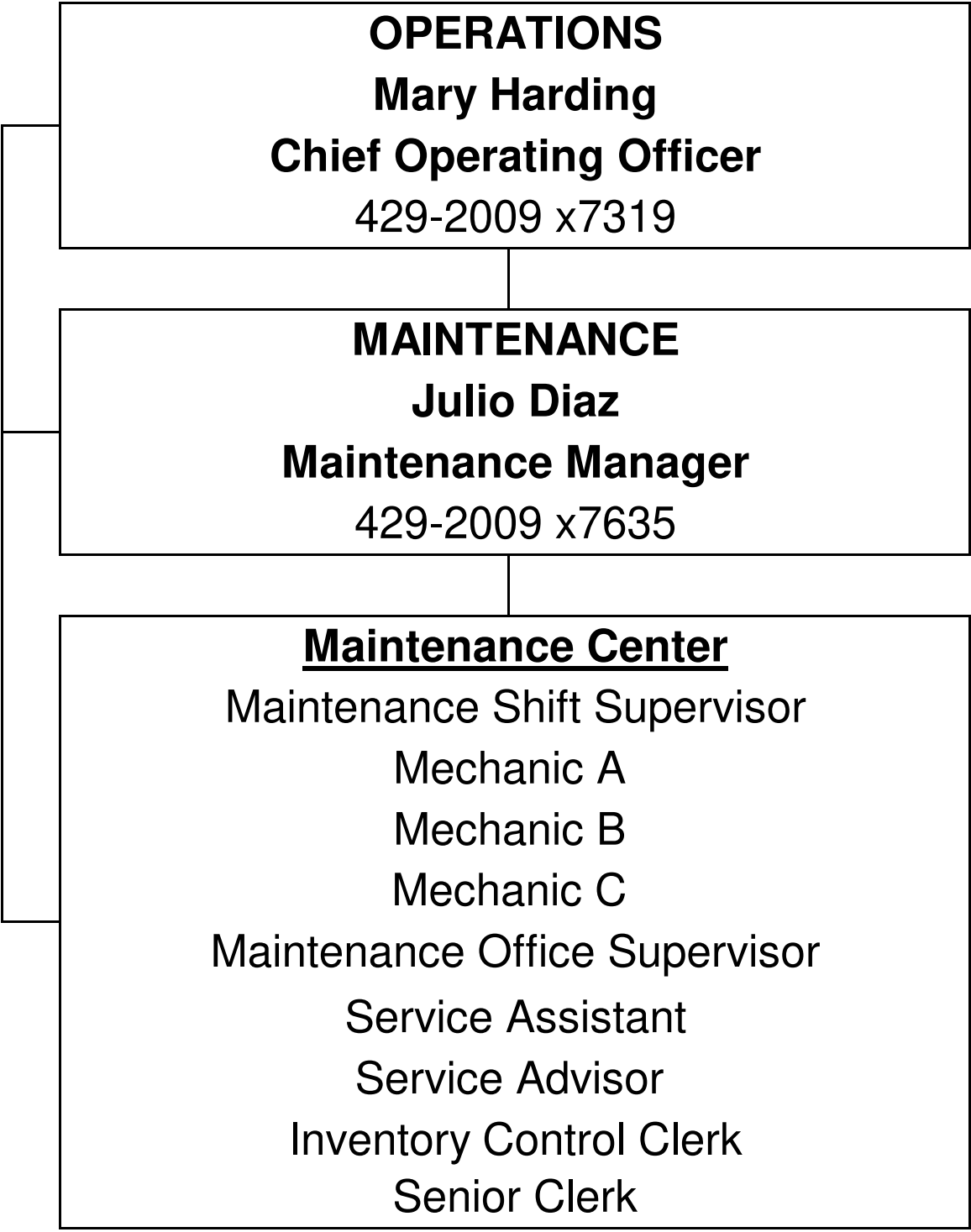
Fuel	
Insurance	
Cost of Parts & Sublet Service	
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	
Outside Services	
Rent & Repair	\$3,801
Office Expense	
Interest Expense	
Telephone/Utilities	\$4,548
Tax/License/Dues/Permits	\$1,801
Travel	
Professional Development	
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$10,151

TOTAL OPERATING EXPENSE	\$347,852
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FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Operations: Maintenance

Our Department operates base on daily vehicle maintenance schedule, vehicle break downs, and customer request, we also assist Transportation Department to have the most amount of vehicles available for their daily route, assist with road call, assist driver over the phone to trouble shout lift and interlock system, and dispatch the tow truck if needed. Also assisted CTSA partners in similar way.

- Body shop estimates, reviewing estimates and scheduling body shop repairs
- Schedule Dealership warranty, recall and repair work. Review body shop and dealership invoices, and inspect quality of workmanship. Perform quality control on work performed –
- Our current fleet have 187 Vehicles and we performed Preventive safety maintenance every 5,000 miles or 60 days whichever came first. This includes a detail inspection of our units.
- We are projecting to perform around 1200 preventative maintenance services this includes transmission service , wheel bearing service every 30,000 miles and around 23,000 repairs, this project numbers increase whit the new arrival of CNG fleet that requires additional preventive maintenance to the CNG fuel system itself.
- Perform minor and major engine repairs.
- Perform In house minor body work repair, as lower body fender reinforcement and driver door skin reset. This jobs requires minimum paint or none at times.
- Vehicle Body reseal to prevent water from leak inside the bus interior.
- Transmissions minor repairs and overhaul's done in house to reduce cost of replacement of units.
- We maintain our service in compliance by running a variety daily reports, daily updated vehicle mileage and keeping data updated during the day.
- Keep records updated and properly file to comply with CHP, and RT annual vehicle and documentation inspection. As well with Cal Trans. Inspection (every 2 years) also Weekly mileage and PM reports are performed and send to RT.
- Maintenance facility upgrade to a CNG it's completed to be in compliance.
- Our Maintenance Department also perform Taxi inspection to taxi associations every two years as require by City of Sacramento.
Due to the cities new requirements that started last year, taxi inspections are to be done every other year. Also some of the taxi associations went out of business.
- Taxi inspection and brake and lamp inspections for 2019/2020 are not predictable due to city ordinance changes and unknown fleet sizes at this time.

CTSA

- We follow up with CTSA partner agencies to help them to maintain their service in compliance
- Advise customers via email and by phone monthly on their vehicles due for service
Based in due date or mileages whichever comes first.
- Assisted agencies scheduling their inspections, write ups and other services needed
- Pickup and delivery vehicles as per CTSA agreement when needed
- Invoices are weekly processed and bill to CTSA agencies for jobs performed
- Update mileages as vehicle come for service or fuel
- We are projecting performing around 200 preventative maintenance services and around 1400 repairs

Partner Agencies

1. Asian Community Center
2. DDSO
3. Elk Grove Adult Community Training
4. Eskaton
5. Health for All
6. Sutter Senior Care I and II
7. St Johns
8. UCP CTSA Shuttle
9. Easter Seals

Outside Agencies not CTSA that we perform services and repairs.

1. A Family Affair
2. Asian Community Center
3. Easter Seals – Increased their fleet this year with new buses.
4. Sutter Senior Care I and II – Increased their fleet this year with new buses.
5. The Commons of Elk Grove
6. UCP
7. Others

Projecting Performance for next fiscal year for not CTSA agencies

- Around 250 preventative maintenance services and 2600 repairs

Staffing:

Position	FY 18/19	FY19/20	Difference
Maintenance Department Manager	1	1	
Shift Supervisor	2	2	
Maintenance Office Supervisor	1	1	
Service Adviser	1	1	
Inventory Control Clerk	1	1	
Senior Clerk	1	1	
Mechanic A	6	6	
Mechanic B	2	2	
Mechanic C	3	4	+1
Maintenance Service Assistant	1	1	
TOTAL FTEs	19	20	

Operations: Service Assistants

Service Assistants are responsible for fueling the buses, checking the fluid levels at the time of fueling, cleaning the buses in the inside, along with staging the buses for the early morning drivers. Monday thru Friday we have staff available from 4:15 to 23:00. Weekends the fuel station staffed with only one fueler from 5:00 to 14:00 and one staff from 14:00 to 23:00.

Key Projects for Service Assistants for FY 19/20 are:

CNG Fueling: All service assistants trained to fuel CNG vehicles in September 2019.

Washing Vehicles: Service Assistants will continue to assist the bus washing of buses to ensure Paratransit remains in compliance with the required the Stormwater Regulations of the State Water Board.

Vehicle Licensing: Deploy a program for the Spanish-speaking service assistants to obtain their Class B license. This includes the required classroom and behind the wheel training.

Performance Metrics:

FY 18-19:

1. In the first 9 months, 1,727 buses cleaned, averaging 191.89 per month. Less than last FY 17-18 by 353 due to staff leaving for other opportunities outside Paratransit.
2. In the first 9 months, 21,857 buses fueled, averaging 2428.56 per month excluding CNG buses fueled.
3. Hired two FT Service Assistants, along with one PT Service Assistant.

FY 19-20:

1. Continue to monitor the number of buses fueled.
2. Continue to monitor the number of buses cleaned. Keeping up the level of cleanliness that has been observed by both drivers and passengers.

