



PARATRANSIT, INC. BOARD OF DIRECTORS' TELECONFERENCE MEETING

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

Meeting Date and Time:

June 21, 2021
at 6:00 p.m.

Meeting Location:

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

Telephone Number: 1 (669) 900-6833
Meeting ID: 919 1494 0628
Passcode: 613061

Web Access:
[https://paratransit-
org.zoom.us/j/91914940628?pwd=bzRITk96WFJMNXFsTUZYvdIRvdGVvZz0](https://paratransit-org.zoom.us/j/91914940628?pwd=bzRITk96WFJMNXFsTUZYvdIRvdGVvZz09)
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If you need a disability-related modification or accommodation to participate in this meeting, please contact by Voice: (916) 429-2009. Requests must be made as early as possible.

Paratransit's Mission: To expand mobility and accessibility by providing innovative programs and services to the Community.

AGENDA

1. Call to Order & Roll Call:

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

2. Pledge of Allegiance

3. Public Comment:

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

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

4. Staff Reports

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

5. Consent Calendar

- A. Approve the Minutes of the April 19, 2021, Board of Directors' Meeting
- B. Adopt Resolution 08-21 Authorizing the Chief Executive Officer (CEO) to Submit the Transportation Development Act (TDA) Claim for Fiscal Year 2021-22, And Further Authorizing Submittal of Subsequent Claims if Funding Revisions are Issued
- C. Adopt Resolution 09-21 Authorizing the Chief Executive Officer (CEO) to Submit an Application to the Massachusetts Department of Transportation (MassDOT) for Federal Transit

Administration Section 5310 funding for a Volunteer Driver Program and Mobility Mentor (Bus Buddy) program in Boston, MA and further authorizing the CEO to Execute All Agreements, if awarded.

D. Adopt Resolution 10-21 Approving the FY 22-26 Business Development and Strategic Plan

6. Presentation of the FY 22 Operating and Capital Budget and Consideration for Adoption

A. Adopt Resolution 11-21 Adopting the Paratransit, Inc. Fiscal Year 21-22 Operating and Capital Budget

7. Board Comments/Reports/Future Agenda Items

8. Adjourn

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

**August 16, 2021
6:00 P.M.**

Online

*Staff Reports are subject to change without prior notice.

ADA COMPLIANCE

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

MEETINGS OF INTEREST

RT Board Meetings: July 26, 2021 @ 5:30 p.m. – See www.sacrt.com for location information

RT Mobility Advisory Committee: July 1, 2021 @ 2:30 p.m. See www.sacrt.com for location information

Sacramento County Disability Advisory Commission: July 6, 2021 @ 5:00 p.m. via Zoom. See www.dac.saccounty.net for agenda with login/call in information

Sacramento City Disabilities Advisory Commission: July 15, 2021 @ 6:00 p.m. See

<http://www.cityofsacramento.org/Clerk/Legislative-Bodies/Boards-and-Commissions/SacramentoDisabilityAdvisoryCommission> for location information

Sacramento Transportation Authority: August 12, 2021 @ 1:30 p.m. See www.sacta.org/meetings for location information



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

AGENDA TITLE: Chief Executive Officer's Report

MEETING DATE: June 21, 2021

PREPARED BY: Tiffani M. Fink, Chief Executive Officer

COVID-19:

Paratransit, Inc. continues to monitor and implement regulations and best practices as the COVID-19 pandemic continues. On June 15th, the Governor removed all tiers and restrictions from the State's Blueprint and activities are beginning to return to normal. Staff continues to monitor the on-going regulatory requirements and changes from CalOSHA regarding workplace requirements and we recently implemented the updated California Department of Public Health guidance for unvaccinated public transit workers to be tested weekly for COVID-19. We remain committed to keeping our staff, our passengers and the community safe and healthy. As a reminder, the US DOT currently requires the use of a mask on all forms of enclosed public transportation for both the operators and passengers.

Updates in Food Delivery:

This month marked a major milestone in the pandemic recovery efforts Paratransit has undertaken. Through our various food delivery programs, Paratransit, Inc. has delivered over 1,500,000 meals to Seniors isolating at home from the pandemic. We are proud of this achievement and continue to work with all of our incredible partners to tackle food insecurity in this region. We would like to thank all of our partners with the City of Sacramento, Meals on Wheels, ACC, UCP, Sacramento Food Bank and the five founding Chef partners of Family Meal for their commitment and partnership. It is truly amazing what we can all accomplish together and staff remain excited for the future programs in development to ensure that food access remains a key focus for the community even after COVID. On June 11th, the City of

Sacramento concluded their Great Plates Delivered program. We are currently working with Meals on Wheels and our Chef partners on a successor program which is continuing to provide meals to the most nutritionally insecure served by GPD. In addition, July 1st Paratransit, Inc and Sacramento Food Bank and Family Services will officially kick off our brand new, custom built program to get food to 200 Seniors and Persons with Disabilities. This unique program seeks to fill the gaps in service delivery that exists and we believe it can become a model for expanded food programming across the State and throughout the Nation. We are finalizing the branding and I will be sure to get the information out to the Board once finalized.

Vaccine Clinic Service:

I want to take a moment to thank the Paratransit staff for all of their dedication to staffing the Natomas High School Vaccine Clinic. Since February 25th, we have been staffing a portion of the clinic each Thursday, helping ensure that vaccinations remain available to the community. From checking in clients, to processing data, providing traffic assistance, transporting seniors to their shots and even calling out when to inject, we have done everything short of the injections to help out. In the end, this incredible partnership with the amazing staff from Natomas Unified School District, the City of Sacramento, Mayor Pro Tem Ashby's Office, Natomas Crossing Church, NP3, Westlake Charter and Dr. Rusty Oshita of Urgent Care now was able to deliver more than 30,000 vaccinations, including many to our staff, their families and friends.

COVID-19 presented more challenges than anyone could have expected, but it also offered incredible opportunities for us to partner with agencies across this community to further our service to those most in need. We are excited to see our passengers and programs return and encouraged to see our new expansions continue as we embrace our new Business Development Plan as we expand our future.

As always, I remain available for any questions.



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

AGENDA TITLE: CHIEF FINANCIAL OFFICER'S REPORT

MEETING DATE: JUNE 21, 2021

PREPARED BY: LISA M CAPPELLARI, CHIEF FINANCIAL OFFICER

RECOMMENDED ACTION:

Receive and file the Chief Financial Officer's Report.

BACKGROUND AND DISCUSSION:

All financial and operating data are through May 2021.

- Meals delivered from March 2020 through May 2021 are currently at 1,532,250. This includes 874,000 meals delivered for the Great Plates Delivered program and 545,000 meals delivered on behalf of the Sacramento Food Bank and Family Services.
- Between July 2020 and May 2021, the Sacramento Mobility Management program successfully travel trained 26 elderly/disabled clients and 92 youth. The Boston Eligibility office certified 9,600 clients via zoom to be ADA-eligible passengers on Boston's paratransit service and the Boston Travel Training office performed 202 zoom trainings.
- The CTSA program, where Paratransit, Inc. partners with local social service agencies, continues providing support with insurance expense, maintenance and fleet management, fuel reimbursement, buses, and driver support. Between July 2020 and May 2021 Paratransit's maintenance department completed 2,074 work orders.
- Between July 2020 and May 2021, Paratransit, Inc. has received \$17,200 in income from renting out our 8 accessible minivans.
- Year-to-date revenue is 10% lower than budgeted; year-to-date expense is 9% lower than budgeted. Including the \$310,000 carryover from FY20, Paratransit's net income is \$92,000.

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

FISCAL IMPACT:

None

ATTATCHMENTS:

May 2021 CFO Report

May 2021 Income Statement

May 2021 Balance Sheet

PARATRANSIT, INC

FINANCIAL REPORT



May 2021

Meal Delivery to Seniors

March 2020 to May 2021

Program	Meals Delivered
*Great Plates – Sacramento	874,368
*Food Bank (528K lbs.)	544,667
* Sierra Foundation Family Meals	26,915
Great Plates – Elk Grove	24,300
Family Meals	39,000
Broderick, Sac State, Crest Café	23,000
Total Meals	1,532,250

* On-going programs



Sacramento Mobility Management

- Travel Training for Seniors/Disabled
 - 26 successful trainees in July – May
- Travel Training for Youth
 - 92 successful trainees in July - May



Massachusetts Bay Transportation Authority

- ADA Eligibility Certification
 - July - May: 9,569 zoom interviews
- Travel Training
 - July - May: 202 zoom trainings
 - 3 training webinars; 7 training videos



Maintenance

July 2020 to May 2021

FY21 Maintenance Operations	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Total
Work Orders	277	192	135	196	161	198	159	177	190	196	193	2,074
Labor Hours	552	510	367	546	400	660	501	567	694	694	664	6,155
Parts Cost	\$14,222	\$9,469	\$12,296	\$9,667	\$8,722	\$14,500	\$12,732	\$14,569	\$29,017	\$21,298	\$19,737	\$166,229
Total Cost	\$70,092	\$68,014	\$50,032	\$68,793	\$47,993	\$81,570	\$62,491	\$72,966	\$100,588	\$91,749	\$85,697	\$799,985



