

PROPOSAL FOR MANAGEMENT AND OPERATION OF SPECIALIZED PARATRANSIT SERVICES

In Response to RFP No. 158064 Issued by: The County Of Nevada

Submitted to:

**Nevada County Purchasing Division
950 Maidu Ave Nevada City, CA 95959**



Proposing Firm:

**Paratransit Services
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**Proposal Due:
June 17th 2022**

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CORPORATE BOARD OF DIRECTORS

- Dr. Paul Aufderheide, DPM
- Eugene Löbe
- Lois Anderson
- William H. Mahan
- Ken Mahan
- Mary Ann Huntington
- Bryan McConaughy

David Baker
President/CEO

Since 1980, the mission of Paratransit Services has been to provide quality coordinated transportation and community services that meet the needs of the people we are entrusted to serve.

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June 17, 2022

Nevada County Purchasing Division
Eric Rood Administrative Center, 1st Floor
Suite 129
950 Maidu Avenue
Nevada City, CA 95959

RE: PROPOSAL IN RESPONSE TO RFP FOR MANAGEMENT AND OPERATION OF SPECIALIZED PARATRANSIT SERVICES (#158064)

Dear Nevada County Purchasing Division,

Paratransit Services has reviewed *Request for Proposal for Management and Operation of Specialized Paratransit Services* released May 18th this year. We have also received and reviewed the subsequently issued Addenda.

Paratransit Services has proven to be a reliable contractor in Nevada County, and we have earned an excellent reputation from our contracting partners throughout Washington, Oregon, and Northern California. Our partners appreciate our attention to detail, and our dedication to high standards of performance.

Our *Proposal* on the pages that follow reaffirms our commitment to operate for Nevada County Now, a public transit program that is safe, on time, and responsive to needs of the local community. These have been trying times for transit systems due to the pandemic, but our team in Nevada County has risen to the occasion.

During the contractor selection process, my contact person is Business Development Manager, Jeff Lozensky Jr. (jel@paratransit.net) His contact information is provided below:

Office: (360) 377-7176 ext. 399
Cell: (360) 328-8782
FAX: (360) 377-6017

I look forward to continuing the great working relationship that has been established between The County of Nevada and Paratransit Services!

Sincerely,

David W. Baker
President / CEO



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The Following Proposal is Paratransit Services Response to the Request for Proposals issued by The County of Nevada Purchasing Division. Paratransit Services acknowledges the receipt of the following documents in correspondence with the RFP titled:

PROPOSAL FOR MANAGEMENT AND OPERATION OF SPECIALIZED PARATRANSIT SERVICES (#158064)

We acknowledge that we have received and understand the following documents:

2022-Paratransit Services- FINAL.pdf
Attachment B-Paratransit Cost sheet_2022.xlsx
Addendum No. 1- FINAL.pdf
REVISED- Attachement A - Paratransit Cost Sheet.xlsx
Addendum No. 2- FINAL.pdf
18-19 Combined Services_MASTER.xls
19-20 Combined Services_MASTER.xls
20-21 Combined Services_MASTER.xls
21-22 Combined Services_MASTER.xls

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TAB A: FIRM QUALIFICATIONS

BRIEF HISTORY OF PARATRANSIT SERVICES

Paratransit Services, the firm submitting this *Proposal*, is a private, nonprofit 501(c)(3) transportation services company based in Bremerton, Washington.

Our origin as a company goes back to northwestern Washington in **1980**, when we were part of the Kitsap Peninsula Housing and Transportation Association (KPHTA). In response to a local need for accessible transportation services, several nursing homes, group homes, social service agencies, and community service agencies donated their vehicles to develop a pool of transportation resources. KPHTA employed the drivers, dispatchers, and staff to operate specialized transportation services for the clients served by participating agencies. These coordinated services laid the groundwork for specialized public transportation in Kitsap County.