Staffing

Position	FY 18-19	FY 19-20	Difference
Service Assistant FT	6	6	0
Service Assistant PT	3	3	0
TOTAL FTEs	9	9	0

OPERATIONS: MAINTENANCE

PERSONNEL:

Direct Personnel	\$1,251,480
Fringe Benefits	\$730,153
Workers' Compensation	\$54,238
TOTAL PERSONNEL	\$2,035,872

FLEET OPERATIONS:

Fuel	
Insurance	\$5,465
Cost of Parts & Sublet Service	\$749,990
TOTAL FLEET OPERATIONS	\$755,455

NONPERSONNEL:

Professional Services	
Outside Services	
Rent & Repair	\$21,386
Office Expense	
Interest Expense	
Telephone/Utilities	\$25,590
Tax/License/Dues/Permits	\$10,135
Travel	
Professional Development	
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$57,110

TOTAL OPERATING EXPENSE	\$2,848,437
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FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Operations: Call Center

The Call Center is open 365 days a year from 8:00 a.m. to 5:00 p.m. Reservationists are responsible for taking calls in a courteous and professional manner. Their duties include booking trip requests, taking cancellations, client file updates and address changes, answering “where’s my bus” calls , and are the front line for any other calls that come into the queue. The Call Center Supervisor uses information pulled from Bright Metrics and Telestrat to produce monthly reports for each individual’s performance in the call center. She meets with each staff person to review their performance metrics including attendance, tardies, call counts, average talk time, forced releases, customer service commendations and complaints, total idle time, total release time, number of trips booked,etc.

Key Goals for FY 19/20:

1. Implement PASS/WEB online booking
2. Monitor the metrics involved in overseeing this division using Shoreware, Telestrat, and Bright Metrics.
 - a. Analyze and Evaluate call volume
 - b. Analyze and Evaluate hold times, call length times.
3. Continue to provide refresher training for staff on how to make the best choices when booking rides using Trapeze software that produce more efficient ride shares, routes, etc.
4. Continue to evaluate ways to reduce the call length for ride reservations while maintaining accurate trip data entry.
5. Continue to provide excellent customer service.

Performance Metrics:

1. Continue to manage an increase in calls with a reduction in staffing resulting in more calls per person per day
2. Maintain the reduction in the average call length per reservation
3. Implement On-Line Reservations and encourage use of this feature with our passengers and group clients

Staffing:

Position	FY 18/19	FY 19/20	Difference
Chief Operating Officer	1	1	
Call Center Supervisor	1	1	
Senior Reservationist	4.5	2	-2.5
Reservationist	8	11	
TOTAL FTEs	14.5	15	+.5

Operations: Scheduling and Technology Centers

Responsible for proofreading and editing routes to create effective, efficient schedules each day under extreme time constraints using Trapeze software. Creates and maintains template routes/schedules and daily routes/schedules, update and maintain daily driver assignments, adjusting and editing routes for drivers time off for sick leave, vacation, floating holidays, leaves governed by law, jury duty, FMLA, workers comp appointments, etc. Ensures route start/end times, breaks, lunches, out of services, etc. conform to the CBA contract between Paratransit, Inc. and the Amalgamated Transit Union. Maintains driver overtime list, prepares, creates, and oversees the driver vacation and shift bid process every four months. Creates and maintains the Trapeze test environment to ensure that we utilize the software in the most efficient and effective way possible.

Key Goals for FY 19/20:

1. Test and manipulate settings in the Trapeze version 17 software to further increase productivity and efficiency.
2. Continue to look for ways to improve our trips per hour which are currently around 2.0 towards a long term goal of 2.2.
3. Work to maintain the reduction in same day rides and minimize the number of taxi cab trips by squeezing as much time out of a route as possible.

Performance Metrics:

1. Further analyze the total number of trips requested/performed, cancellations, Yellow Cabs, ACC trips, UCP trips, Non-ADA trips each day and continue to look for patterns and ways that can help in reducing costs and increase productivity.
2. Look to staff for their continued creativity in finding ways to improve the way we utilize our software that will result in reduced costs and increased efficiencies.

Staffing:

Position	FY 18/19	FY 19/20	Difference
Transportation Scheduler	2	2	
Transportation Technology Specialist	2	2	
TOTAL FTEs	4	4	0

OPERATIONS: CALL, SCHEDULING AND TECHNOLOGY CENTERS

PERSONNEL:

Direct Personnel	\$723,112
Fringe Benefits	\$434,775
Workers' Compensation	\$4,905
TOTAL PERSONNEL	\$1,162,791

FLEET OPERATIONS:

Fuel	
Insurance	
Cost of Parts & Sublet Service	
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	
Outside Services	
Rent & Repair	\$12,357
Office Expense	
Interest Expense	
Telephone/Utilities	\$14,786
Tax/License/Dues/Permits	\$5,856
Travel	
Professional Development	
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$32,999

TOTAL OPERATING EXPENSE	\$1,195,790
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Operations: Facilities Management

The facility technician is responsible for monitoring the ticket system for issues or repairs of the facility. Completing necessary inspections throughout the facility, along with the generator and fuel station. Submitting government forms that are required by the various agencies. Overseeing vendors on-site. Working closely with managers and Human Resources on Ergonomic Work Station Evaluations.

FY 18-19

1. Did not fill this position as stated in the previous FY.
2. We continue to be at Risk I with the State Water Board due to not enough rain within the first 6-month of the FY.

FY 19-20

1. Will not be hiring for this position this FY.

Staffing

Position	FY 18-19	FY 19-20	Difference
Facilities Maintenance Technician	0	0	0
TOTAL FTEs	0	0	0

DESTINATIONS MOBILITY RENTALS

PERSONNEL:

Direct Personnel	\$0
Indirect Personnel	\$0
Fringe Benefits	\$0
Indirect Fringe Benefits	\$0
Workers' Compensation	\$0
Indirect Workers' Compensation	\$0
TOTAL PERSONNEL	\$0

FLEET OPERATIONS:

Fuel	\$382
Insurance	\$13,126
Cost of Parts & Sublet Service	\$2,059
TOTAL FLEET OPERATIONS	\$15,567

NONPERSONNEL:

Professional Services	\$3,006
Outside Services	\$329
Rent & Repair	\$5,710
Office Expense	\$0
Interest Expense	\$0
Telephone/Utilities	\$706
Tax/License/Dues/Permits	\$376
Travel	\$0
Professional Development	\$0
Brokered Trans. Services	\$0
TOTAL NONPERSONNEL	\$10,127

TOTAL OPERATING EXPENSE	\$25,694
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CTSA Partners: What They Do and Who They Serve in our Community



Easter Seals offers help, hope and answers to children and adults with disabilities and their families in the United States and Australia, and through our global partners in Puerto Rico, Canada and Mexico. We are the leading non-profit provider of services for individuals with autism, developmental disabilities, physical and mental disabilities, and other special needs. Easter

Seals also provides critical community-based supports and services to military service members, veterans, their families and families of the fallen.

Health for All

Health for All is a non-profit organization designed to help frail elderly stay independent or restore and maintain optimal functioning capacity. The Adult Day Health Care Centers offer multi-disciplinary teams of professional service providers who conduct comprehensive assessments of each of the participant's health and social needs.



United Cerebral Palsy provide services such as housing, physical therapy, assistive technology training, early intervention services, individual and family support, social and recreational programs, community living, state and local referrals, employment, employment assistance and advocacy



Developmental
Disabilities
Service
Organization

From two sites in Sacramento and one site in Stockton, Developmental Disabilities Service Organization is an award-winning nonprofit that annually provides 400 adults with disabilities the opportunity to experience independence, job training, employment, physical education, visual and performing arts, life skill building, social interaction, active participation in the community, nurturing relationships and more



Sutter Senior Care PACE is a non-profit health plan exclusively for frail older adults. Sutter Senior Care's model of care is known as the "Program of All-Inclusive Care for the Elderly" or PACE. The PACE model has been recognized as the most appropriate model of comprehensive care for the frail elderly population.



The mission of the Elk Grove Adult Community Training program is to provide for the equality, dignity, and fulfillment of rights of all program participants through a community based program providing opportunities for individual choice in community and employment environments

Elk Grove Adult Community Training, Inc. (EGACT) is a non-profit organization that provides education and training for adults with developmental disabilities.



Saint John's is for the woman who wants to make the leap. Who will fight the pervasive influence of homelessness, poverty, and abuse. Who will make an empowered decision to rise up and become a productive community member. Who understands, unequivocally, that the decision to create a better life – for herself and for her family – rests entirely on her.



ACC promotes the general welfare and enhances the quality of life of older adults by providing a comprehensive array of culturally appropriate health and social services. ACC owns and operates ACC Care Center, a 99-bed skilled nursing facility, ACC Greenhaven Terrace, a 146 apartment independent living and 27 apartment assisted living apartments, ACC Programs, where ACC Rides provides 4,000 one-way rides each month in Sacramento County, and Meals on Wheels by ACC, the Sacramento home delivered and congregate meal program for seniors.



Eskaton offers the options needed to lead an independent lifestyle along with the convenience and assurance of support, if needed. Residents appreciate a full complement of hospitality-style amenities, housekeeping and transportation services.



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FY 2019/20
PARATRANSIT, INC. ORGANIZATIONAL CHART



Mobility Management Services: Boston Eligibility- TREC

Paratransit, Inc. has been operating THE RIDE Eligibility Center (TREC) under contract for the Massachusetts Bay Transportation Authority (MBTA) since December 2012 when the MBTA discontinued using a paper- based process. The base contract period was 4 years and MBTA extended through June 2018. In March 2018, Paratransit successfully re-bid the TREC contract to operate another 4 years.

The key projects for FY 20 are:

Eligibility Process: The eligibility process is conducted in-person and includes functional assessments in accordance with nationally recognized standards originally established by Easter Seals Project ACTION. Services provided to the MBTA associated with this contract include:

- Operating a busy call center.

- Scheduling eligibility interview appointments and coordinating transportation with the MBTA's paratransit vendors.