FY21 Work Orders and Labor Hours



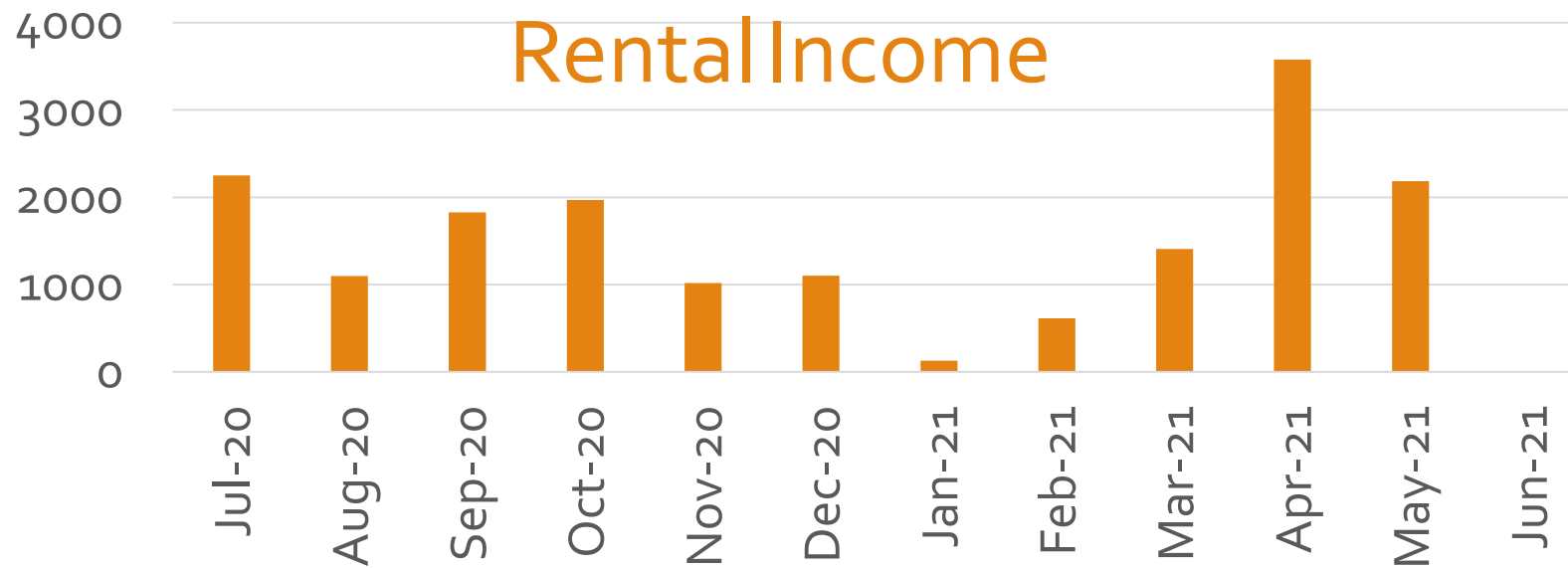
Work Orders: July 2020 - May 2021

Vehicle Type	Work Orders
Paratransit	691
Sacramento Regional Transit	698
Outside Agencies	534
CTSA Partners	125
Rental Fleet	26
Total Work Orders	2,074



Accessible Vehicle Rentals

- 8 accessible vehicles with ramps
- \$90,000 in rental income in FY20
- \$17,200 in rental income in July 2020 – May 2021



FY21 May Budget versus Actuals

(in thousands of dollars)

FY21 Revenue	Budget	Actual	\$ Difference	% Difference
Measure A	\$991	\$1,455	\$464	32%
TDA	\$659	\$659	0	0%
Grants	\$3,018	\$4,090	\$1,072	26%
Other	\$7,013	\$4,280	(\$2,733)	(39%)
Total Revenue	\$11,681	\$10,484	(\$1,197)	(10%)



FY21 May Budget versus Actuals

(in thousands of dollars)

FY21 Expense	Budget	Actual	\$ Difference	% Difference
Personnel	\$8,150	\$7,081	(\$1,069)	(13%)
Fleet Operations	\$2,264	\$1,620	(\$644)	(28%)
Non Personnel	\$1,008	\$1,725	\$717	42%
Capital Projects	\$286	\$277	(\$9)	(3%)
Total Expense	\$11,708	\$10,702	(\$1,006)	(9%)
FY20 Carryover		\$310		
Net Income	\$0	\$92		



PARATRANSIT, INC.
COMBINED BALANCE SHEET
5/31/2021
UNAUDITED

ASSETS

CURRENT ASSETS:

Cash	4,155,860
Medical Annuity	223,211
Accounts Receivable	(396,979)
Grants Receivable	940,110
Inventory	94,358
Deposits and Prepaid Expenses	470,347
TOTAL CURRENT ASSETS	<u>5,486,907</u>

CAPITAL ASSETS:

Land Assets	924,736
Grant Equipment	12,606,208
Non-Grant Equipment	9,305,201
Work in Progress	-
TOTAL COST	<u>22,836,144</u>
Less Accumulated Depreciation	<u>(14,121,311)</u>
Net Capital Assets	<u>8,714,833</u>

TOTAL ASSETS	<u><u>14,201,740</u></u>
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LIABILITIES AND FUND BALANCE

CURRENT LIABILITIES

Accounts Payable	87,455
Workers' Compensation Payable	-
Accrued Payroll & Benefits	119,267
Sales Tax Payable	5,943
Lease/Notes Payable	76,396
Unredeemed Bus Scrip	48,447
Deferred Revenue	140,729
Other Payables	20,965
TOTAL CURRENT LIABILITIES	<u>499,202</u>

LONG-TERM LIABILITIES:

Long Term Liabilities	<u>3,627,768</u>
TOTAL LONG TERM LIABILITIES	<u>3,627,768</u>

TOTAL LIABILITIES	4,126,970
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FUND EQUITY

Contributed Capital	3,753,296
Restricted for lease collateral	-
Restricted for grant administration	236,211
Retained Earnings (Loss)	6,085,262
TOTAL FUND EQUITY	<u>10,074,769</u>

TOTAL LIABILITIES AND FUND BALANCE	<u><u>14,201,740</u></u>
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PARATRANSIT, INC. - CONSOLIDATED
STATEMENT OF OPERATING REVENUE AND EXPENSE AS AT 5/31/2021

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

OPERATING REVENUE:								
Measure A	91,693	163,294	71,601	1,079,607	990,872	1,454,741	463,869	46.81
TDA 4.5	60,721	59,890	(831)	718,677	659,382	658,790	(592)	(0.09)
Transportation Literacy (Civic Lab)	11,324	-	(11,324)	133,333	122,374	99,999	(22,375)	(18.28)
CARES Act Funding	250,964	-	(250,964)	2,954,901	2,712,032	1,999,999	(712,033)	(26.25)
Paycheck Protection Program	-	-	-	-	-	1,990,000	1,990,000	-
Section 5307 - Regional Mobility Manager	16,986	-	(16,986)	200,000	183,562	-	(183,562)	(100.00)
DR Bus Fares	-	-	-	-	-	(270)	(270)	-
Agency Bus Fares	254,795	154,468	(100,327)	3,000,000	2,753,425	1,333,496	(1,419,929)	(51.57)
Diversified Services	394,474	111,636	(282,838)	4,640,880	4,259,665	2,946,887	(1,312,778)	(30.82)
Applied to Capital Projects	-	(8,123)	(8,123)	-	-	(79,996)	(79,996)	-
TOTAL OPERATING REVENUE	1,080,957	481,165	(599,792)	12,727,399	11,681,311	10,403,646	(1,277,665)	(10.94)
CAPITAL REVENUE:								
Prop 1B FY17 - CTSA Rangers	-	-	-	100,000	-	-	-	-
Applied Operating Revenue	-	8,123	8,123	-	-	79,996	79,996	-
Gain/(Loss) on Sale of Assets	-	1,348	1,348	-	-	6,804	6,804	-
TOTAL CAPITAL REVENUE	-	9,471	9,471	100,000	-	86,800	86,800	-
TOTAL REVENUE	1,080,957	490,636	(590,321)	12,827,399	11,681,311	10,490,446	(1,190,865)	(10.19)
OPERATING EXPENSES								

PERSONNEL:								
Transportation Operations	213,715	155,145	(58,570)	2,516,322	2,309,501	1,548,931	(760,570)	(32.93)
Maintenance Operations	76,054	88,590	12,536	895,475	821,875	953,988	132,114	16.07
Administration	94,812	107,538	12,726	1,116,335	1,024,581	1,178,485	153,903	15.02
Diversified Services:								
Travel Training	20,847	9,407	(11,440)	245,455	225,280	153,056	(72,225)	(32.06)
Mobility Management	90,610	68,101	(22,509)	1,066,862	979,175	811,950	(167,225)	(17.08)
Fringe Benefits	239,333	178,514	(60,819)	2,817,948	2,586,336	2,266,153	(320,183)	(12.38)
Workers' Compensation	18,838	16,228	(2,610)	221,799	203,569	168,112	(35,457)	(17.42)
TOTAL PERSONNEL	754,209	623,523	(130,686)	8,880,197	8,150,318	7,080,675	(1,069,643)	(13.12)
FLEET OPERATIONS:								
Fuel	130,327	46,282	(84,046)	1,534,499	1,408,376	740,717	(667,658)	(47.41)
Insurance	58,627	66,577	7,949	690,291	633,555	734,636	101,082	15.95
Cost of Parts & Sublet Service	20,512	15,448	(5,064)	241,515	221,665	144,435	(77,230)	(34.84)
TOTAL FLEET OPERATIONS	209,467	128,307	(81,160)	2,466,305	2,263,595	1,619,789	(643,807)	(28.44)
NONPERSONNEL:								
Professional Services	21,138	58,933	37,795	248,885	228,428	785,434	557,006	243.84
Outside Services	22,020	15,165	(6,855)	259,268	237,958	274,217	36,259	15.24
Rent/Repair	9,967	7,692	(2,275)	117,354	107,708	98,410	(9,299)	(8.63)
Office Expense	9,895	5,786	(4,109)	116,503	106,927	116,129	9,203	8.61
Interest Expense	10,646	9,052	(1,594)	125,351	115,048	88,048	(27,000)	(23.47)
Telephone/Utilities	8,679	19,028	10,349	102,193	93,794	253,514	159,721	170.29
Tax/License/Dues/Permits	2,953	4,508	1,555	34,773	31,915	93,872	61,957	194.13
Travel	7,033	2,202	(4,831)	82,807	76,001	8,344	(67,657)	(89.02)
Professional Development	902	3,990	3,088	10,619	9,746	6,531	(3,215)	(32.98)
Brokered Trans. Services	-	-	-	-	-	-	-	-
TOTAL NONPERSONNEL	93,234	126,355	33,122	1,097,752	1,007,526	1,724,500	716,974	71.16
TOTAL OPERATIONS EXPENSE	1,056,909	878,185	(178,724)	12,444,255	11,421,439	10,424,964	(996,475)	(8.72)
CAPITAL PROJECTS:								
Florin Road Facility	8,259	8,123	(136)	97,242	89,250	79,996	(9,254)	(10.37)
Facility Reserve	-	-	-	20,579	-	-	-	-
Vehicle Acquisition Project	19,986	20,358	371	235,323	197,118	197,490	371	0.19
Office Furniture & Equipment	-	-	-	10,000	-	-	-	-
Network & Telecommunications	-	-	-	10,000	-	-	-	-
Maintenance Equipment	-	-	-	10,000	-	-	-	-
Miscellaneous Capital Projects	-	-	-	-	-	-	-	-
TOTAL CAPITAL PROJECTS	28,245	28,481	236	383,145	286,368	277,485	(8,882)	(3.10)
TOTAL OPERATING AND CAPITAL EXPENSE	1,085,155	906,666	(178,489)	12,827,399	11,707,807	10,702,449	(1,005,358)	(8.59)
NET INCOME (LOSS)	(4,197)	(416,030)	(411,832)	(0)	(26,496)	(212,003)	(185,507)	700.14
YTD Budget Surplus/(Deficit)	(185,507)	-2%						



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

AGENDA TITLE: Approve the Minutes of the April 19, 2021 Board of Directors' Meeting

MEETING DATE: June 21, 2021

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

RECOMMENDED ACTION:

Approve the Minutes of the April 19, 2021, Board of Directors' Meeting.