In July 1984, the KPHTA Board of Directors voted to separate the transportation section into its own nonprofit entity, and “Kitsap Paratransit” was formed. Four years later, in recognition of the *multi-county* services that Kitsap Paratransit was providing, our name was changed to “Paratransit Services.”



In addition to being the year that we officially became “Paratransit Services,” 1988 also marks a significant business milestone: it is the year that we established a pilot program for the State of Washington to demonstrate the brokerage system as a means of managing Medicaid transportation systems. This successful demonstration was the beginning of a related, yet new, business venture for Paratransit Services and a new direction for the State of Washington. In 1990, with Paratransit Services providing Medicaid transportation brokerage services for five northwestern Washington counties, the brokerage model was adopted statewide. Paratransit Services continues to provide this important service today.

As the need for our services has grown over the years, our geographic reach has extended to include public transit systems in Washington State, Oregon, and Northern California. In 2012 we became the operator for Nevada County, CA and have served the Grass Valley community ever since.

42 Years of Transit Experience

Since 1980, we have been providing transportation services in partnership with transit agencies, social services organizations, municipalities, counties, our state government, and other transportation providers to deliver a broad catalogue of transit services—fixed route, Dial-A-Ride, vanpools, employee shuttles, deviated fixed route service, Non-Emergency Medicaid Transportation (NEMT) brokerage and transportation services, and special event transportation.

In many cases, we were instrumental in getting local transit programs started. In all cases, we provide transportation services with quality, safety, and sensitivity. Although we have grown in size since we operated our first small fleet of buses over 40 years ago, we have always been true to our original identity as a community-based transportation company providing an essential social service. A strong commitment to act in the public interest underpins our management philosophy, and that is why we are organized as a *non-profit company*.

THE “PARATRANSIT SERVICES WAY”

The “Paratransit Services Way” is a transit operations management philosophy based on full corporate support for all operations sites, uniformly applied policies and procedures, excellence in service through dedicated employees, and a company-wide commitment to the communities we serve.

Full corporate support

All of our transit locations receive a full menu of support services from our personnel at Paratransit Services Corporate Headquarters in Bremerton, Washington. These services, which will continue to be available to our staff in Grass Valley, include *Operations Management, Human Resources, Payroll, Safety and Training, Risk Management, Technical Services, Finance and Accounting, and Grant Writing*.

Uniformly applied service standards

Paratransit Services uses several methods (such as daily *Labor Utilization* reports for each transit location, comprehensive annual site audits by our corporate Safety and Training Department, and written Policies and Standard Operation Procedures) to ensure that all of our locations meet the same high standards for quality, whether located in Washington State, Oregon, California, or wherever we are given the privilege of providing public transportation.

Excellence begins with our people

Implementation of the “Paratransit Services Way” requires people who have, in addition to their job skills, an appreciation for public service. Paratransit Services employees are coached that the service we provide requires that we do the very best job we can every day. We support our employees with training and tools to help them to be successful, and let them know that they are valued members of the Paratransit Services team!

Commitment to the community

Our local staff attend transit advisory meetings, participate in community groups, and often volunteer their time to provide transportation to special local events. They also participate in local, regional and state coordination meetings.

In summary...

Our service approach is built on over 40 years of experience in the business of driving safely, operating routes on time, taking good care of the buses we drive, and treating our passengers with courtesy and sensitivity. These things support our Mission to provide quality coordinated transportation and other community-based programs that meet the needs of the people we are entrusted to serve.