- Conducting in-person interviews and functional assessments to determine ADA paratransit eligibility.

- Making determinations of ADA paratransit eligibility in a timely manner (current average is 3 days from date of completed application).

- In addition to fulfilling requirements of the eligibility contract, staff works closely with MBTA on various mobility management projects such as travel training, customer education, and providing discount passes on fixed route.

- Launch of pathway review program to check accessibility of fixed route trips for conditionally eligible customers.

PERFORMANCE METRICS	FY 2017/18	FY 2018/19
Number of ADA Eligibility Determinations	12,766	12,800
Average Number of Days to Process Applications	2	3
Number of Referrals to Travel Training	155	370

STAFFING	FY 2017/18	FY 2018/19
Program Manager	1	1
Assistant Manager	1	1
Mobility Coordinator I	7	6
Mobility Coordinator II	1	1
Administrative Assistant	6	7

Mobility Management Services: Boston Pathway Review

In the winter of 2018, Massachusetts Bay Transportation Authority (MBTA) exercised the right to use an optional services that is in the current ADA Eligibility contract. Paratransit Inc. will provide a Pathway Review process for conditional eligibility for Massachusetts Bay Transportation Authority (MBTA). This process has been very successful, efficient and effective in other locations to enforce trip by-trip conditional eligibility.

The program commenced in April 2019, with one Transit Accessibility Evaluator. The program will be managed by the Boston Travel Training Program Manager. There is the potential to add an additional employee to the program if the number of Pathway Reviews and conditional eligibility increase.

The program is based out of the ADA Eligibility Office in Boston. The majority of the employee's times is spent in the community conducting route and scout activities. Using Paratransit Inc.'s Data Management System (DMS) and iPads, a Transit Accessibility Evaluator assesses the path of travel for a rider with a barrier condition for ADA paratransit eligibility. Once the assessment is completed, Paratransit Inc. notifies the applicant, in writing, if a trip is not eligible to be taken on paratransit. The Transit Accessibility Evaluator works with applicants to ensure transportation options are available, including immediate Travel Training.

The key projects for FY 2020:

Assess trips on public transportation for barriers that could prevent customers with disabilities from utilizing public transportation for that trip.

Travel the path from the origin to transit stop, any transfer paths, and from transit stop to destination.

Evaluates routes and pathways using software such as Google Maps to check for measurable barriers (i.e. distance using the Measure Distance feature).

STAFF	FY 2020
Program Manager	1
Transit Accessibility Evaluator	1

BOSTON ELIGIBILITY

PERSONNEL:

Direct Personnel	\$652,034
Fringe Benefits	336,971
Workers' Compensation	4,017
TOTAL PERSONNEL	\$993,021

FLEET OPERATIONS:

Fuel	\$0
Insurance	48,206
Cost of Parts & Sublet Service	0
TOTAL FLEET OPERATIONS	\$48,206

NONPERSONNEL:

Professional Services	\$1,942
Outside Services	68,661
Rent & Repair	2,500
Office Expense	33,351
Interest Expense	2
Telephone/Utilities	38,279
Tax/License/Dues/Permits	5,156
Travel	3,500
Professional Development	1,651
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$155,042

TOTAL OPERATING EXPENSE	\$1,196,269
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Mobility Management Services: Boston Travel Training

In the spring of 2016, Massachusetts Bay Transportation Authority (MBTA) released an RFP for Travel Training services. As the operator of the ADA paratransit eligibility services provided there we submitted a proposal in response to the RFP and were selected as the winning bidder by the MBTA.

The program commenced in September 2016 with two employees and in the Spring of 2017, an additional employee joined the team, bringing the total number of staff to three. We will remain at three employees for FY 20.

The program is based out of the ADA Eligibility Office in Boston. The majority of their time is spent in the community conducting various activities.

The key projects for FY 20 are:

Outreach: Staff is responsible for informing the community of services available under this contract. This is done by attending resource fairs, distributing marketing materials, or conducting presentations to groups at schools, community centers, senior centers, and more.

System Orientation Training: System Orientation is a one-time class with a maximum of 15 participants conducted in the MBTA's modern training facility near Broadway on the Red Line. The class can also be held at alternative locations such as schools or senior centers upon request. The training is designed to familiarize participants with the MBTA's fixed-route network of buses and subways, and other system features. Two types of System Orientation are available and designed specifically for seniors and customers with disabilities generally, and customers who are blind or have low vision.

One-on-One Intensive Training: Individual Travel Training is one-on-one instruction on the safe use of public transit for one's select destination within the MBTA service area. Training plans are customized for the unique needs of the individual.

Travel Training staff will meet participants at their homes and show them how to get to and from select destinations safely. Travel trainers work with each participant's schedule and go at their own personal pace. They ride along on actual trips.

Marketing/Outreach is designed to provide the community with services tailored to the unique needs of the disability population. This is done with curriculum development, required trainings in the community, marketing, advertising and social media.

PERFORMANCE MEASURES	FY 19	FY 20
System Orientation	45	70
Outreach	60	82
1:1 Trainings	70	100
Marketing/Outreach	275	178

STAFF	FY 19	FY 20
Program Manager	1	1
Travel Trainer	2	2

BOSTON TRAVEL TRAINING

PERSONNEL:

Direct Personnel	\$143,916
Fringe Benefits	76,738
Workers' Compensation	879
TOTAL PERSONNEL	\$221,533

FLEET OPERATIONS:

Fuel	\$0
Insurance	0
Cost of Parts & Sublet Service	0
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$150
Outside Services	0
Rent & Repair	0
Office Expense	100
Interest Expense	0
Telephone/Utilities	0
Tax/License/Dues/Permits	51
Travel	4,500
Professional Development	1,500
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$6,301

TOTAL OPERATING EXPENSE	\$227,834
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Mobility Management Services: Mobility Options Sacramento Travel Training

The core service of the Mobility Options Department is our Travel Training Program. Since 1982 Paratransit has been providing one on one and small group trainings in the safe and effective use of fixed route public transit. To date, over 15 thousand people with disabilities, seniors, low income, homeless, and those individual's with limited English proficiency, have successfully completed training. This service has resulted in millions of dollars in savings or cost avoidance to our local fixed route transit providers.

In September of 2018, we entered the third year of our contract with The City of Roseville to provide travel training and "Learn to Ride the Bus" workshops for the City Parks and Recreation Department. These classes take place 4 times per year, on a weekly bases, for three consecutive weeks. These classes and have generated referrals for additional one on one training for those that would like to experience more routes or to venture out using other transit options. All evaluation on the class from the participants have been extremely positive.

This Department is also responsible for the majority of our outreach to the community participating in dozens of health/resource fairs, presentations to service organization, support groups, schools, and senior living facilities. These events allow us the opportunity to provide vital information on transit options and to answer question and address misconceptions of the Paratransit eligibility requirements as well as provide referrals for our travel-training program. Staff also offers "Train the Trainer" workshops across the United States. The workshops offer a 3-5 day classroom and field experience to give agencies and transit districts the basic knowledge to institute a travel training program in their community. This training is on a fee for service basis under an MOU agreement.

Roseville contract:

We continue to provide a high quality of service to insure the option of year 4 of a possible 5-year contract to provide travel training to individuals in the Placer County region. Prior to our providing service, Roseville relied on a travel Ambassador Program and Bus Buddies. After the first year of our contact, Roseville has drastically reduced the other programs and found that our travel trainers have delivered a much more in depth approach to accessing public transit in a safe and effective program. As of February 2019, Roseville has now agreed to pay Paratransit the current hourly rate to teach the "Learn to Ride the Bus" Class generating additional revenue for the program.

Yolo Proposal:

Staff in Sacramento's Mobility Options Department is willing to provide whatever assistance necessary to insure the success of the Yolo Travel Training program when Paratransit is called upon to begin the program start up

Mobility Training:

Sacramento's Travel Training program will continue its 37-year tradition of providing travel training and mobility options to those needing services in the six county region. The Mobility Options Department continues to broaden our service delivery to not only include seniors and those Individuals with disabilities, but to those recently arriving in the United States with limited English proficiencies, the LGBT community, those of low income and transit dependency, and students transitioning from school to independent living and job placement opportunities. We deliver our training in a one-on-one setting, small groups of up to five individuals, or field trips for those clubs or organization wishing to have an "introduction to public transit" experience. Those completing the introduction field trip are then offered Individual "person centered" training to anyone that may be interested in specific routes or services that may assist them with their transportation needs

Performance Measures	FY 2018/2019	FY 2019/20
Sacramento		
Projected Successful Trainings	135	200
Outreach		
Outreach to date (4/1/19)	32	N/A
Projected outreach	40	40
Roseville		
Successful Trainings to date (4/1/19)	20	N/A
Projected training	24	24
Learn to Ride the Bus Class	4	4
Group Training		
Group trainings to date (4/1/19)	5	N/A
Group Trainings Projected	6	8
Train the Trainer Workshop		
	1	2

Department Staffing	FY 2018/2019	FY 2019/2020
Program Manager/ Workshop Trainer	1	1
In Field Travel Trainers	2	2

SACRAMENTO TRAVEL TRAINING

PERSONNEL:

Direct Personnel	\$183,177
Fringe Benefits	\$104,971
Workers' Compensation	\$1,387
TOTAL PERSONNEL	\$289,535

FLEET OPERATIONS:

Fuel	\$0
Insurance	\$1,295
Cost of Parts & Sublet Service	\$0
TOTAL FLEET OPERATIONS	\$1,295

NONPERSONNEL:

Professional Services	\$7,708
Outside Services	\$1,574
Rent & Repair	\$1,633
Office Expense	\$2,021
Interest Expense	\$935
Telephone/Utilities	\$6,747
Tax/License/Dues/Permits	\$818
Travel	\$23,871
Professional Development	\$1,447
Brokered Trans. Services	\$0
TOTAL NONPERSONNEL	\$46,754

TOTAL OPERATING EXPENSE	\$337,584
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Mobility Management Services: Spokane Mobility Center

Paratransit Inc. has worked in partnership with Spokane Transit since 2006, providing Mobility Training services to the community of Spokane. In October of 2012, the Spokane Transit Mobility Center opened its doors for In-Person Assessments for ADA Paratransit Eligibility. In addition to In-Person Assessments, Paratransit, Inc. has designed a pathway review process for ADA conditional eligibility. In January of 2016, the Spokane Transit Mobility Center expanded with the addition of the Volunteer Mobility Mentor Program.