MINUTES:

April 19, 2021
6:00 p.m.
Broadcast and Teleconference

Board Members Present:

Anna Fontus
Pat Hume
Alice Kimble
Scott Leventon
Mark Lonergan
Stephanie Nguyen
Molly Nugent
Vidhu Shekhar

Board Members Absent:

Charlie Johnson

Public Present:

Kathy Sachen, SacRT

Staff Present:

Tiffani Fink, Chief Executive Officer
Dr. Lisa Cappellari, Chief Financial Officer
Mary Harding, Chief Operating Officer
Chris Brown, Chief Administrative Officer
Gary Vickers, Director of Operations
Jesse Isaacson, Director of Information Technology
Julio Diaz, Maintenance Manager
Amy Parkin, Operations and Training Manager
Jamila Lee, Human Resources Manager
Alicia Brown, Mobility Options Manager
Louise Friedlander, Consultant Mobility Management Services

Call To Order/Roll Call: Director Shekhar called the meeting to order at 6:09 p.m.

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

Pledge of Allegiance:

Director Shekhar opened the meeting by leading the Pledge of Allegiance.

PUBLIC COMMENT

No public comment.

STAFF REPORTS

A. CEO Report

a. Update on Activities and Contracts

Chief Executive Officer Tiffani Fink provided an update on agency activities, including COVID-19 safety measures and our continued plans for increased service with the re-opening of the economy on June 15th. Many of the staff are fully vaccinated and we are ramping up for in-person travel training and increased Alta transportation.

Last week Paratransit delivered its 1,250,000th meal since the start of the pandemic. CEO Fink thanked our partners and announces we have a second refrigerator to support our food

delivery. While food delivery will continue, the Great Plates Delivered program is schedule to end in May or June.

For the past two months Paratransit has provided transportation to seniors and person with disabilities to COVID-19 vaccine clinics. In addition, staff has been volunteering at vaccine clinics providing translation services, traffic control and data entry services.

CEO Fink reported the Travel Training contract in Boston has been renewed for this and next year.

B. CFO Report

a. Monthly Financial Report

Chief Financial Officer Lisa Cappellari reported on financial and operational data through March 2021. Since March 2020 1,281,000 meals have been delivered, including 728,000 meals for the Great Plates Delivered program and 456,000 meals on behalf of the Sacramento Food Bank and Family Services. Since July 2020 the Sacramento Mobility Management program has successfully trained 19 disabled/elderly clients and 76 Youth-to-Jobs clients. The Boston office has certified 9400 clients for ADA paratransit service via Zoom eligibility interviews, and the Boston Travel Training department has performed 196 Zoom trainings. As a designated CTSA, Paratransit continues to partner with local social service agencies, and since July 2020 the Maintenance department has completed 1693 work orders which included 4848 labor hours and \$127,059 in parts for a total of \$629,384. Accessible minivan rental income is \$11,400. CFO Cappellari reported we are providing some Alta service and are preparing for a return of regular service. Year-to-date revenue is 9% lower than budgeted and expenses are 12% lower than budgeted. Paratransit's net income is \$220,000, including the \$310,000 carryover from FY 2019-2020.

b. Introduction of the FY 2022 Budget (to be released in May)

CFO Cappellari presented an overview of the Fiscal Year 2022 proposed budget. The budget is still being prepared, but most changes will likely be in capital projects. CEO Fink let the Board know the budget will be released in late May. Director Shekhar asked if more money could be put in Professional Development.

Director Lonergan seconded that request and suggested exploring non-traditional funding for service. CEO Fink stated most training has been virtual due to the pandemic so costs are lower but more resources may be allocated there. Director Fontus suggested maybe partnering with agencies to trade services for professional development as a way to keep costs lower.

CONSENT CALENDAR

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

A. Minutes of the January 28, 2021 Board of Directors' Meeting

The Minutes of the Board of Directors' Meeting held January 28, 2021 approved as presented.

AYES: Fontus, Hume, Kimble, Leventon, Lonergan, Nguyen, Nugent and Shekhar

NOES: None

ABSENTIONS: None

ABSENT: Johnson

ACTION ITEMS

- A. Adopt Resolution 06-21 Authorizing the Chief Executive Officer (CEO) to Negotiate and Execute an Agreement not to Exceed \$100,000 for a Compensation and Classification Study for Sacramento Non-Bargaining Unit Positions

Chief Administrative Officer Chris Brown explained that at the request of the Board staff is preparing a request for proposal for a compensation and classification study. Upon review of company records, a compensation and classification study has not been completed since 1992, so this is an opportune time for this as Paratransit is establishing its new business model. Staff will work closely with the selected consulting firm to make sure the comparisons are made with appropriate agencies, and the study will look at job banding and sustainable compensation practices. The study is not expected to exceed \$100,000 and would be funded by reserves.

Resolution 06-21 was approved upon motion by Director Shekhar, seconded by Director Fontus.

AYES: Fontus, Hume, Kimble, Leventon, Lonergan, Nguyen, Nugent and Shekhar

NOES: None

ABSENTIONS: None

ABSENT: Johnson

B. Adopt Resolution 07-21 Updating the Paratransit, Inc. Mission Statement

CEO Fink explained that while we have discussed updating the Mission Statement off and on during the transition, it does need some revision to match where the agency is now. The current Mission Statement is, "To expand mobility options by advocating for a fully accessible integrated public transportation system and by providing innovative community transportation services." The proposed revision is a shortened statement that includes key points but is broad enough the strategic plan can be deployed within it. The proposed revision is, "To expand mobility by providing innovative programs and services to the Community."

Directors Hume and Fontus agree with the update, particularly the flexibility and becoming current with new methodology. Director Shekhar noted Paratransit has led the charge for accessibility and would like to see that reflected in the update. CEO Fink suggested we add "and accessibility" so the Mission Statement reads, "To expand mobility and accessibility by providing innovative programs and services to the Community."

Resolution 07-21 was approved as modified upon motion by Director Hume, seconded by Director Nguyen.

AYES: Fontus, Hume, Kimble, Leventon, Lonergan, Nguyen, Nugent and Shekhar

NOES: None

ABSENTIONS: None

ABSENT: Johnson

C. Discussion and Direction on the Strategic Plan portion of the Business Development Plan (Years 3-5)

CEO Fink delivered a presentation outlining current services, contracts and grants, as well as new programs developed in the last year, including Reliable Rider, Connections, food delivery and professional contracts. Expansion opportunities are in the areas of sustained food

delivery to senior and persons with disabilities, contracted transportation services and maintenance services. The current strategic plan includes beginning development of the Woodbine property, re-establishing consulting programs, growth and expansion of transportation and maintenance services, and the development and rollout of the national transit training program. Options for the Board for year five are to: 1) keep existing goals, 2) add focus areas, 3) review Board size and governance, or 4) any other items the Board chooses.

Director Shekhar thanked CEO Fink for her work on the plan and asked if there should be a focus on food development plans. CEO Fink said they are in years one and two of the plan and will be added to longer term as we know more from the pandemic. Director Hume commended CEO Fink and staff for pivoting, keeping an eye on larger goals and adapting as needed.

Director Shekhar requested this be sent out to the Board for review and written comments, and based on feedback possibly have an ad hoc committee meeting prior to the June Board meeting to review. CEO Fink will update and send out, and proposed an Executive Committee meeting in May for fine tuning. Director Shekhar agreed with this proposal.

D. Discussion on Setting Board Goals

Director Shekhar requested this item as he wants to look at how to leverage strengths and provide support to the management team. He asked for input from the Board on setting goals. Director Leventon stated he thinks Paratransit should go after as many contracts as possible to increase ridership. Director Fontus is excited about Board goals and views this as an opportunity to strengthen priorities. Suggested reviewing Board attendance guidance and having each Board member review their network with a Paratransit lens to further the organization. CEO Fink suggested using the August meeting to further discuss this as well as the application for potential Board Members. Director Shekhar asked to create a “parking lot” for the attendance issue and any other ideas. Director Hume said he will give this more thought before August. CEO Fink offered to bring examples to the August meeting on how the Board has engaged/participated in meetings and presentations in the past. Director Shekhar asked for a survey where Board members can share connections and other boards they sit on. CEO Fink also stated she is meeting with other CEOs to discuss how they engage with their Boards. Directors Nguyen

Lonergan and Nugent are looking forward to the discussion in August and want to ensure this does not create extra work for staff.

BOARD COMMENTS/REPORTS/FUTURE AGENDA ITEMS

Director Shekhar requested CEO Fink include a section on customer service in her CEO Report. He would like feedback, both good and bad, from our customers. CEO Fink stated we probably won't be able to provide that type of feedback on our traditional service until the Fall but can provide feedback from our partners starting at the June meeting.

ADJOURNMENT

Director Shekhar announced the meeting adjourned at 7:23 p.m.