It's the *Paratransit Services Way!*

CLIENT LIST, PAST 5 YEARS

- California**
- County of Tehama, 2002-present
 - Glenn County Regional Transit Committee, 2006-present
 - Lake Transit Authority, 2007-present
 - Far Northern Regional Center, 2008-present
 - Lassen Transit Service Agency, 2011-present
 - Calaveras County, 2011-2018
 - Calaveras Transit Association, 2018-present
 - **Nevada County, 2013-present**
 - Town of Truckee, 2015-present
- Oregon**
- Central Oregon Intergovernmental Council, 2013- 2021
 - Rogue Valley Transportation District, 2005-present
- Washington**
- City of Longview, 1995-present
 - State of Washington (NEMT program), 1988-present

BOARD OF DIRECTORS

We are governed by a distinguished Board of Directors who represent a diverse group of community and business leaders. They are dedicated to furthering the mission of Paratransit Services to provide exceptional management of public transit systems, as we work in partnership with the agencies that contract with us to address the transportation and mobility needs of the communities we serve.

- **William Mahan, Chairman.** Appointed to the Board on January 1, 2005, Retired President/CEO Paratransit Services 1994-2004. Distinguished public service career



including 20 years as a Kitsap County Commissioner and 12 years as Port of Bremerton Commissioner.

- **Lois Anderson, Director, former Chair.** Appointed to the Board on October 14, 1993, Retired manager of High-Capacity Transportation and Transportation Demand Management Offices, Washington State DOT, Olympia; former Mountlake Terrace Mayor.
- **Dr. Paul Aufderheide, Director.** Appointed to the Board on Aug 3, 1989, Podiatrist in Kitsap County for over 25 years, former president and current member of the Washington State Podiatric Medical Association, and member of the American Podiatric Medical Association.
- **Ken Mahan, Director.** Appointed to the Board on January 1, 2005, Kitsap County Senior Building Inspector for 17 years, and co-owner, Mahan’s Inc. Heating and Air Conditioning, Bremerton.
- **Mary Ann Huntington, Director.** Appointed to the Board on January 29, 2008; Elected to serve as Port of Bremerton Commissioner November 1989, and served for 18 years; Former restaurant owner and member Kitsap Association of Realtors.
- **Bryan McConaughy, Director.** Appointed to the Board on September 27, 2018, Principal of BMC Consulting LLC based in Gig Harbor, Washington. Extensive work with local municipalities and nonprofit groups, including Cities of Bremerton and Poulsbo, Kitsap Mental Health Services, and Semancik Foundation.
- **Kristine M. Reeves, Director.** Appointed to the Board on April 28, 2022; Former South Sound Director and Statewide Veterans Representative for Sen. Patty Murray, Former WA State Representative (2016-2019)

SERVICES OFFERED BY PARATRANSIT SERVICES

All of our public transit contracts receive comprehensive, professional support services from our corporate team of exceptional, dedicated professionals.

Our corporate philosophy is that we are here to support the sites and every single corporate staff person is fully committed to fulfilling this mission. Our General Managers and sites feel completely supported and that corporate support is available to them on an ongoing and urgent basis. It is not uncommon for various team members to visit the site in support of various activities, whether it’s to provide training or technical support or to learn more about a site in order to enhance our services.

Developing Excellent Working Relationship with Agency

Our corporate team emphasizes close communication and shared vision with the transit agencies that contract with us, and responsiveness to the needs of the transit program. Whether we are helping a transit system to upgrade its technical systems, or purchase vehicles, or expand routes, we are always looking for ways to collaborate with the transit agency and other stakeholders in the service area to make a positive contribution to the transit program. It is only by clearly

understanding the vision of the transit agency we are working with, that we can then insure our support is directed appropriately.

Our corporate team seems to be constantly on the move as they visit our locations in Washington, Oregon, and Northern California to support our local staff and meet with transit agency members. Our Chief Operating Officer, Christie Scheffer, visits each location personally on an ongoing basis and is *always* accessible to our contracting partners. She works closely with the agencies that have placed their trust in us, to ensure that Paratransit Services exceeds their expectations for contract performance. Our President/CEO David Baker also visits each site every year, and personally makes company award presentations to local staff.