The key projects for FY 20 are:

Mobility Training Program: Paid, PI Mobility Trainers help seniors and persons with disabilities gain more independence by teaching people how to successfully ride fixed route transit.

One-on-One Training: Trainers work one-on-one with a trainee and tailor the trainings to the individual's needs. The goal is to ensure that the trainee has a positive experience and is able to become an independent fixed route rider.

Group Training: Mobility Trainers work with groups of up to five people. The goal is to teach a small group of trainees how to successfully ride fixed route. This is particularly well suited for classes of students.

High School/Transition Training Class: Paratransit Inc. has created an in-classroom curriculum for special education students in Spokane high schools and transition programs. By going into the classrooms, the Mobility Trainers are able to train more individuals than could be accounted for in one-on-one training. Subsequently there has been a decrease in ADA paratransit applications from high schools and transition programs.

In-Person Assessments: The process to determine ADA paratransit eligibility starts with a paper application. The Eligibility Specialist for Spokane Transit reviews the applications and refers about 50% of those applications to Paratransit Inc. for In-Person assessments. Once the application goes to PI we begin the process of contacting the applicant to schedule their assessment and transportation. The assessment starts with an interview that allows the applicant to describe their disabilities and abilities and how these affect their ability to travel independently on the fixed route. Depending on responses to the

interview questions and observations, the applicant may be asked to participate in a Tinetti Gait and Balance Assessment and/or a Transit Skills Assessment (one-half mile timed/measured simulated trip to a transit stop). Other assessments that may be utilized are a FACTS Test or a Mini-Mental State Examination.

Pathway Review: Mobility Trainers use iPads to assess the path of travel for an applicant with a barrier condition for ADA paratransit eligibility, when requested by Spokane Transit. This process allows Spokane Transit to enforce trip-by-trip conditional eligibility. Paratransit Inc. will notify the customer in writing once the assessment has been completed if the trip does not meet the barrier condition and is no longer eligible on paratransit.

Volunteer Mobility Mentor Program: Volunteer Mentors provide support for people who are not familiar with the bus system and are apprehensive about learning to ride the bus on their own. This program concentrates on the senior population.

One-on-One: Volunteer Mobility Mentors assist customers one-on-one to/from their destination depending on need. Different from the Mobility Training program, this program has the ability to provide long-term support to customers.

Travel Clubs: Volunteer Mobility Mentors take groups of seniors on pre-planned outings in the community. Travel Clubs teach seniors how to ride the bus but do so while having fun with their peers on these “Adult Field Trips”.

PERFORMANCE MEASURES	FY 2018-19	FY 2019-20
Total number of successful Mobility Trainings	206	206
Average Conditional percentage	20%	20%
Average days to process determination	6	6
Number of Active Mobility Mentors per month	19	23
Total Mobility Mentor Participants	162	166

STAFF	FY 2018-19	FY 2019-20
Program Manager	1	1
Travel Trainer	3	3
Mobility Coordinator	1	1
Program Coordinator	1	1
Administrative Assistant	1	1

SPOKANE ELIGIBILITY AND TRAVEL TRAINING

PERSONNEL:

Direct Personnel	\$236,763
Fringe Benefits	178,887
Workers' Compensation	5,161
TOTAL PERSONNEL	\$420,811

FLEET OPERATIONS:

Fuel	\$0
Insurance	0
Cost of Parts & Sublet Service	0
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$1,146
Outside Services	146
Rent & Repair	1,764
Office Expense	2,359
Interest Expense	69
Telephone/Utilities	4,395
Tax/License/Dues/Permits	9,586
Travel	3,679
Professional Development	1,315
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$24,459

TOTAL OPERATING EXPENSE	\$445,270
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Mobility Management Services: Stockton Eligibility and Travel Training

Since October 2016, Paratransit, Inc. has operated the Americans with Disabilities Act (ADA) paratransit eligibility program for the San Joaquin Regional Transit District (RTD) in Stockton. The agency was hired to implement an in-person interview and functional assessment process to replace the paper application previously used by RTD.

RTD is a smaller transit agency than Paratransit, Inc.'s clients in Boston or Spokane. However, in the late Fall of 2018, the eligibility program was expanded to include assessments in the cities of Escalon, Lodi, Manteca and Tracy. In addition, countywide travel training services have also been added. This expanded the staffing of our office in the Stockton Transit Center to three (1 Mobility Coordinator, 1 Travel Trainer, 1 Admin).

The key projects for FY 20 include:

In-Person ADA Eligibility: Conduct in-person interviews and transit skills functional assessment to determine ADA paratransit eligibility in compliance with FTA and ADA guidance completing eligibility determinations accurately within the 21-day timeline required by the ADA.

Travel Training: Older Adults and/or persons with disabilities receive group and individual training on how to ride RTD and local transit systems.

Outreach Events: Conduct outreach activities to promote Travel Training.

Assisting applicants and community members as needed.

PERFORMANCE METRICS	FY 2018/19	FY 2019/20
Number of ADA Eligibility Determinations	725	725
Average Number of Days to Process Applications	5	5
Outreach: attend resource fairs, give presentations	8	12
Successful group trainings	5	10
Successful individual trainings	20	60

STAFFING	FY 2018/19	FY 2019/20
Program Coordinator	1	1
Administrative Assistant	1	1
Travel Trainer	1	1

STOCKTON ELIGIBILITY AND TRAVEL TRAINING

PERSONNEL:

Direct Personnel	\$118,387
Fringe Benefits	54,894
Workers' Compensation	1,051
TOTAL PERSONNEL	\$174,332

FLEET OPERATIONS:

Fuel	\$0
Insurance	0
Cost of Parts & Sublet Service	0
TOTAL FLEET OPERATIONS	\$0

NONPERSONNEL:

Professional Services	\$1,264
Outside Services	6,388
Rent & Repair	0
Office Expense	7,787
Interest Expense	0
Telephone/Utilities	4,213
Tax/License/Dues/Permits	433
Travel	7,000
Professional Development	343
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$27,428

TOTAL OPERATING EXPENSE	\$201,759
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Mobility Management Services: Administration

Mobility Management Administration represents the management resources dedicated directly to corporate oversight and support of our field offices, Sacramento's Travel Training program and new the start-ups and special projects within the Mobility Management Division. This includes general guidance regarding program management, start-up services, and other planning and administrative support. In addition, maintaining client relationships and contract negotiations are included in this budget area as well as occasional consulting services.

The expenses associated with the Administration account include the wages of the staff above what is directly billed to a field office or stand-alone consulting contracts, as well as other administrative support and business development costs such as travel, printing, supplies and materials and trainings/conferences.

The key projects for FY 20 are:

DMS Upgrades: The department uses a sophisticated DMS (Data Management System) which is a 360 degree eligibility solution. Upgrades will be made in the system as well transition the application to a web based platform.

Beta Test Site: The agency seeks to identify an appropriate partner(s) to test a new model of the DMS.

Performance Metrics

	FY 18/19	FY 19/20
Field staff management training workshops	1	1
Site visits to field offices	9	7

Staffing

Position	FY 18/19	FY 19/20	Difference
Mobility Management Special Projects			
Deputy Executive Director	.75	.75	0
TOTAL FTEs	.75	.75	0

MOBILITY MANAGEMENT ADMIN

PERSONNEL:

Direct Personnel	\$160,450
Fringe Benefits	46,024
Workers' Compensation	1,110
TOTAL PERSONNEL	\$207,584

FLEET OPERATIONS:

Fuel	\$0
Insurance	8,328
Cost of Parts & Sublet Service	0
TOTAL FLEET OPERATIONS	\$8,328

NONPERSONNEL:

Professional Services	\$0
Outside Services	0
Rent & Repair	0
Office Expense	0
Interest Expense	0
Telephone/Utilities	2,436
Tax/License/Dues/Permits	176
Travel	14,422
Professional Development	0
Brokered Trans. Services	
TOTAL NONPERSONNEL	\$17,034

TOTAL OPERATING EXPENSE	\$232,946
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Consolidated Transportation Services Agency, a local public agency organized as a nonprofit.

RESOLUTION NO. 05-19

**RESOLUTION ADOPTING THE PARATRANSIT, INC.
FISCAL YEAR 2019-2020 OPERATING BUDGET**

WHEREAS, the final draft of the Fiscal Year 2019-20 Operating Budget for Paratransit, Inc. as prepared by Paratransit, Inc. staff has been determined to be in the best interest of the Corporation by its duly constituted Board of Directors, and

WHEREAS, the Board of Directors considered the recommendation to adopt the final draft of the Fiscal Year 2019-20 Operating Budget after full consideration at the June 17, 2019 meeting of the Board of Directors,

NOW, THEREFORE BE IT RESOLVED that the Board of Directors of Paratransit, Inc. does hereby adopt the final draft of the Paratransit, Inc. Fiscal Year 2019-20 Operating Budget.