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

Date



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

AGENDA TITLE: Adopt Resolution 08-21 Authorizing The Chief Executive Officer (CEO) To Submit the Transportation Development Act (TDA) Claim For Fiscal Year 2021-22 and Authorizing Submittal of Subsequent Claims if Funding Revisions are Issued

MEETING DATE: June 21, 2021

PREPARED BY: Dr. Lisa Cappellari, Chief Financial Officer

RECOMMENDED ACTION:

Adopt Resolution 08-21, Transportation Development Act (TDA) Local Transportation Fund Claim Fiscal Year 2021-22 authorizing the Chief Executive Officer (CEO) to submit a claim, and any needed revisions, for up to the maximum funds available under Article 4.5.

BACKGROUND AND DISCUSSION:

The Sacramento Area Council of Governments (SACOG) recently notified Paratransit, Inc. of its adopted findings of apportionment for Fiscal Year 2021-22 Local Transportation Funds (LTF), and opened the period for submitting claims. Because Paratransit, Inc. is the designated Consolidated Transportation Service Agency (CTSA) for the urbanized area of Sacramento, it is an eligible claimant for funds available for community transportation pursuant to Articles 4.5 and 6.5 of the Transportation Development Act (TDA). The current apportionment earmarked for the

CTSA was estimated in June 2021 in the amount of \$3,165,209. Paratransit, Inc. is eligible to receive 30% of the apportionment in the amount of \$949,563.

FISCAL IMPACT:

These revenues are included as part of the Fiscal Year 2021-22 Budget and will be used to fund activities of the CTSA.

ATTACHMENTS:

1. Resolution 08-21



RESOLUTION 08-21

**AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO SUBMIT THE
TRANSPORTATION DEVELOPMENT ACT (TDA) CLAIM FOR FISCAL YEAR
2021-22 AND AUTHORIZE SUBMITTAL OF SUBSEQUENT CLAIMS IF FUNDING
REVISIONS ARE ISSUED.**

WHEREAS the Social Services Transportation Improvement Act of 1979 requires transportation planning agencies to designate entities to function as Consolidated Transportation Services Agencies (CTSA) within their respective jurisdictions; and

WHEREAS the Sacramento Area Council of Governments (SACOG), the local transportation planning agency, has designated Paratransit, Inc., as the Consolidated Transportation Services Agency for the urbanized area of Sacramento County; and

WHEREAS the Social Services Transportation Improvement Act of 1979 designates Consolidated Transportation Services Agencies as eligible claimants of funds legislated by the Transportation Development Act (TDA); and

WHEREAS the Transportation Development Act authorizes Consolidated Transportation Services Agencies to claim Local Transportation Funds and State Transit Assistance under Articles 4.5 and 6.5 for community transit services;

NOW THEREFORE BE IT RESOLVED that the Board of Directors of Paratransit, Inc. does hereby submit a claim for Local Transportation Funds under Article 4.5 for transportation operations.

Vidhu Shekhar
President

Date



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

AGENDA TITLE: Adopt Resolution 09-21 Authorizing the Chief Executive Officer (CEO) to submit an Application to the Massachusetts Department of Transportation (MassDOT) for Federal Transit Administration Section 5310 funding for a Volunteer Driver Program and Mobility Mentor (Bus Buddy) program in Boston, MA and further authorizing the CEO to execute all agreements, if awarded

MEETING DATE: June 21, 2021

PREPARED BY: Tiffani M Fink, Chief Executive Officer

RECOMMENDED ACTION:

Adopt Resolution 09-21, authorizing the CEO to submit an application to the Massachusetts Department of Transportation (MassDOT) for FTA Section 5310 funding for a Volunteer Driver Program and Mobility Mentor (Bus Buddy) program in Boston, MA and further authorizing the CEO to execute all agreements, if awarded.

BACKGROUND AND DISCUSSION:

The Massachusetts Department of Transportation has issued a call for the next round of Section 5310: Elderly and Disabled funding. These funds are available to procure equipment and to provide mobility management projects. Applications are due to MassDOT in late June. Staff is

recommending that the Board authorize the Chief Executive Officer to submit two applications for 1) the creation of a Volunteer Driver Program and 2) for a Mobility Mentor Program, and execute all paperwork necessary to acquire the funds should the applications be successful and Paratransit, Inc. receive funding. Paratransit has successfully started and managed successful volunteer driver programs, including Bridges in Stanislaus County and will be re-launching Connections, the Volunteer Driver Program for Sacramento County this Fall, in partnership with SACOG. Our Mobility Mentor Programs have also been very successful and will be built off the model we created in Spokane, Washington.

A resolution from the Paratransit, Inc. Board of Directors is required for this specific grant application. The two applications will be submitted for \$100,000 with funding split approximately 50/50 between the programs. Both programs can be managed by the existing Mobility Training Program Manager in Boston.

FISCAL IMPACT:

These revenues are not included as part of the Fiscal Year 21/22 Budget at this time. If awarded, the budget would be amended to reflect this additional expense and revenue.

ATTACHMENTS:

1. Resolution 09-21



RESOLUTION 09-21

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

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

WHEREAS Paratransit, Inc. currently operates the travel instruction and eligibility programs for the Massachusetts Bay Transportation Agency (MBTA) and has trained mobility managers in that office who can perform additional duties; and

WHEREAS Paratransit, Inc. has successfully developed and implanted Volunteer Driver Programs and Mobility Mentor Programs in various communities across the United States.

NOW THEREFORE BE IT RESOLVED that the Board of Directors of Paratransit, Inc. does hereby authorize the CEO to submit an application to MassDOT for Section 5310 funding for a Volunteer Driver Program and Mobility Mentor program.

NOW, THEREFORE BE IT FURTHER RESOLVED, that the Board of Directors of Paratransit, Inc. authorizes the CEO to execute all agreements, if awarded.

Vidhu Shekhar
President

Date



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

AGENDA TITLE: Adopt Resolution 10-21 Approving the FY 22-26 Business Development and Strategic Plan

MEETING DATE: June 21, 2021

PREPARED BY: Tiffani M. Fink, Chief Executive Officer

RECOMMENDED ACTION:

Adopt Resolution 22-26 Approving the FY 22-26 Business Development and Strategic Plan.

BACKGROUND AND DISCUSSION:

Last September, the Board of Directors adopted the first Business Development Plan. Each year, the Paratransit, Inc. Board of Directors adopts the agency's annual operating budget and beginning this year, the Board will adopt an annual update to the Business Development Plan. At the April 2021 Board meeting, staff presented the proposed updated Business Development and Strategic Plan. The action before the Board tonight is to adopt that proposed update. The Business Development Plan, as adopted, is comprised of two parts: the shorter term (Years 1-2) Operational Work Plan portion and the longer term (Years 3-5) Strategic Plan portion. As each year progresses, the goals from the out years move forward and a new year 5 review is added.

Attached to this staff report is a copy of the PowerPoint presentation that was presented in April. It that outlines our current fiscal year programs and projects and the longer term (3-5 year) program growth areas based on our current core competencies, growth opportunities and strategic initiatives. All feedback from the Board at the April meeting for the Strategic Portion of the Business Development Plan was be incorporated.

FISCAL IMPACT:

All current activities are included within the existing budget. Cost for future expanded services such as providing services and maintenance would be offset by secured revenues prior to service implementation.

Attachments:

1. Resolution 10-21
2. PowerPoint Presentation from the April 2021 Board Meeting



**RESOLUTION NO. 10-21
APPROVING THE FY 22-26 BUSINESS DEVELOPMENT AND
STRATEGIC PLAN**

WHEREAS, annually the Paratransit, Inc. Board of Directors approves the annual budget document where serves as the business plan for the next fiscal year; and

WHEREAS, with recent changes in operations and the discontinuance of the operation of Americans with Disabilities Act (ADA) and non-ADA service a look at the current programs, as well as development of a longer term business development plan was due; and

WHEREAS, Paratransit is a nationally recognized leader in transportation and mobility management and a business development plan provides direction to staff on priorities from growth and expansion; and

WHEREAS, the business development plan is a vital link to the board governance and to ensure a representation that meets the current needs of the Agency, annual review is necessary to coincide with Board terms.

NOW, THEREFORE BE IT RESOLVED, that the Board of Directors of Paratransit, Inc. adopts Resolution 10-21 approving the FY 22-26 Business Development and Strategic Plan.

NOW, THEREFORE BE IT FURTHER RESOLVED, that the Board of Directors of Paratransit, Inc. implements annual review and update of the Business Development Plan as part of the budget approval process.

Vidhu Shekhar , President
Paratransit, Inc., Board of Directors
Dated: June 21, 2021

STRATEGIC ELEMENT OF THE BUSINESS DEVELOPMENT PLAN

Paratransit, Inc



Historical Development Work Completed

- Began in 1978 as the Senior and Disabled Services Agency
- In 1981, became the first CTSA in CA
- With the passage of ADA, began providing ADA service to SacRT (originally 100% paid by SacRT)
- In 2008, following an audit recommendation to consider diversifying revenue to become less dependent on SacRT, Innovative Paradigms was started
- 2008- current: Substantial expansion of additional services to diversify revenue
- 2012- current: Substantial increase in level of grant funding pursued to assist with diversified revenue
- 2020- split from SacRT. Deliver programs and services completely under the control of the Board of Directors
- September 2020: Board of Directors adopts the Business Development Plan (Operations and Strategic Plan portions)



Overview of Existing Services and Programs

In Sacramento and the SACOG region:

- Key Social Service Transportation provider for Alta California Regional Center with growing demand in this segment
- CTSA Partnership program with 9 local social service agencies
- Mobility Management Services
- Contracted Maintenance Services
- Senior/ Disabled Food Delivery and Support Services

Outside Sacramento:

- Mobility Management and Eligibility Programs
- Professional Consulting for ADA services, training and operations



Diversified Funding Sources

- Measure A and TDA (Transportation Development Act)
- Federal Transit Administration Grants
- State and Local Grants
- Miscellaneous Transportation Contract revenues
- State Vendorized Contract Revenues (Local travel training and long term operations contracts)
- Competitive Contracts
- Outside Maintenance Revenues (SacRT, Taxi, Private Business, Non-Profit)
- Lease Agreements