Our department heads similarly collect their share of frequent flier miles in support of our transit locations. Our Director of Safety, Security and Operations, Bill Kluth, visits each site annually to perform driver evaluations, review training records, and to support local training staff. Our Human Resources and Payroll Manager personally visits each site for benefit plan enrollments, and our IT Director and Network Analyst, adept as they are as resolving technical issues remotely, still find that sometimes there is no substitute for personally visiting a facility and working hands on.

“...as involved as you want them to be”

It is very gratifying to us when our transit agency customers let us know they appreciate the work we do, and that they value the working relationships we have established. Here are some excerpts from reference letters (full text included in Attachments):

“Paratransit Services is a very professional company with the highest standards and an excellent performance record.”

Julie A. Brown
General Manager
Rogue Valley Transportation District.

“We have an effective partnership that allows us to serve the public and further develop the regional transit system, It has been a pleasure to work with Paratransit Services...”

Barbara O’Keeffe
Former Deputy Director Transportation
County of Tehama

“My experience with Paratransit Services is easily the best that I have had. The company demonstrates a core value of responsibility for its operations. The president and vice presidents of the company know every contract, and every operation. They are as involved as you want them to be.”

Mark Wall
Former General Manager
Lake Transit Authority

Executive Leadership and Management



Our Executive Team is committed to providing management support and guidance to all of our General Managers. This includes practical guidance on daily operations, budgeting and financial matters as well as support with service development, transportation coordination or pilot projects and planning support for a variety of services:

- Conducts site visits for review of operations, training and planning support.
- Reviews operational performance and financial data and provides guidance to GM's for improvement.
- Responds to requests for specific support with various projects, document development and planning.
- Assists in development of outreach materials
- Insures General Managers are kept current on ADA law and regulations
- Provides management skills, communication and time management guidance
- Oversees Contract Compliance Review
- Develops Annual GM Training Summit
- Utilize several in-house database applications to monitor various contract parameters, and to ensure that potential trouble spots are addressed proactively. These include our Accident Database, Contracts Database, Vehicle Inventory Database, and our Site Labor Utilization Database.

Finance/Accounting

Our Accounting and Finance Department staff manage our A/P and A/R systems, prepare our financial statements, and generate other financial reporting documents as required by various federal, state, and local governments where Paratransit Services does business. The finance department:

- Coordinates and assists sites with budget preparation and answers budget questions throughout year.
- Reports financial information to GM's monthly, quarterly, annually, and as requested by sites for various reasons (personal property tax, compliance reports, etc.).
- Fixed asset tracking.
- A/P and A/R processing, payments, research, etc.
- Purchase card (AMEX) processing and support.
- DBE tracking and reporting.
- Financial audit compliance and internal controls monitoring.

Safety, Training, and Operations

This department is considered critical to ensuring we meet the highest standards for safety, security and customer service across the company. In addition:

- Develops driver training curricula for our transit operations, and monitors our training programs to ensure that they remain current with new regulations and techniques.

- Oversees programs relating to driver qualifications and licensing, and ensures that Paratransit Services drivers receive comprehensive instruction in the safe operation of their service vehicles.
- Issue training certifications and maintain training records for all Paratransit Services drivers.
- Conducts a comprehensive annual Safety, Security and Operations Audit, reports back on findings and establishes a list of any corrections that need to be made. The site then conducts (using the same audit form) a self-audit six months later and coordinates the findings and corrections with this department.
- Provides Train the Trainer courses for all site trainers.
- Provides ongoing hands on training support at the sites to assist with a new class of drivers or train a new Supervisor.
- Coordinates with Risk Management department to conduct root cause analysis of every preventable collision and incident and recommend appropriate follow-up training.