Patrick Hume, President Paratransit,
Inc. Board of Directors

Date _____



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

RESOLUTION NO. 06-19

**RESOLUTION ADOPTING THE PARATRANSIT, INC.
FISCAL YEAR 2019-2020 CAPITAL IMPROVEMENT PROGRAM**

WHEREAS, the final draft of the Fiscal Year 2019-20 Capital Improvement Program for Paratransit, Inc. as prepared by Paratransit, Inc. staff has been determined to be in the best interest of the Corporation by its duly constituted Board of Directors, and

WHEREAS, the Board of Directors considered the recommendation to adopt the final draft of the Fiscal Year 2019-20 Capital Improvement Program after full consideration at the June 17, 2019 meeting of the Board of Directors,

NOW, THEREFORE BE IT RESOLVED that the Board of Directors of Paratransit, Inc. does hereby adopt the final draft of the Paratransit, Inc. Fiscal Year 2019-20 Capital Improvement Program.

Patrick Hume, President
Paratransit, Inc. Board of Directors


Date



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: ADOPT RESOLUTION 07-19 AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO RELEASE AN INVITATION FOR BID FOR THE EXTERIOR FACILITY REPAIR PROJECT AND AWARD TO THE LOWEST RESPONSIVE AND RESPONSIBLE BIDDER AND TO EXECUTE ALL NECESSARY DOCUMENTS

DATE: JUNE 17, 2019

After years of living with significant water damage due to previous litigation from the original construction of the main administration building, the Paratransit Ron Brown Conference Room was recently remodeled and restored to full functionality. Our next critical step is to protect our investment by improving the exterior of the building to prevent the damage from re-occurring.

The repairs for the exterior of the building are crucial to protect the interior of the building before the next rain season. Due to the timing of the scheduled Board meetings in relation to the necessary procurement and award cycle, there is a need to award the project prior to the next Board meeting to ensure that construction can be substantially complete before the rainy season begins.

Included in this year's Capital Budget is \$313,512 for painting, landscaping and miscellaneous facility improvements. We are asking the board to authorize the Chief Executive Officer to execute all necessary documents to make improvements on the Exterior of the Paratransit Facility not to exceed \$250,000.00. The remaining funds have been identified to cover HVAC replacements and landscaping improvements scheduled to be undertaken in Spring 2020 as a separate procurement.

Recommendation: Accept staff's recommendation and adopt Resolution 07-19 authorizing the Chief Executive Officer to Release an Invitation for Bid for the Exterior Facility Repair Project and award to the lowest responsive and responsible bidder and to execute all necessary documents.



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RESOLUTION NO. 07-19

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO RELEASE AN INVITATION
FOR BIDS FOR THE EXTERIOR FACILITY REPAIR PROJECT AND AWARD TO
THE LOWEST RESPONSIVE AND RESPONSIBLE BIDDER AND TO EXECUTE ALL
NECESSARY DOCUMENTS**

WHEREAS, Paratransit, Inc. has allotted capital improvement funds in the Fiscal Year 19-20 budget funds to paint and repair the exterior of the facility at 2501 Florin Road; and

WHEREAS, Paratransit, Inc. is required to paint and repair the exterior of the facility to prevent further damage to the interior of the building; and

NOW, THEREFORE BE IT RESOLVED that the Board of Directors of Paratransit, Inc. authorizes the Chief Executive Officer to release an Invitation for Bids for the exterior facility repair project; and

NOW, THEREFORE BE IT FURTHER RESOLVED, that the Board of Directors of Paratransit, Inc authorizes the Chief Executive Officer to award to the lowest responsive and responsible bidder and to execute all necessary documents.

Patrick Hume, President
Paratransit, Inc. Board of Directors

Date



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MEMORANDUM

TO: BOARD OF DIRECTORS

FROM: TIFFANI M. FINK, CHIEF EXECUTIVE OFFICER *Tiffani M. Fink*
KATHY SACHEN, CUSTOMER SERVICE, DISPATCH AND FACILITY
MANAGER

RE: CONDUCT A PUBLIC HEARING AND CONSIDERATION TO ACCEPT
THE STAFF RECOMMENDATION THAT THE BOARD OF DIRECTORS
ADOPT RESOLUTIONS NO. 08-19 ADOPTING LATE CANCEL/NO
SHOW POLICY FOR NON AMERICANS WITH DISABILITIES ACT (ADA)
SERVICE

DATE: JUNE 17, 2019

At the May Paratransit Board of Directors Meeting, we brought back a revised Late Cancel/No Show Policy to be opened up for comment from the public mirroring the policy the Mobility Advisory Council (MAC) adopted for the ADA Riders governed by Sacramento Regional Transit.

No comments were received during the comment period about regarding the proposed changes.

RECOMMENDATION: Accept the Staff Recommendation Adopting Resolution No. 08-19 adopting Late Cancel/No Show policy for non-ADA Service.

PARATRANSIT NON-ADA SERVICE AREA

LATE CANCEL/NO SHOW POLICY

Late cancels (including no shows) adversely effect on-time performance, inconvenience other riders, and added cost to the service. The goal of the Late Cancel/No Show Policy is to encourage responsible use of paratransit service. This policy would be consistent with Sacramento Regional Transit No Show/Late Cancel 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 option 2. Shorter notice without a compelling reason could result in service interruption.

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.

Late Cancel/No-Show Violations

At times, there may be circumstances outside the control of the passenger, which result in late cancels, such as a sudden illness, personal emergency, a doctor running late, or canceling a medical appointment at the last minute. All passengers will have an opportunity to provide the reason for their inability to provide ample notice. Reasons such as “*I changed my mind*” or “*I got another ride*” would be considered within the client’s control

and not excused. The examples above are not all inclusive. Each cancellation will be marked as either “*excused*” or “*unexcused*” along with the reason.

Definitions

An Unexcused Late Cancels: Occurs when a passenger cancels a trip less than two (2) hours before the scheduled trip, and where circumstances did not prevent the customer from providing ample notice.

An Unexcused No Show: Occurs when the vehicle arrives at the pick-up location within the 30-minute window, waits the required five minutes and the customer does not board the vehicle, and where circumstances did not prevent the customer from providing ample notice of not needing the trip.

Rolling Year: A twelve-month period dating from the current month. For example, April 2018 to April 2019.

Excessive Late Cancels: Late cancels are considered excessive when an individual has **three (3) or more un-excused late cancels within any calendar month and the un-excused late cancels account for 10% or more of total trips scheduled during that calendar month.** Excessive late cancels will be considered a *pattern* or *practice* of late cancels and violation of Paratransit Late Cancel/No Show Policy.

Reminders

If a passenger “no-shows” the first leg of a trip, any subsequent leg or a return trip will not be canceled automatically and may result in an additional “no show” assessment if not cancelled as required by this policy

Passengers are responsible for canceling trips they no longer need. To cancel a trip, passenger must call 916-429-2009 option 2 or TDD 916-429-2568 to speak with a representative.

Suspension for Excessive Missed Trips, No-Shows and Lateness

Passengers incurring excessive missed trips may be suspended for a reasonable period. Repeated violations of this policy will result in greater penalties up to and including suspension of Non-ADA paratransit service.

The following penalties shall apply to violations of this policy that occur within the same rolling 12-month period.

1st Violation	Counseling/Warning Telephone Call with a Follow-up Letter
2nd Violation	1-day suspension
3rd Violation	5-day suspension
4th Violation	30-day suspension

Notification of Suspension

Passengers receiving a suspension of paratransit service will be issued a notice of suspension identifying each trip that was a late cancel or no-show. The notice will also advise the customers of the dates when the suspension begins and ends, as well as the date that the passenger can start to use paratransit service again.

To Appeal

- Passengers must submit a letter documenting why they believe that the violations should be excused and any supporting documentation. These documents must be postmarked within 14 calendar days of the date on which the notice of suspension was issued.

No suspension will take effect if passengers have filed an appeal in accordance with the instructions and deadlines noted in this policy and Paratransit, Inc. has not determined the outcome of the appeal.

Paratransit, Inc. will advise passengers in writing of the decision concerning their appeal. If the decision upholds the suspension, the notice of decision will provide customers with the beginning and ending dates of the suspension period. The decision is final.

If more detailed information “*To Appeal*” is desired, please contact Paratransit, Inc. Customer Service at 916-429-2009 option 4.



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RESOLUTION NO. 08-19

**ADOPTING THE LATE 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. adopt the Cancel/No Show Policy.

Patrick Hume, President
Paratransit, Inc. Board of Directors

Date



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: June 17, 2019

DEPARTMENT UPDATES AND UPCOMING WORK PLAN ITEMS:

Consistent with what was implemented at the September 2018 Board Meeting, the Department Updates and Agency Activities and Upcoming Work Plan items to a PowerPoint presentation at each meeting. Following each meeting, a copy of the PowerPoint will be posted to the website on the Board Agenda page.

As always, I am available for any questions.



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MEMORANDUM

TO: BOARD OF DIRECTORS
FROM: LISA CAPPELLARI, CHIEF FINANCIAL OFFICER
SUBJECT: APRIL 2019 PERFORMANCE REPORT
DATE: JUNE 17, 2019

All financial and operating data are through April 2019.

- Rolling year (May 2018 to April 2019) trips provided decreased by 4.4%. Rolling year CTSA trips were down by 25,467 or 5.6% and rolling year DR trips were down 12,094 or 3.1%.
- Year-to-date (YTD) total trips provided decreased by 3.2% or 21,962 trips over April 2018 for a YTD total of 671,225. The YTD decrease was driven by a 2.3% decrease in DR trips and a 4.0% decrease in CTSA trips.
- Overall YTD cost per trip provided increased by 9.6% from FY18. YTD CTSA cost per trip provided increased by 4.1% and YTD DR cost per trip provided increased by 9.1% over prior year.
- The YTD combined fare recovery ratio decreased by 1.1% from FY18 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 93.3%.