Programs In Sacramento

- CTSA Partner Agency Services
- Long-Term Contracted Transportation Services (Alta Regional)
- Mobility Instruction Services (Grant funded and Contracted through Alta)
- Youth Transportation Literacy Services (Moving Youth to Jobs and Where's Wyatt)
- Volunteer Driver Programs (Connections)
- Mobility Mentor programs (Reliable Rider)
- Contracted Maintenance Services
- Contracted Taxi Inspection Services
- Food Delivery Services: Meals on Wheels, GPD, Senior FoodBox, Sac Collab



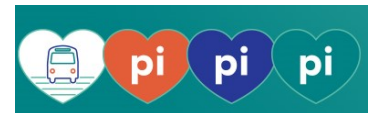
CTSA Partner Agencies

- United Cerebral Palsy
- ACC Senior Services
- Sutter Health
- Developmental Disabilities Services Organization
- Elk Grove Adult Community Training
- St John's Program for Change
- Eskaton (potential new PACE program)
- Easter Seals
- Meals on Wheels by ACC
- Sacramento Food Bank and Family Services
- River City Food Bank



Contracted Program Offerings

- In-Person ADA Eligibility Certification Services
- Mobility Instruction Services
- Route and Scout Services
- Software Licensing and Data Hosting
- ADA Service Training Services: Securement, Sensitivity, Driving, etc
- Professional and Technical Services



Contracted Programs

Boston, MA (MBTA):

- In-Person Eligibility including FACTS testing
- Route and Scout Services
- Mobility Instruction

Roseville, CA (City of Roseville Transit):

- Mobility Instruction

Oakland, CA (AC Transit and BART):

- Professional Consulting for ADA services, training and operations



Contracted Programs

VIA Transportation (Various Locations):

- Training for Paratransit Operations

Wichita, KS (City of Wichita Transit):

- Software Licensing and Professional Services
 - In-Person Eligibility
 - Mobility Instruction
 - Discount Fare Card System



Expansion Opportunities in Process

- Sustained Opportunities for Food Delivery to Seniors and Persons with Disabilities post pandemic
- Expanded Contract Transportation Services to Social Service Agencies to assist with Social Distancing Requirements as clients return to program
- Expansion of Maintenance Services



Current Strategic Plan Goals (3-5 years)

- Begin development ideas for the Woodbine Property for expansion
- Re-establish a consulting lead focused on business development, but under different parameters than were in place for Innovative Paradigms
- Continued growth and expansion of our Transportation Programs
- Expanded Maintenance Services
- Development and rollout of a National Transit Training Program, including Marketing and Branding



Options for New Year #5

- Keep the existing strategic plan elements, as many are multi-year goals
- Add additional focus areas
- Include an item to review current board size/governance structure at 5 year mark
- Other



Next Steps

- Staff will take feedback and incorporate it into Business Development Plan
- Business Development Plan to be formally updated with budget in June 2021





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

AGENDA TITLE: Adopt Resolution 11-21 Adopting the Paratransit, Inc. Fiscal Year 2021-22 Operating and Capital Budget

MEETING DATE: June 21, 2021

PREPARED BY: Tiffani M. Fink, Chief Executive Officer
Dr. Lisa Cappellari, Chief Financial Officer

RECOMMENDED ACTION:

Adopt Resolution 11-21 adopting the Paratransit, Inc Fiscal Year 2021-22 Operating and Capital Budget.

BACKGROUND AND DISCUSSION:

On May 28th, 2021, Paratransit, Inc released the draft Fiscal Year 2021-22 Operating and Capital Budget. This budget reflects the organizational changes that occurred with the transition of Americans with Disabilities Act and Non- ADA (Expanded and Enhanced Service) to Sacramento Regional Transit District, as well as the addition of our new Food Access and Delivery Programs. All revenues for TDA and STA reflect the new funding split that was adopted which allocates 30% of the LTF funds for CTSA's to Paratransit, Inc and 30% of the Measure A funds Senior and Disabled Services to Paratransit, Inc. In addition, we continue to utilize the carryover of stimulus funding received and expect a return to full operations during this fiscal year.

It is to note that in spite of the closures related to COVID-19, our revenue forecasts for our major sources of income remain strong and show growth in

the upcoming year. In addition, our contracts in Boston continue in their option years and contracted maintenance services continue to increase in demand and revenue.

Staff will continue to monitor the financial projections as the fiscal year unfolds and will provide quarterly updates. We expect to end the current fiscal year balanced. In addition, it is to note that there are still some outstanding grant applications and proposals under consideration. None of those potential revenues are included in this budget. Staff will present the Board with an update at the October Board meeting on the budget projections to actual.

FISCAL IMPACT:

These revenues are included as part of the Fiscal Year 2021-22 Budget and will be used to fund activities of the CTSA.

ATTACHMENTS:

1. Resolution 11-21
2. Fiscal Year 2021-22 Operating and Capital Budget



RESOLUTION NO. 11-21

**RESOLUTION ADOPTING THE PARATRANSIT, INC.
FISCAL YEAR 2021-22 OPERATING AND CAPITAL BUDGET**

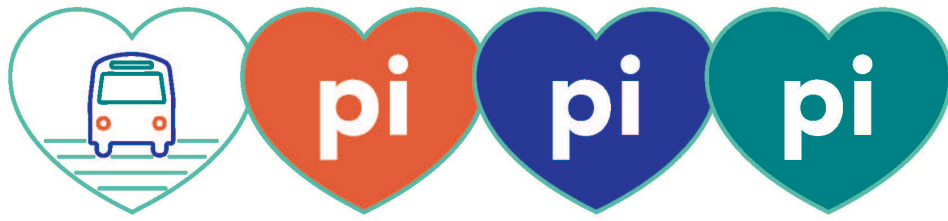
WHEREAS, the final draft of the Fiscal Year 2021-22 Operating Budget for Paratransit, Inc. as prepared by Paratransit, Inc. staff has been determined to be in the best interest of the Corporation by its duly constituted Board of Directors, and

WHEREAS, the Board of Directors considered the recommendation to adopt the final draft of the Fiscal Year 2021-22 Operating and Capital Budget after full consideration at the June 21, 2021 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 2021-22 Operating and Capital Budget.

Vidhu Shekhar, President
Paratransit, Inc. Board of Directors

Date



PARATRANSIT, INC.

Fiscal Year 2022 Operating and Capital Budget

BOARD OF DIRECTORS

Vidhu Shekhar, President

Scott Leventon, Vice President

Patrick Hume, Secretary/ Treasurer

Anna Fontus

William “Charles” Johnson

Alice Kimble

Mark Lonergan

Stephanie Nguyen

Molly Nugent

EXECUTIVE STAFF

Tiffani M. Fink, Chief Executive Officer

Dr. Lisa Cappellari, Deputy Executive Director/Chief Financial Officer

Mary Harding, Chief Operating Officer

Christine Brown, Chief Administrative Officer

Gary Vickers, Director of Operations

Jesse Isaacson, Director of Information Technology

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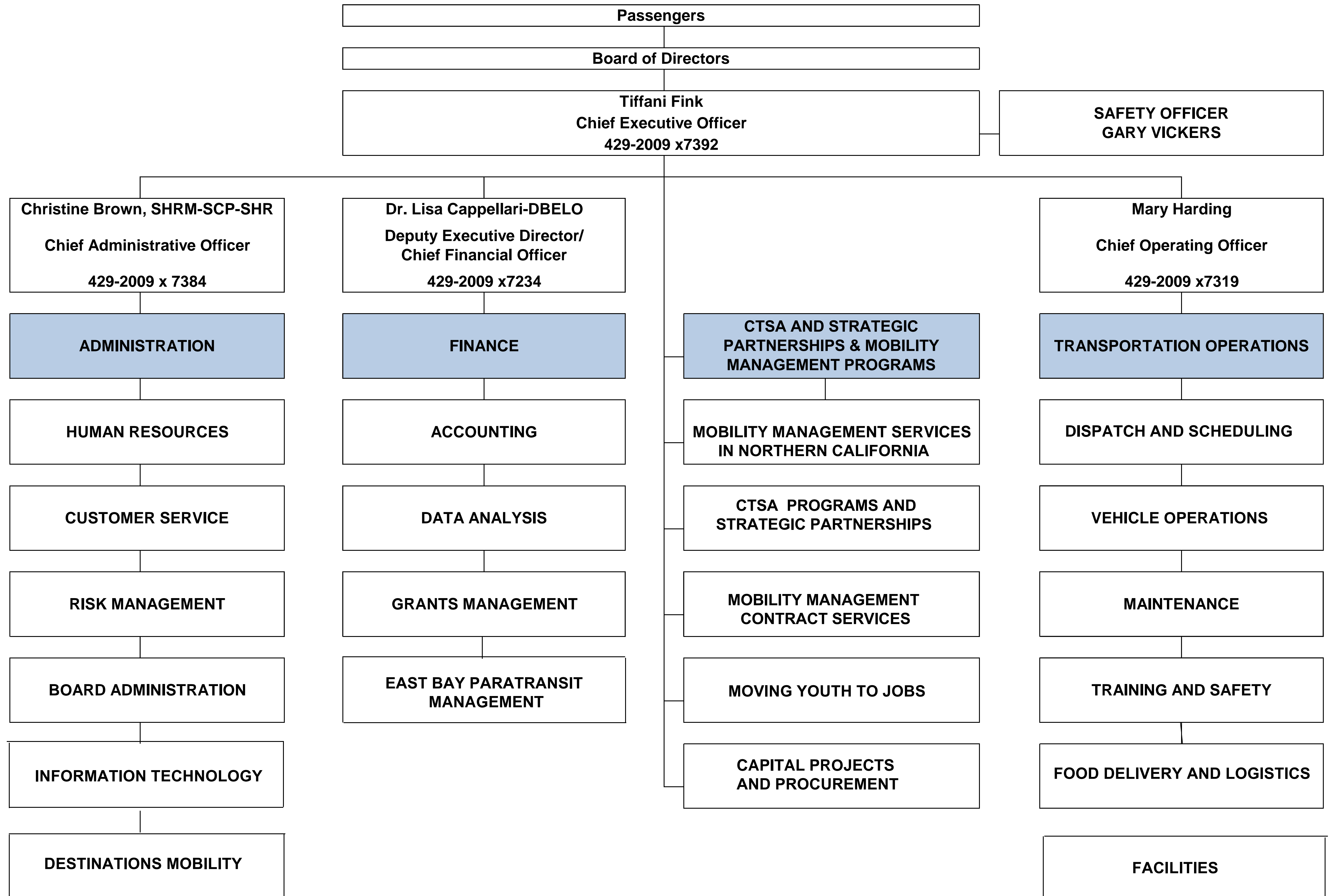
Facilities Maintenance