Information Systems and Technology

The Corporate IT department is available 24 / 7 to assist all of our remote sites. The IT department provides equipment and resources for daily data backup, technical, hardware, and software support for all employees at each site. Some items of note are:

- Verizon Cellular Telephone support for phones and tablets
- Time and Attendance equipment for the HR ERP software
- Network support for the LAN
- VPN Access to headquarters resources and data
- Google Workspace integration for Video storage, e-mail, and cloud based services
- AAA4 compliance

Corporate IT budgets 1 or 2 visits to remote sites annually as well as ad-hoc visits if needed. These visits are designed to allow remote sites to define the visit to meet their needs in regard to training and technical support. The visit also includes compliance with anti-virus, backup, and other corporate IT processes and policies. We also use these visits to update network topography, site information sheets, and photos of the configuration of spaces to allow remote operators to visualize the workspace while working remotely.

Regional Maintenance Oversight

- Provides regional oversight to the maintenance operations of the fleet we operate under contracts with Lake, Tehama, Nevada, Glenn, and Lassen Counties in Northern California.
- Provides technical support to the Nevada County operations and is available to review and provide input on all maintenance matters.

- Provides assistance in preparing for and during annual California Highway Patrol Motor Carrier Inspections

Insurance and Risk Manager

This department manages all ‘risk associated’ functions within the company.

This departments services include:

- Directing the purchase of insurance coverage.
- Management of claims and loss control activities.
- Management of relationships with third party service providers.
- Acts as liaison between insurance carriers, General Managers and attorneys on any litigation.
- Responsible for administering the company's Workers Compensation program.
- Coordinates with the Safety, Training and Operations Department to review every incident and collision that occurs and perform root cause analysis of these events.
- Oversees the D&A Program

Human Resources and Payroll Manager

This department supports General Managers and Employees with all necessary items and general day to day actions as needed to keep them informed of changes to Policy and Updated Company Information. It oversees the following activities for the HR and Payroll Department:

- Background Checks
- New Hire Packets
- Verification of Employment
- Motor Vehicle Reports
- FMLA Administration
- Benefits Administration (Medical, Dental, Vision and Voluntary elections)
- Policy and Procedure Updates
- Pay Stats
- New Hire data entry
- Benefits Admin (Medical, Dental, Vision and Voluntary elections)
- Retirement Plan
- Maintain and Maintenance of Employee Records
- Administer all Leave types
- Payroll System Support
- Payroll Processing

Drug and Alcohol Program Management

Our Drug & Alcohol Program provides support to site managers to help them comply with the DOT/FTA required testing and reporting as well as the company anti-drug and alcohol program. The DAPM does this by:

- Providing ongoing training for managers regarding drug and alcohol policy and procedures
- Creating and providing training materials for managers to use for training employees
- Preparing and maintaining employee drug and alcohol testing files; assuring accuracy, compliance and confidentiality.
- Communicating with collection site clinics to ensure all testing paperwork and procedures are followed according to regulation requirements.
- Setting up new testing sites when necessary to make it easier for managers to comply with regulations.
- Coordinating with the third party administrator to ensure government documents, test results, problems in testing, and safety issues related to lawful and unlawful drug use are addressed in a timely fashion.
- Reconciling and submitting billing for drug and alcohol testing and CDL physicals
- Supporting the DOT/FTA required random testing of safety sensitive employees by maintaining the company random pool, providing managers with lists of employees for random testing cycles, and maintaining a random matrix for managers to use in order to best comply with random testing federal requirements.
- Working closely with the Risk Manager, HR Director, and Safety Director to provide guidance regarding post-accident and reasonable suspicion drug and/or alcohol tests according to policy and regulations.
- Preparing and submitting government DAMIS reports on behalf of the site
- Updating and distributing the FTA and company drug and alcohol policies as necessary
- Responding to state and federal audit requirements on behalf of the site
- Communicating with DOT/ FTA in order to become a subject matter expert and resource for important information and procedure knowledge for managers.

PARATRANSIT SERVICES TRANSIT AWARDS

WSDOT 2016 Wall of Fame



Paratransit Services General Manager Betsy DeSpain and her staff in **Longview, Washington**, were named to the 2016 Wall of Fame at the Washington State Department of Transportation (WSDOT) 40th Annual Public Transportation Conference held September 18-21 at the Wenatchee Convention Center.