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. - CONSOLIDATED
STATEMENT OF OPERATING REVENUE AND EXPENSE AS AT 04/30/2019

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

OPERATING REVENUE:								
Regional Transit	1,003,371	1,003,371	-	11,600,000	9,629,196	9,629,196	-	-
Measure A	350,116	365,292	15,175	4,259,750	3,547,847	3,768,650	220,803	6.22
TDA 4.5	187,515	194,708	7,193	2,281,436	1,900,155	2,053,362	153,208	8.06
Civic Lab Travel Training Grant	24,658	-	(24,658)	300,000	249,863	-	(249,863)	(100.00)
Section 5304 - Internships	-	-	-	-	-	-	-	-
Section 5307 - Regional Mobility Management	-	-	-	-	-	-	-	-
Section 5310 - Regional Mobility Management	-	-	-	620,047	-	-	-	-
Section 5316 - Wheels to Work	-	-	-	-	-	-	-	-
Section 5317 - Local Mobility Management	-	-	-	-	-	-	-	-
DR Bus Fares	143,632	137,937	(5,695)	1,747,525	1,455,473	1,379,196	(76,277)	(5.24)
Agency Bus Fares	52,517	56,688	4,171	638,954	532,170	524,544	(7,625)	(1.43)
Diversified Services	426,942	335,237	(91,705)	5,194,465	4,326,349	3,790,125	(536,224)	(12.39)
Applied to Capital Projects	(12,741)	(12,741)	-	(729,081)	(334,216)	(334,216)	-	-
TOTAL OPERATING REVENUE	2,176,011	2,080,493	(95,518)	25,913,096	21,306,837	20,810,858	(495,979)	(2.33)
CAPITAL REVENUE:								
FTA Section 5309 - EAM	-	-	-	120,324	119,324	119,324	-	-
FTA Section 5309 - Vehicle Acquisition	-	-	-	-	-	-	-	-
FTA Section 5310 - Vehicles	-	-	-	-	-	-	-	-
FTA Section 5339 - Rangers	-	-	-	-	-	171,094	171,094	-
FTA Section 5339 - Vehicles	-	-	-	-	-	-	-	-
Prop 1B FY12 - Radios	-	-	-	-	-	-	-	-
Prop 1B FY13 - Maintenance CNG Upgrades	-	-	-	-	-	429,302	429,302	-
Prop 1B FY14 - Rangers	-	-	-	-	-	-	-	-
Prop 1B FY15 - Backup Cameras	-	-	-	-	-	-	-	-
Prop 1B FY16 - Security Upgrades	-	-	-	151,625	-	-	-	-
Prop 1B FY17 - CTSA Rangers	-	-	-	75,000	-	-	-	-
Prop 1B PTMISEA - Rangers	-	-	-	-	-	-	-	-
Refinance Proceeds	-	-	-	-	-	-	-	-
Applied Operating Revenue	12,741	12,741	-	729,081	334,216	334,216	-	-
Gain/(Loss) on Sale of Assets	-	-	-	-	-	22,631	22,631	-
TOTAL CAPITAL REVENUE	12,741	12,741	-	1,076,030	453,540	1,076,567	623,027	137.37
TOTAL REVENUE	2,188,752	2,093,233	(95,518)	26,989,126	21,760,376	21,887,425	127,048	0.58

PARATRANSIT, INC. - CONSOLIDATED
STATEMENT OF OPERATING REVENUE AND EXPENSE AS AT 04/30/2019

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

PERSONNEL:								
Transportation Operations	609,151	546,728	(62,424)	7,411,342	6,172,734	5,659,493	(513,240)	(8.31)
Maintenance Operations	78,814	98,142	19,328	958,908	798,652	841,061	42,409	5.31
Administration	141,735	124,757	(16,978)	1,724,443	1,436,249	1,401,501	(34,747)	(2.42)
Diversified Services:								
Travel Training	28,291	26,555	(1,737)	344,213	286,687	298,016	11,329	3.95
Innovative Paradigms	94,675	62,930	(31,745)	1,151,878	959,372	805,229	(154,143)	(16.07)
Destinations Mobility	-	-	-	-	-	-	-	-
Fringe Benefits	398,636	360,804	(37,832)	4,850,066	4,039,507	3,613,558	(425,948)	(10.54)
Workers' Compensation	54,999	38,606	(16,393)	669,159	557,327	419,412	(137,915)	(24.75)
TOTAL PERSONNEL	1,406,302	1,258,522	(147,780)	17,110,008	14,250,527	13,038,271	(1,212,256)	(8.51)
FLEET OPERATIONS:								
Fuel	153,944	206,739	52,795	1,872,988	1,559,968	1,757,384	197,416	12.66
Insurance	100,530	110,933	10,402	1,223,117	1,018,705	1,147,919	129,213	12.68
Cost of Parts & Sublet Service	86,327	58,297	(28,030)	1,050,315	874,783	606,788	(267,995)	(30.64)
TOTAL FLEET OPERATIONS	340,802	375,969	35,168	4,146,420	3,453,456	3,512,090	58,634	1.70
NONPERSONNEL:								
Professional Services	63,524	64,521	997	772,876	643,710	619,044	(24,666)	(3.83)
Outside Services	40,224	35,985	(4,239)	489,392	407,603	339,690	(67,913)	(16.66)
Rent/Repair	18,483	22,171	3,688	224,873	187,292	206,213	18,922	10.10
Office Expense	18,450	28,824	10,374	224,478	186,962	206,309	19,347	10.35
Interest Expense	10,634	11,227	593	129,378	107,756	134,958	27,201	25.24
Telephone/Utilities	20,215	17,693	(2,522)	245,955	204,850	209,305	4,455	2.17
Tax/License/Dues/Permits	8,483	2,243	(6,240)	103,212	85,963	68,692	(17,271)	(20.09)
Travel	14,948	21,182	6,234	181,872	151,477	162,229	10,751	7.10
Professional Development	4,158	6,798	2,640	50,590	42,136	30,250	(11,886)	(28.21)
Brokered Trans. Services	183,620	281,320	97,700	2,234,042	1,860,682	2,507,694	647,012	34.77
TOTAL NONPERSONNEL	382,740	491,964	109,224	4,656,668	3,878,431	4,484,384	605,953	15.62
TOTAL OPERATIONS EXPENSE	2,129,843	2,126,455	(3,389)	25,913,096	21,582,414	21,034,745	(547,669)	(2.54)
CAPITAL PROJECTS:								
Florin Road Facility	-	7,510	7,510	90,761	90,761	275,663	184,902	203.72
Simplivity Server Upgrade	-	-	-	-	-	-	-	-
Security Upgrades	-	-	-	151,625	-	-	-	-
Maintenance CNG upgrades and Building repairs	-	-	-	206,925	206,925	429,302	222,377	107.47
A/C Replacement Project	-	-	-	-	-	-	-	-
On-Line Reservations Software	-	-	-	81,625	-	-	-	-
Ranger 4 Conversion and Installation	-	-	-	75,000	-	-	-	-
Prop 1B FY12 - Radio Upgrades	-	-	-	-	-	-	-	-
Section 5309 - EAM	-	-	-	150,405	150,405	187,982	37,577	24.98
Vehicle Acquisition Project	18,477	18,477	-	220,472	183,243	183,243	-	-
Prop 1B FY15 - Backup Camera Project	-	-	-	-	-	-	-	-
Modesto 5316 Grant	-	-	-	-	-	-	-	-
Wheels to Work 5316 Grant	-	-	-	-	-	-	-	-
Destinations Mobility Vehicles	-	-	-	-	-	-	-	-
Office Furniture & Equipment	3,000	3,000	-	24,560	3,000	3,000	-	-
Network & Telecommunications	2,231	2,231	-	34,657	17,656	17,656	-	-
Maintenance Equipment	-	-	-	40,000	-	-	-	-
Miscellaneous Capital Projects	-	-	-	-	-	-	-	-
TOTAL CAPITAL PROJECTS	23,708	31,218	7,510	1,076,030	651,990	1,096,846	444,856	68.23
TOTAL OPERATING AND CAPITAL EXPENSE	2,153,552	2,157,673	4,121	26,989,126	22,234,404	22,131,591	(102,813)	(0.46)
NET INCOME (LOSS)	35,200	(64,440)	(99,639)	(1)	(474,028)	(244,167)	229,861	(48.49)

YTD Budget Surplus/(Deficit) **229,861** **1%**

PARATRANSIT, INC.
COMBINED BALANCE SHEET
04/30/2019
UNAUDITED

ASSETS

CURRENT ASSETS:

Cash	3,787,809
Medical Annuity	230,000
Accounts Receivable	971,942
Grants Receivable	(344,657)
Inventory	97,648
Deposits and Prepaid Expenses	850,494
TOTAL CURRENT ASSETS	<u>5,593,235</u>

CAPITAL ASSETS:

Grant Equipment	12,729,914
Non-Grant Equipment	9,844,308
Work in Progress	-
TOTAL COST	<u>22,574,222</u>
Less Accumulated Depreciation	<u>(12,356,496)</u>
Net Capital Assets	<u>10,217,726</u>

TOTAL ASSETS	<u><u>15,810,961</u></u>
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LIABILITIES AND FUND BALANCE