Driving Center

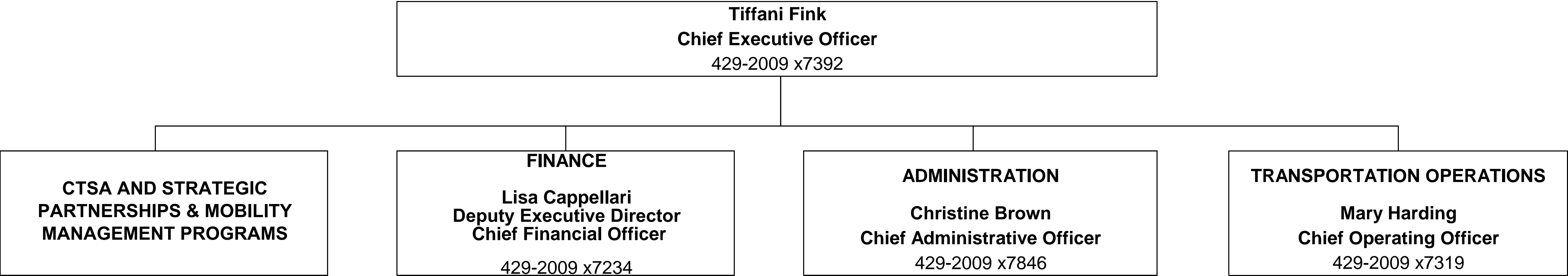
Safety and Training Center

Food Delivery and Logistics Services

Fiscal Year 2021/22
PARATRANSIT, INC. ORGANIZATIONAL CHART



PARATRANSIT, INC. ORGANIZATIONAL CHART



PARATRANSIT, INC.
FY2021/22 BUDGET

FY21 Budget

FY22 Budget

REVENUE

OPERATING REVENUE:

Measure A & TDA	1,733,245	3,705,874
Contract & Program Transportation Revenue	3,000,000	3,350,000
Grant Funding	3,254,901	3,592,070
SacRT Go Maintenance & Facility Contracts	1,388,739	871,818
Diversified Services Revenue	3,450,514	2,015,750
Applied to Capital Projects		-477,542
TOTAL OPERATING REVENUE	12,827,399	13,057,970

CAPITAL REVENUE:

Applied Operating Revenue	0	477,542
Measure A (Yrs 1-10)	0	1,100,000
TOTAL CAPITAL REVENUE	0	1,577,542
TOTAL REVENUE:	12,827,399	14,635,513

PARATRANSIT, INC.
FY2021/22 BUDGET

FY21 Budget

FY22 Budget

OPERATING EXPENSES

PERSONNEL:

Transportation Operations	2,334,999	2,345,550
Maintenance Operations	1,076,799	1,138,249
Administration	1,213,408	1,295,978
Diversified Services:		
Travel Training	245,455	207,150
Mobility Management	382,651	175,503
Boston	842,548	837,296
Fringe Benefits	2,924,692	2,869,522
Workers' Compensation	225,936	290,348
TOTAL PERSONNEL	9,246,488	9,159,596

FLEET OPERATIONS:

Fuel	1,534,499	778,134
Insurance	324,000	852,809
Cost of Parts & Sublet Service	241,515	300,439
TOTAL FLEET OPERATIONS	2,100,014	1,931,382

NONPERSONNEL:

Professional Services	248,885	914,203
Outside Services	259,268	321,445
Rent/Repair	117,354	114,213
Office Expense	116,503	144,449
Interest Expense	125,351	94,190
Telephone/Utilities	102,193	254,091
Tax/License/Dues/Permits	34,773	106,206
Travel	82,807	8,196
Professional Development	10,619	10,000
TOTAL NONPERSONNEL	1,097,752	1,966,993
TOTAL OPERATIONS EXPENSE	12,444,254	13,057,971

CAPITAL PROJECTS:

Florin Road Facility	97,242	98,629
Facility Reserve	20,581	100,000
10 New CNG Vehicles		1,100,000
Vehicle Loan Principal	235,323	248,914
Office Furniture & Equipment	10,000	10,000
Network & Telecommunications	10,000	10,000
Maintenance Equipment	10,000	10,000
Miscellaneous Capital Projects		
TOTAL CAPITAL PROJECTS	383,146	1,577,542
TOTAL OPERATING AND CAPITAL EXPENSE	12,827,400	14,635,513
NET INCOME (LOSS)	0	0

PARATRANSIT, INC.

FY2021/22 BUDGET

REVENUE

FY22 Total Budget

OPERATING REVENUE:

Measure A & TDA	3,705,874
Contract & Program Transportation Revenue	3,350,000
Grant Funding	3,592,070
SacRT Go Maintenance & Facility Contracts	871,818
Diversified Services Revenue	2,015,750
Applied to Capital Projects	-477,542
TOTAL OPERATING REVENUE	13,057,970

CAPITAL REVENUE:

Applied Operating Revenue	477,542
Measure A (Yrs 1-10)	1,100,000
TOTAL CAPITAL REVENUE	1,577,542
TOTAL REVENUE:	14,635,513

OPERATING EXPENSES

PERSONNEL:

Transportation Operations	2,345,550
Maintenance Operations	1,138,249
Administration	1,295,978
Diversified Services:	
Travel Training	207,150
Mobility Management	175,503
Boston	837,296
Fringe Benefits	2,869,522
Workers' Compensation	290,348
TOTAL PERSONNEL	9,159,596

FLEET OPERATIONS:

Fuel	778,134
Insurance	852,809
Cost of Parts & Sublet Service	300,439
TOTAL FLEET OPERATIONS	1,931,382

NONPERSONNEL:

Professional Services	914,203
Outside Services	321,445
Rent/Repair	114,213
Office Expense	144,449
Interest Expense	94,190
Telephone/Utilities	254,091
Tax/License/Dues/Permits	106,206
Travel	8,196
Professional Development	10,000
TOTAL NONPERSONNEL	1,966,993
TOTAL OPERATIONS EXPENSE	13,057,971

CAPITAL PROJECTS:

Florin Road Facility	98,629
Facility Reserve	100,000
10 New CNG Vehicles	1,100,000
Vehicle Loan Principal	248,914
Office Furniture & Equipment	10,000
Network & Telecommunications	10,000
Maintenance Equipment	10,000
Miscellaneous Capital Projects	
TOTAL CAPITAL PROJECTS	1,577,542
TOTAL OPERATING AND CAPITAL EXPENSE	14,635,513
NET INCOME (LOSS)	0

PARATRANSIT, INC.

FY2021/22 BUDGET

REVENUE

OPERATING REVENUE:

CTSA	Other Sacramento Services	Outside Sacramento	FY22 Total Budget
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Measure A & TDA	3,705,874			3,705,874
Contract & Program Transportation Revenue		3,350,000		3,350,000
Grant Funding	39,568	3,552,502		3,592,070
SacRT Go Maintenance & Facility Contracts		871,818		871,818
Diversified Services Revenue	56,467	0	1,959,284	2,015,750
Applied to Capital Projects	-477,542			-477,542
TOTAL OPERATING REVENUE	3,324,366	7,774,320	1,959,284	13,057,970

CAPITAL REVENUE:

Applied Operating Revenue	477,542			477,542
Measure A (Yrs 1-10)	1,100,000			1,100,000
TOTAL CAPITAL REVENUE	1,577,542	0	0	1,577,542
TOTAL REVENUE:	4,901,909	7,774,320	1,959,284	14,635,513

OPERATING EXPENSES

PERSONNEL:

Transportation Operations	911,064	1,434,487		2,345,550
Maintenance Operations	124,384	1,013,865		1,138,249
Administration	283,012	870,410	142,557	1,295,978
Diversified Services:				0
Travel Training		178,869		178,869
Mobility Management		175,503		175,503
Boston			865,577	865,577
Fringe Benefits	605,492	1,749,455	514,575	2,869,522
Workers' Compensation	77,816	206,988	5,543	290,348
TOTAL PERSONNEL	2,001,767	5,629,577	1,528,252	9,159,596

FLEET OPERATIONS:

Fuel	264,566	513,568	0	778,134
Insurance	276,364	497,455	78,991	852,809
Cost of Parts & Sublet Service	102,149	198,290	0	300,439
TOTAL FLEET OPERATIONS	643,078	1,209,313	78,991	1,931,382

NONPERSONNEL:

Professional Services	435,015	376,504	102,684	914,203
Outside Services	82,806	161,222	77,417	321,445
Rent/Repair	30,076	63,565	20,572	114,213
Office Expense	26,736	88,366	29,347	144,449
Interest Expense	36,878	44,537	12,775	94,190
Telephone/Utilities	50,956	116,569	86,565	254,091
Tax/License/Dues/Permits	11,226	75,578	19,403	106,206
Travel	1,967	3,450	2,779	8,196
Professional Development	3,861	5,639	500	10,000
TOTAL NONPERSONNEL	679,521	935,431	352,041	1,966,993
TOTAL OPERATIONS EXPENSE	3,324,367	7,774,320	1,959,284	13,057,971

CAPITAL PROJECTS:

Florin Road Facility	98,629			98,629
Facility Reserve	100,000			100,000
10 New CNG Vehicles	1,100,000			1,100,000
Vehicle Loan Principal	248,914			248,914
Office Furniture & Equipment	10,000			10,000
Network & Telecommunications	10,000			10,000
Maintenance Equipment	10,000			10,000
Miscellaneous Capital Projects	0			0
TOTAL CAPITAL PROJECTS	1,577,542	0	0	1,577,542
TOTAL OPERATING AND CAPITAL EXPENSE	4,901,909	7,774,320	1,959,284	14,635,513
NET INCOME (LOSS)	0	0	0	0



Administration

Administration
Human Resources
Risk Management
Information Technology
Customer Service
Destinations Mobility

FY 2021/22
PARATRANSIT, INC. ORGANIZATIONAL CHART



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, mailing, 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, and our remote locations, 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.