Ms. DeSpain has been General Manager for Paratransit Services' *RiverCities LIFT* operation since 2005. *RiverCities LIFT* is the ADA public transit complement to *RiverCities Transit*, the fixed route system (operated by the City of Longview) serving the cities of Longview and Kelso.



In receiving Wall of Fame honors, Ms. DeSpain was acknowledged for her emphasis on the “values of safety and positive, supportive professionalism,” as demonstrated by her outstanding efforts to keep her buses running the previous winter during weather conditions so harsh that Governor Inslee declared a State of Emergency. During heavy rains, flooding, landslides, and road closures, Ms. DeSpain was the first to arrive and the last to depart the transit command center, playing a pivotal role in minimizing disruptions to the ADA transportation system that provides a vital service for people with special needs.

In addition to Ms. DeSpain’s individual award, her *RiverCities LIFT* staff was honored as well for their work during those severe winter conditions. As stated on their award plaque, they “rose to the challenge of keeping *RiverCities LIFT* running as smoothly as possible. They knew their work provides an important community connection for seniors and people with disabilities, and they did not want to allow the weather to break that link.”

CalACT 2016 Transportation Manager of the Year and Above and Beyond Awards



Paratransit Services was recognized during the CalACT 2016 Spring Conference and Expo for outstanding work done by our California staff during the wildfires that raged throughout the northern part of the state the previous summer and fall. We operate public transit systems in **Calaveras and Lake Counties in California**, and our drivers and other personnel based in the communities of San Andreas and Lower Lake worked with first responders to move people threatened by the fires to safe locations.

As a result of these evacuation efforts, and assistance provided in setting up shelters and helping people who were displaced, **Paratransit Services, Calaveras Transit, and Lake Transit Authority** received Q’Straint “2016 Above and Beyond” Awards at a March 29 Conference luncheon. In addition, **Wanda Gray**, Paratransit Services’ Regional Manager and Lake County Project Manager, received a CalACT “2016 Transportation Manager of the Year Award.”

OTA 2014 Outstanding Public Transportation Employee Award



Edoardo Turati, a Paratransit Services driver for Valley Lift, based in in **Medford, Oregon**, was honored with an “Outstanding Public Transportation Employee” Award at the Oregon Transit Association (OTA) 2014 Public Transportation Conference held in Seaside, Oregon. Edoardo was presented with the award by OTA Executive Director Kelly Ross during the Award Luncheon held October 21, 2014 at the Seaside Civic and Convention Center.

Valley Lift is the Americans with Disabilities Act (ADA) accessible transit program serving greater Medford, Oregon. Paratransit Services, a nonprofit company based in Washington State, has operated Valley lift for the Rogue Valley Transportation District since 2005. Mr. Turati has

been a Valley Lift driver for the past 13 years, and has twice earned the company's Medford Driver of the Year honor.

The purpose of the OTA Outstanding Public Transportation Employee Award is to honor "an employee of a public transportation system who has made outstanding contributions to the public transportation industry." Mr. Turati was nominated for the award by Paratransit Services Medford General Manager, Bill Kluth.


OTA 2011 Outstanding Public Transportation Employee Award

Paratransit Services employees understand that the work we do makes a positive difference in the lives of the people we serve. This was brought home in a dramatic way in **Bend, Oregon**, where one of our Dial-A-Ride clients was rescued from dire circumstances thanks in part to the vigilance of one of our staff members.

Debbie Robidoux was a Customer Service Representative in Bend, and she had come to know the habits of the clients who called our dispatch office to schedule trips. After one of our vision impaired clients had been a "no show" for two consecutive days, Debbie became concerned and contacted the doctor's office and confirmed that the appointments had been missed and, importantly, that this was unusual behavior for the client. Debbie then contacted her supervisor, and it was agreed that the police should be contacted. When the police went to the client's house to investigate, they discovered the client had fallen in his closet. He had been stuck there for two days, was severely dehydrated, and needed to be transported to the hospital for treatment.