CURRENT LIABILITIES

Accounts Payable	727,698
Workers' Compensation Payable	-
Accrued Payroll & Benefits	499,654
Sales Tax Payable	12,275
Lease/Notes Payable	168,559
Unredeemed Bus Scrip	62,778
Deferred Revenue	13,348
Other Payables	14,229
TOTAL CURRENT LIABILITIES	<u>1,498,540</u>

LONG-TERM LIABILITIES:

Long Term Liabilities	<u>4,211,183</u>
TOTAL LONG TERM LIABILITIES	<u>4,211,183</u>

TOTAL LIABILITIES	5,709,722
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FUND EQUITY

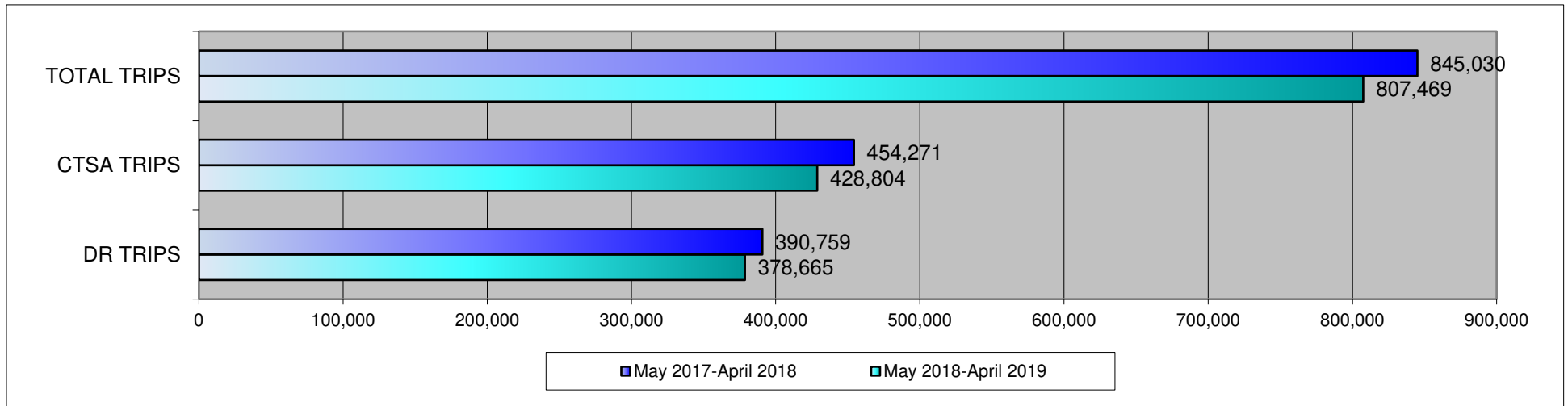
Contributed Capital	1,093,291
Restricted for lease collateral	-
Restricted for grant administration	12,998
Retained Earnings (Loss)	<u>8,994,950</u>
TOTAL FUND EQUITY	<u>10,101,239</u>

TOTAL LIABILITIES AND FUND BALANCE	<u><u>15,810,961</u></u>
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Paratransit, Inc.

April 2019 Performance Report

ROLLING YEAR TRIPS PROVIDED



**May 2018-April 2019
Total Trips Provided**
807,469

**May 2018-April 2019
CTSA Trips Provided**
428,804

**May 2018-April 2019
DR Trips Provided**
378,665

**May 2017-April 2018
Total Trips Provided**
845,030

**May 2017-April 2018
CTSA Trips Provided**
454,271

**May 2017-April 2018
DR Trips Provided**
390,759

Change	(37,561)	(25,467)	(12,094)
Variance	-4.4%	-5.6%	-3.1%

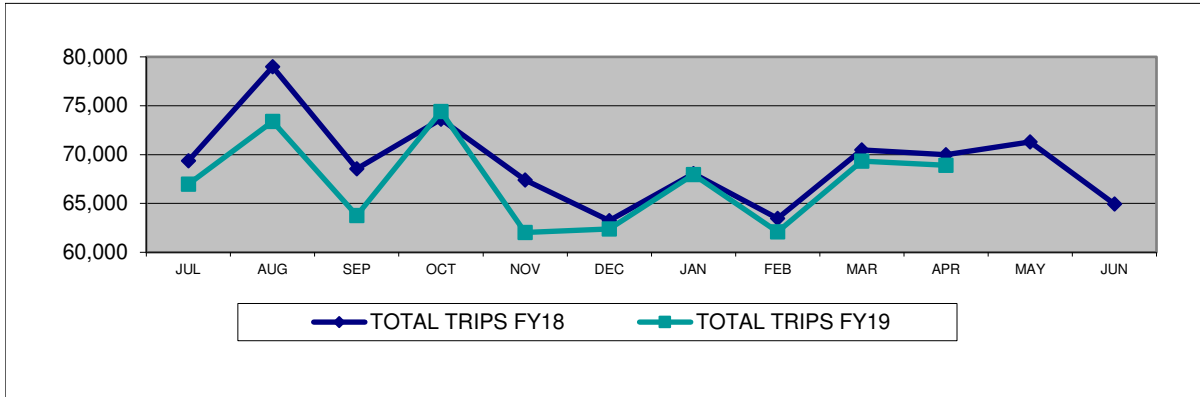
	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018
Total Trips	77,327	74,516	69,356	78,978	68,558	73,626	67,398	63,247	68,069	63,477	70,481	69,997
CTSA Trips	41,825	40,663	36,016	44,158	36,499	39,808	35,753	32,236	37,237	34,013	38,066	37,997
DR Trips	35,502	33,853	33,340	34,820	32,059	33,818	31,645	31,011	30,832	29,464	32,415	32,000

	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Total Trips	71,288	64,956	66,965	73,397	63,776	74,408	62,030	62,377	67,948	62,102	69,323	68,899
CTSA Trips	38,085	33,644	35,332	39,673	32,631	40,047	31,822	31,934	37,314	33,583	37,618	37,121
DR Trips	33,203	31,312	31,633	33,724	31,145	34,361	30,208	30,443	30,634	28,519	31,705	31,778

Paratransit, Inc.

April 2019 Performance Report

TOTAL TRIPS PROVIDED



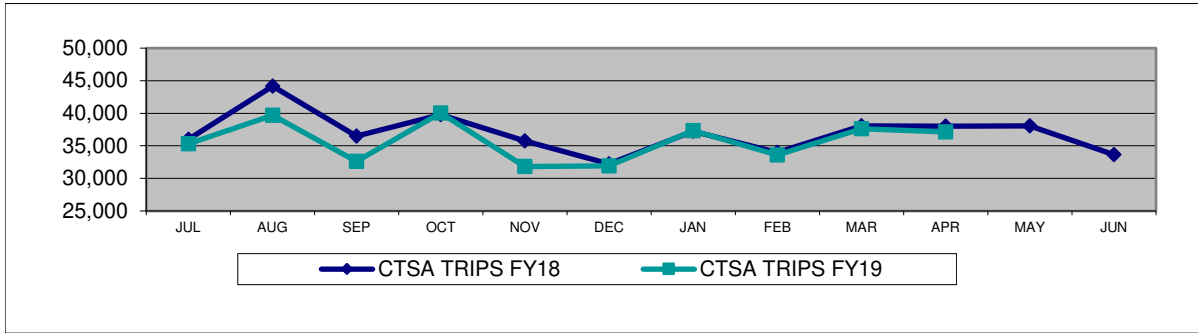
<u>Total Trips</u>		APR	YTD
FY19	Total Trips	68,899	671,225
FY18	Total Trips	69,997	693,187
Variance		(1,098) -1.6%	(21,962) -3.2%

	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	66,965	73,397	63,776	74,408	62,030	62,377	67,948	62,102	69,323	68,899		

Paratransit, Inc.

April 2019 Performance Report

CTSA TRIPS PROVIDED

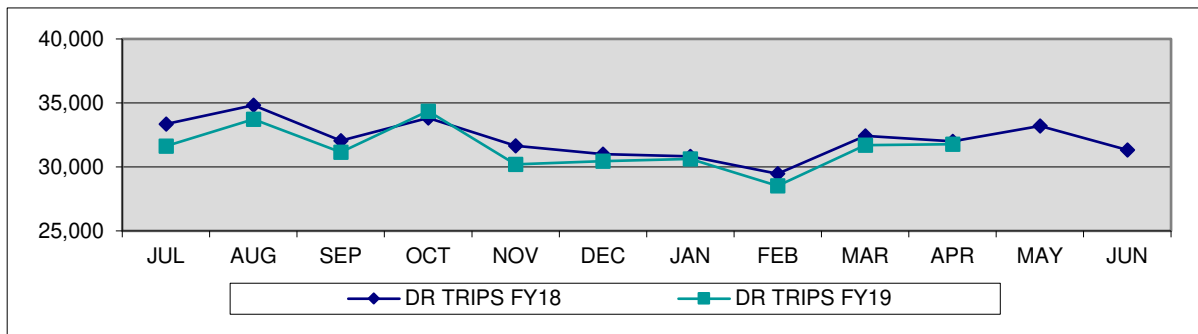


CTSA Trips

		APR	YTD
FY19	CTSA Trips	37,121	357,075
FY18	CTSA Trips	37,997	371,783
Variance		(876) -2.3%	(14,708) -4.0%

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY18	36,016	44,158	36,499	39,808	35,753	32,236	37,237	34,013	38,066	37,997	38,085	33,644
FY19	35,332	39,673	32,631	40,047	31,822	31,934	37,314	33,583	37,618	37,121		

DEMAND RESPONSE TRIPS PROVIDED



Demand Response Trips

		APR	YTD
FY19	DR Trips	31,778	314,150
FY18	DR Trips	32,000	321,404
Variance		(222) -0.7%	(7,254) -2.3%