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.

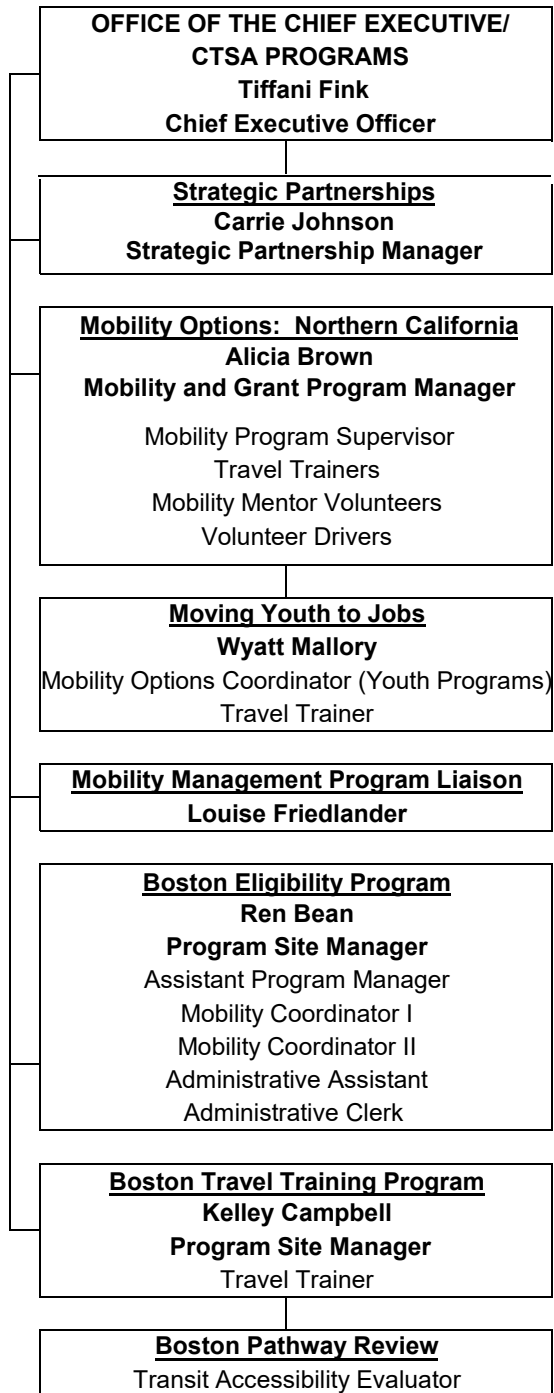
Administration (2)

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 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.

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PARATRANSIT, INC. ORGANIZATIONAL CHART



Office of the Chief Executive

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 Mobility Management. In addition, Field Office Program Managers and Mobility Management Program Liaison report to the CEO for departmental activities.

Key Projects for 2021/22:

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.

Strategic Partnerships

The Strategic Partnership Office is responsible for cultivating and maintaining relationships among business partners, community organizations and nonprofits while also developing strategies to increase revenue in accordance with the approved Paratransit, Inc. Business Development and Strategic Plan. This office works closely with the CEO to enhance our community partnerships and facilitate new partnerships, expanding our programmatic offerings and revenue generation, while providing needed capacity enhancements to the community.

Mobility Management Services

Mobility Management Services represents the resources dedicated directly to 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.

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 basis, for three consecutive weeks. These classes 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 evaluations 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 organizations, support groups, schools, and senior living facilities. These events allow us the opportunity to provide vital information on transit options and to answer questions 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 ensure 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 contract, 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.

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 organizations 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

Reliable Rider:



Reliable Rider, Paratransit, Inc.'s Mobility Mentor program allows people with disabilities and seniors to gain more independence and expand their quality of life using public transportation. Individuals that need someone to help make them feel more comfortable with riding the city bus will be able to have a helping hand and feel more confident with their transportation options. Learning to ride the city bus can be overwhelming and intimidating for some people. Reliable Rider volunteers will offer encouragement, training and exposure to all that public transit offers, allowing these individuals access to activities outside of their home.

Connections:



Paratransit Inc.'s Volunteer Driver Program provides mileage reimbursement to individuals who are unable to drive or use public transit and need door-through-door assistance. Eligible participants select a volunteer driver, usually a friend, family member or neighbor, to drive them to destinations such as medical appointments, grocery stores, and social activities. Each month, participants will receive \$0.575 per mile to reimburse their volunteer driver. This program was created for individuals who are unable to drive or utilize public transportation.

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.

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.

Boston Pathway Review

In the winter of 2018, Massachusetts Bay Transportation Authority (MBTA) exercised the right to use an optional service 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 is 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 time 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.



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.

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.

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.



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.



Sacramento Food Bank & Family Services (SFBFS) is the largest nonprofit provider of basic human needs in Sacramento County. SFBFS has evolved from a food pantry to a provider of services for lifelong Sacramento residents-as well as immigrants and refugees who have chosen to make Sacramento their home. Each client we serve comes to us with a unique set of circumstances. Each also comes with a collective hope: a step out of poverty and into a future that allows them to flourish.



Since 2010, Meals on Wheels by ACC has provided millions of nutritious meals to seniors aged 60 years of age or better in Sacramento County. They offer home-delivered meals to seniors who have difficulty leaving their homes or preparing food for themselves.

They serve about two thousand Sacramento County seniors every week, and with the help of hundreds of volunteers and supporters, their program also provides friendly visits, status checks, and other safety-net services on top of home-delivered meals.



River City Food Bank's (RCFB) mission is to alleviate hunger in Sacramento County by providing healthy, emergency food and other assistance, offering referrals and promoting self-sufficiency through a variety of support services. RCFB helps people avoid

a crisis and work toward self-reliance by providing a short-term food supply when they are unable to meet basic living expenses.



Finance

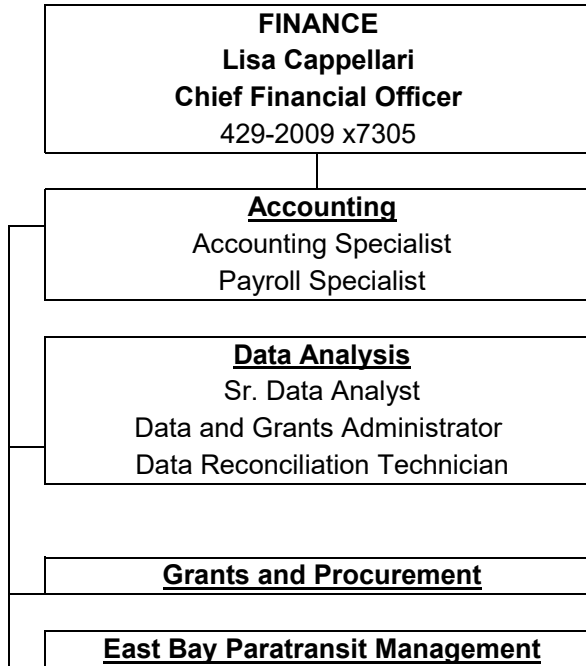
Accounting

Statistics

Grants and Procurement

East Bay Paratransit Management

FY 2021/22
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.

Data Analysis and 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.

East Bay Paratransit Management Services

East Bay Paratransit is a public transit service for people who are unable to use regular buses or trains, like those operated by AC Transit and BART, because of a disability or a disabling health condition. East Bay Paratransit was established by AC Transit and BART to meet requirements of the Americans with Disabilities Act (ADA). East Bay Paratransit's dispatch, reservations, eligibility, and customer service functions are performed by TransDev. TransDev works with 3 service providers who drive the buses: A-ParaTransit, MV Transit, and First Transit.

Paratransit, Inc.'s role as Paratransit Coordinator is to work as a liaison between AC Transit, BART, and TransDev by facilitating weekly staff meetings and Service Review Advisory Committee meetings every other month. Paratransit, Inc. monitors the contract between AC Transit/BART and TransDev as well as the contracts between TransDev and the 3 service providers. In addition, Paratransit, Inc. completes the monthly operations report which provides management with operations statistics, financial data, on-time performance and scheduling data, as well as information on complaints, commendations, accidents, road calls, and eligibility certification.

Paratransit, Inc. also prepares the annual expense budget for East Bay Paratransit, completes applications for revenue sources such as Sales Tax Measures B, BB, and J, and assists in Request for Proposal creation. When East Bay Paratransit needs a 3rd party for escalated customer service situations, Paratransit, Inc. provides this technical support as well. Paratransit, Inc. appreciates the work we are able to do with AC Transit, BART, TransDev and all the East Bay Paratransit staff!