This story has a happy ending, and it's not a stretch to say the client's life was saved in no small part due to Debbie's vigilance. She was nominated for the 2011 Oregon Public Transportation Award by our General Manager in Bend. Not only did she receive the award, but a new OTA award category was created as a result of her exemplary actions: The Oregon Transit Association Hero Award!

CalACT 2009 Outstanding Rural Program Award: Lake Transit

 Paratransit Services received a ringing endorsement of its transit system management practices when one of our California operations, *Lake Transit*, received the Outstanding Rural Program Award, presented at the 2009 CalACT Spring Conference and Expo Awards Program in San Diego California.

The award was presented by CalACT Chairman George Sparks to Mark Wall, Transit Manager of Lake Transit Authority (LTA), during the Awards Program luncheon on March 18. In receiving the award, Mr. Wall praised the attention given by **Paratransit Services** to ensure the success of **Lake Transit**. "I always see their executive team on-site providing support to the local staff," he noted, "they are a very 'hands-on' company."

WSDOT 2009 Hood Canal Bridge Project





The Washington State Department of Transportation awarded **Paratransit Services** a certificate “For its excellent service in support of the May-June 2009 State

Route 104 Hood Canal Bridge closure which helped the Project Team deliver this world class project.”

The Hood Canal Bridge provides a vital link between the Kitsap and Olympic Peninsulas. When it was taken out of service for repairs for this project, a ferry system was used to take commuters and other travelers across the canal. Paratransit Services transportation brokerage call center staff worked with our subcontracted ride providers to shuttle travelers to and from the ferry points until service across the bridge was restored. Paratransit Services is actively involved in the communities we serve, and we are responsive when special situations arise where our assistance is needed.

2008 Above and Beyond in Special Needs Award: Lake Transit Driver Ruby Jo Scribner



In addition to learning the skills necessary to operate their vehicles safely, courteously, and on time, Paratransit Services drivers are also trained in proper technique for emergency situations. This training was put to good

use by **Lake Transit** driver Ruby Jo Scribner during an unforeseen vehicle emergency that began as she was transporting ten passengers up the Glasgow Grade one fall morning in Lake County. She noticed smoke coming from underneath the bus, and promptly pulled over and evacuated the passengers. As she and her passengers waited a safe distance from the smoking bus, the front end caught fire. The CHP and fire department quickly arrived on the scene, and the fire was extinguished.

Although damage to the vehicle was extensive due to smoke and heat, there were *no injuries*. Everyone was evacuated safely, thanks to the quick thinking of Ms. Scribner. In recognition of the professional manner in which she responded to this emergency, Ms. Scribner was presented with a 2008 *Sure-Lok Above and Beyond in Special Needs* award at the Spring 2009 CalACT conference.



TAB B: EXPERIENCE AND REFERENCES

42 YEARS OF TRANSIT EXPERIENCE

Experience providing contract driver services for fixed route and paratransit transit services

Paratransit Services has covered a lot of ground in its 42-year history. One of the first public transit systems that we operated as a contractor was the Dial-A-Ride service for Clallam Transit System in northwestern Washington. The service area went through the Olympic Mountain Range, and served a wide, rural, mountainous region where the three major urban areas (Sequim, Port Angeles, and Forks) are separated by long distances served by only one arterial highway, US 101. We took pride in our ability to reach residents in even the most distant and least populous parts of the county while maintaining high standards for operational efficiency and service coordination. We operated Clallam Paratransit for *25 years* (1986-2011).

Northern California. We began providing service in Northern California in 1998, and many of our public transit contacts there have included rural and small urban routes through the lower elevations of the Sierra Nevada or North Coast mountain ranges. We appreciate the unique geographical settings in which we have been privileged to work, and that experience has contributed to our success in Nevada County, CA.