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
FY18	33,340	34,820	32,059	33,818	31,645	31,011	30,832	29,464	32,415	32,000	33,203	31,312
FY19	31,633	33,724	31,145	34,361	30,208	30,443	30,634	28,519	31,705	31,778		

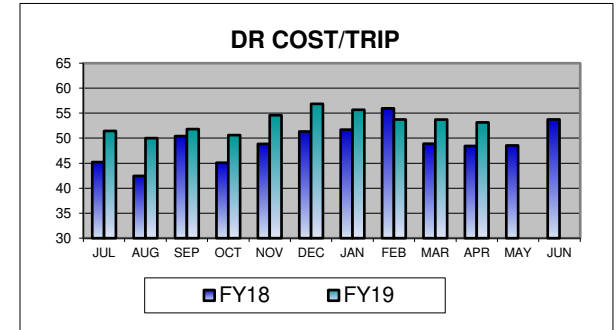
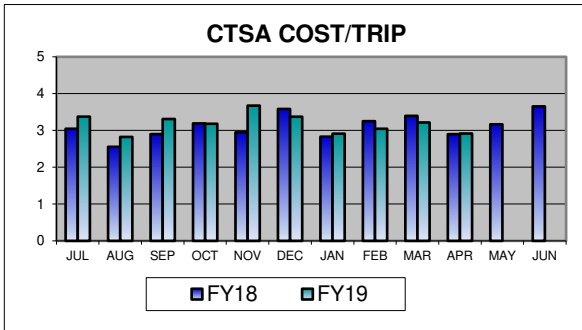
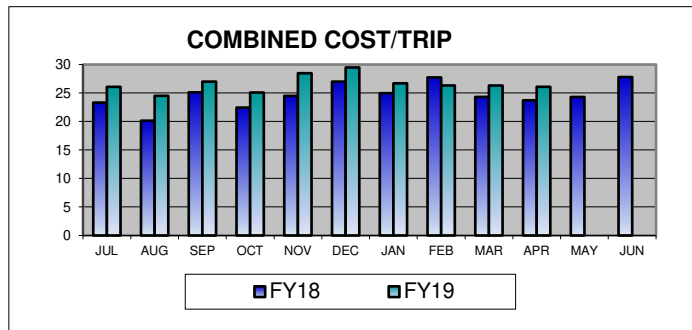
Paratransit, Inc.

April 2019 Performance Report

COST PER TRIP

Cost per Trip

FY19	APR	FY19 YTD	FY18 YTD	Variance
Combined	\$26.09	\$26.53	\$24.20	9.6%
CTSA	\$2.92	\$3.17	\$3.04	4.1%
DR	\$53.16	\$53.09	\$48.68	9.1%



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	\$26.08	\$24.51	\$27.00	\$25.09	\$28.47	\$29.48	\$26.70	\$26.33	\$26.32	\$26.09		
CTSA	\$3.37	\$2.82	\$3.31	\$3.18	\$3.67	\$3.37	\$2.91	\$3.05	\$3.22	\$2.92		
DR	\$51.45	\$50.01	\$51.82	\$50.62	\$54.60	\$56.87	\$55.68	\$53.74	\$53.72	\$53.16		

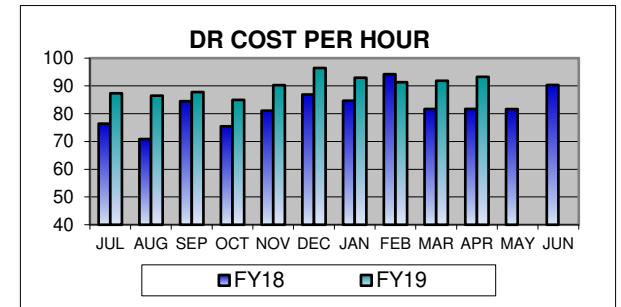
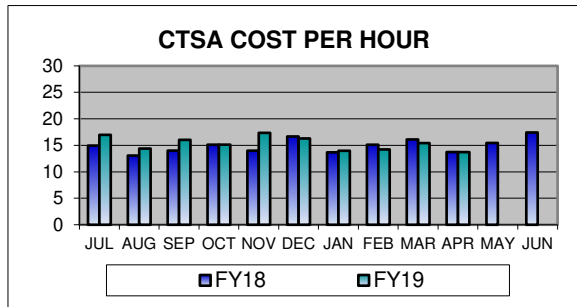
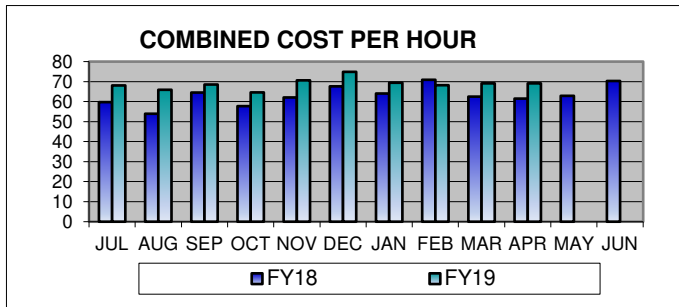
Paratransit, Inc.

April 2019 Performance Report

COST PER VEHICLE SERVICE HOUR

Cost per Vehicle Service Hour

FY19	APR	FY19 YTD	FY18 YTD	Variance
Combined	\$69.12	\$68.76	\$62.25	10.5%
CTSA	\$13.72	\$15.28	\$14.61	4.6%
DR	\$93.26	\$90.16	\$81.47	10.7%



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

FY19	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Combined	\$68.08	\$65.91	\$68.54	\$64.60	\$70.63	\$74.87	\$69.43	\$68.20	\$69.12	\$69.12		
CTSA	\$16.98	\$14.39	\$16.03	\$15.12	\$17.35	\$16.29	\$13.97	\$14.22	\$15.42	\$13.72		
DR	\$87.35	\$86.49	\$87.79	\$84.96	\$90.28	\$96.45	\$92.94	\$91.33	\$91.85	\$93.26		

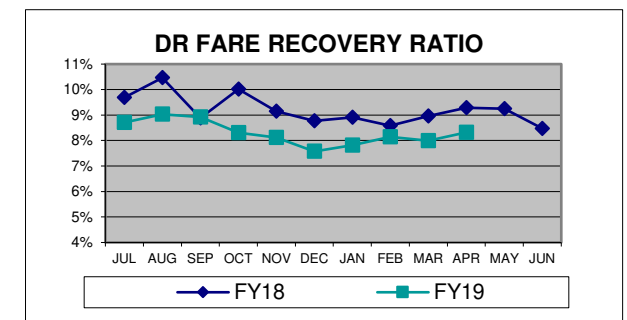
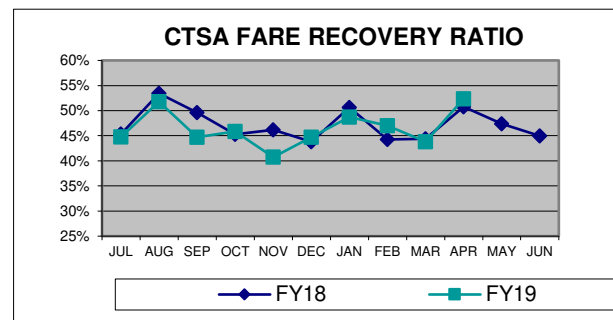
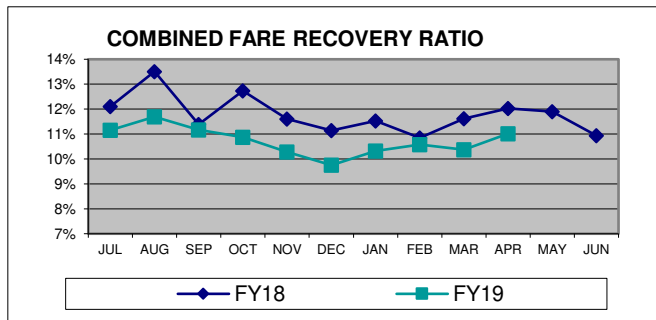
Paratransit, Inc.

April 2019 Performance Report

FARE RECOVERY RATIO

Fare Recovery Ratio

		APR	YTD	Goal	Variance	TDA minimum
FY19	Total Fare Recovery	11.0%	10.7%	10.0%	1%	5.0%
FY18	Total Fare Recovery	12.0%	11.8%	10.0%	1.8%	5.0%
Variance		-1.0%	-1.1%			



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%	11.7%	11.2%	10.9%	10.3%	9.7%	10.3%	10.6%	10.4%	11.0%		
CTSA	44.8%	51.8%	44.7%	45.9%	40.7%	44.7%	48.7%	47.0%	43.8%	52.4%		
DR	8.7%	9.0%	8.9%	8.3%	8.1%	7.6%	7.8%	8.1%	8.0%	8.3%		

Paratransit, Inc.
April 2019 Performance Report

TRANSPORTATION DEVELOPMENT ACT PERFORMANCE CRITERIA

Cost per Vehicle Service Mile		
FY19	APR	YTD
Combined	\$4.19	\$4.27
CTSA	\$0.73	\$0.82
DR	\$6.00	\$5.98

Trips Provided per 100 Vehicle Service Miles		
FY19	APR	YTD
Combined	16.1	16.1
CTSA	25.2	25.8
DR	11.3	11.3

Trips Provided per Vehicle Service Hour		
FY19	APR	YTD
Combined	2.6	2.6
CTSA	4.7	4.8
DR	1.8	1.7

DR On-Time Performance		
FY19	APR	YTD
DR	92.7%	93.3%