Operations

Dispatch

Driving and Training

CTSA Maintenance

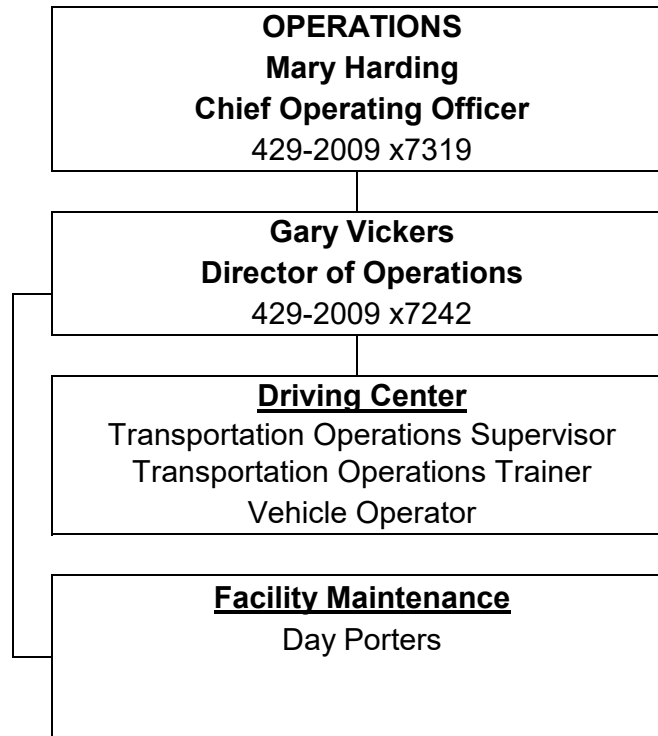
Contract Maintenance

Scheduling

Facilities

Food Delivery

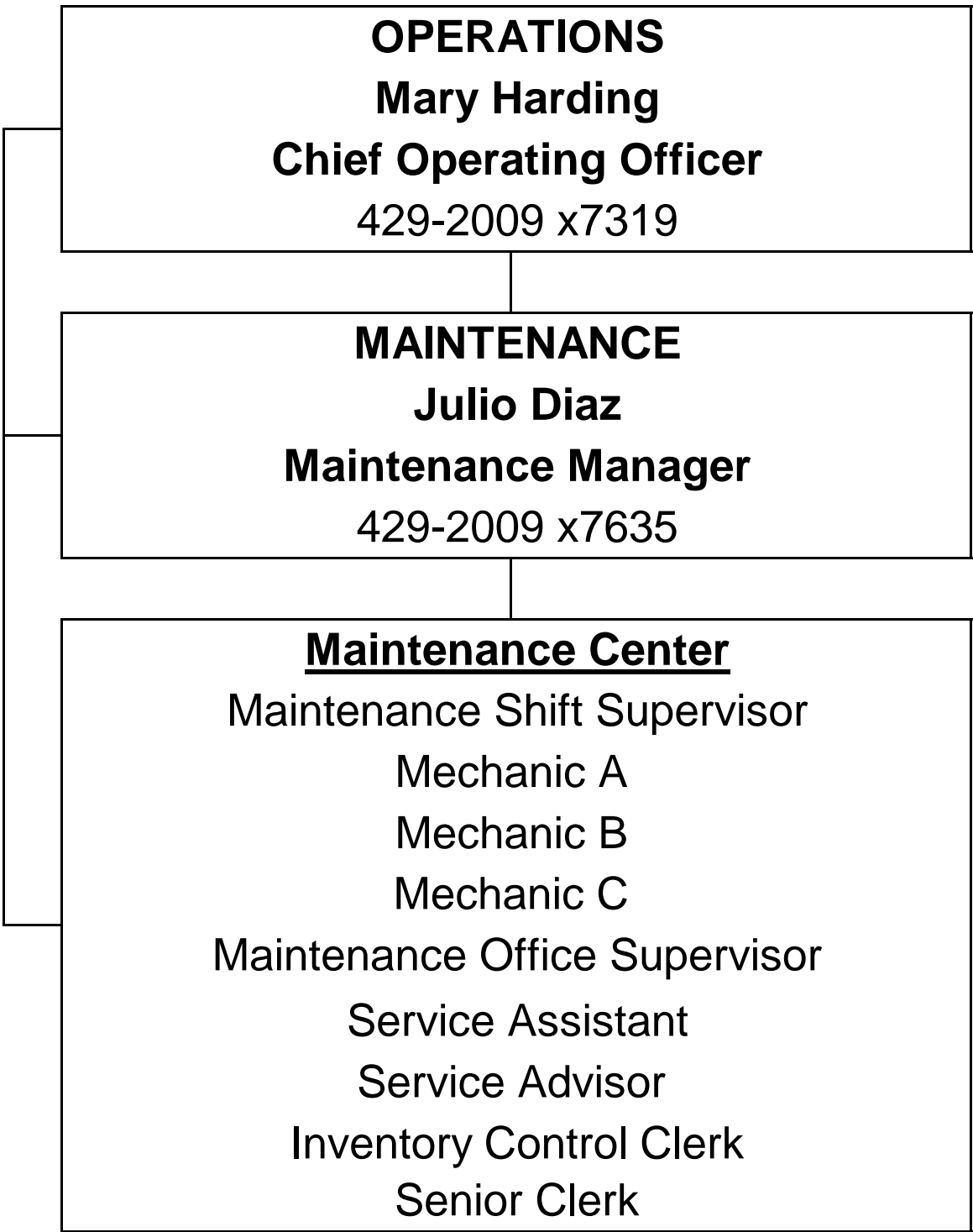
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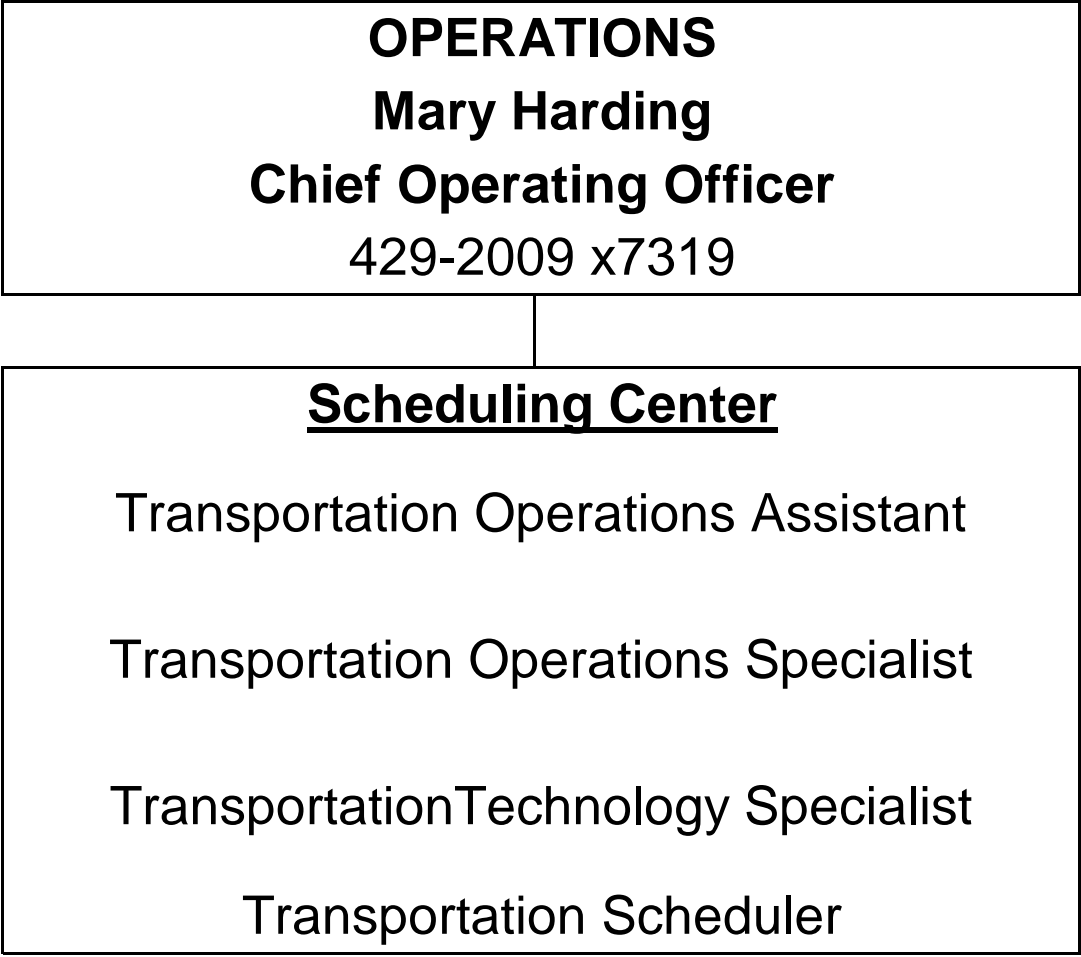
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PARATRANSIT, INC. ORGANIZATIONAL CHART



FY 2021/22
PARATRANSIT, INC. ORGANIZATIONAL CHART



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.

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, and the supervision of approximately 30 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 Roadeo which, depending on placement may result in the competition at the National Bus Roadeo.

Day Porters

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

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.

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 Stormwater Regulations of the State Water Board.

Maintenance

Our Department operates based on daily vehicle maintenance schedules, vehicle break downs, and customer request. We also assist the Transportation Department to have the largest amount of vehicles available for their daily routes, assist with road calls, assist drivers over the phone to trouble shoot the lift and interlock systems, and dispatch the tow truck, if needed. We assist CTSA partners in a 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.
- Perform preventive safety maintenance every 5,000 miles or 60 days whichever comes first. This includes a detailed inspection of our units.
- Perform around 1200 preventative maintenance services which includes transmission services, wheel bearing services every 30,000 miles. Perform 23,000 repairs.
- Perform minor and major engine repairs.
- Perform In-house minor body work repairs, such as lower body fender reinforcement and driver door skin reset. These jobs require minimum paint or none at times.
- Vehicle Body reseal to prevent water leaks inside the bus interior.
- Transmission minor repairs and overhauls done in-house to reduce cost of replacement of units.
- 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 SacRT annual vehicle and documentation inspections, as well with Cal Trans Inspection (every 2 years) .

- Maintenance facility is CNG compliant.
- Our Maintenance Department also performs Taxi inspections to taxi associations every two years as required by City of Sacramento.
- Taxi inspections and brake and lamp inspections

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 on due date or mileages whichever comes first
- Assist agencies scheduling their inspections, write ups and other services needed
- Pickup and deliver vehicles as per CTSA agreement when needed
- Invoices are processed weekly and billed to CTSA agencies for jobs performed
- Update mileage as vehicles come for service or fuel
- We are projecting performing around 200 preventative maintenance services and around 1400 repairs

Partner Agencies

1. ACC Senior Services
2. DDSO
3. Elk Grove Adult Community Training
4. Meals on Wheels by ACC
5. Sutter Senior Care I and II
6. St Johns
7. UCP
8. Easter Seals
9. Sacramento Foodbank and Family Services
10. River City Foodbank

Outside Agencies not CTSA that we perform services and repairs.

1. A Family Affair
2. ACC Senior Services
3. Meals on Wheels by ACC
4. Easter Seals – Increased their fleet this year with new buses.
5. Sutter Senior Care I and II – Increased their fleet this year with new buses.
6. The Commons of Elk Grove
7. UCP
8. Others