CURRENT LOCATIONS

Corporate Headquarters and NEMT Call Center

Paratransit Services

4810 Auto Center Way, Ste. Z

Bremerton, WA 98312

David Baker, President/CEO

Paratransit Services maintains a website

at www.paratransit.net

Satellite Offices:

Glenn Transit

*Dev Fixed Route and
Dial-A-Ride
258 N. Butte St.
Willows, CA 95988
Michelle Lange, GM*

Gold Country Lift

*ADA Paratransit
900 Whispering Pines Lane
Suite 210
Grass Valley, CA
Matt Trefero, GM*

Valley Lift

*ADA Paratransit
239 East Barnett Road
Medford, OR 97501
Jason Lignons, GM*

Calaveras Transit

*Dev Fixed Route
750 Industrial Way
Sam Andreas, CA 95249
Cynthia Lawrence, GM*

Lassen Rural Bus

*Fixed Route and Dial-A-Ride
701-980 Johnstonville Road
Susanville, CA 96130
Caleb Schortz, GM*

Truckee Transit

*10713 Riverview Dr.
Truckee, CA 96161
Ron Leal, GM*

Lake Transit

*Fixed Route and Dial-A-Ride
9240 Highway 53
Lower Lake, CA 98457
Gary McFarland, GM*

RiverCities Transit

*ADA Paratransit
254 Oregon Way
Longview, WA 98632
Morrie Christensen, GM*

TRAX and ParaTRAX

*Fixed Route and Dial-A-Ride
1509 Schwab Street, Suite A
Red Bluff, CA 96080
Sharon Young, GM*

WE ARE THE CURRENT CONTRACTOR IN NEVADA COUNTY CA.

Nevada County, California; 2013–present

From an operations facility in Grass Valley, Paratransit Services provides the ADA complement to Gold Country Stage, and vehicle maintenance for the 12-vehicle ADA fleet, under contract with Nevada County.

Previously, the ADA service was provided by a local nonprofit firm, using their vehicles, and branded predominantly as a service of that firm. When we were asked what we wanted to call the service as the new contractor, we encouraged the County to use the opportunity to rebrand the service in a way that linked it to Gold Country Stage, the fixed route system operated in-house by the County. Our suggestion, “Gold Country LIFT,” was approved and the rebranding process began. Paratransit Services developed various aspects of marketing activities, such as brochure and website redesign, and vehicle decal and logo branding. In addition, prior to the start of service, we sent out advance notices about the name change, the new phone numbers, the new branding, rules of ridership etc., and met with over a dozen facilities. We then personally called all of the clients.

It was a very successful transition. The feedback from the community, facilities, and Board (who received reports from the community) was overwhelmingly positive. The County and Board were very pleased with the work done by Paratransit Services, and were excited about the new “Gold County LIFT!” (recently rebranded as Nevada County Now).

Over the past nine years we have accomplished much to be proud of:

- Improved productivity to 2.17 passengers per hour



- Established a facility with secure fencing, a video surveillance system and secure entrance with a fully operational dispatch center, driver ready room and training center, administrative offices and maintenance support services.
- Upgraded our scheduling software to *EasyRides* that allows for efficient and effective trip scheduling and reporting
- Upgraded our vehicle communication system from Nextel hand held radios to KenwoodTK-7360HV/8360HU Mobile Radios through Banner Communications.
- Installed Mobile Data Terminals in all the vehicles to increase driver/dispatch communication, efficiencies in dispatch and daily and month end reporting.
- Piloted a project providing services to the neighborhoods of Tall Pines Mobile Estates, Mountain Air Mobile Park & RV, Forest Springs Mobile Home Park, Ponderosa Pines Mobile Home, and Grass Valley Mobile Home Village.
- Established policy and procedure for all aspects of complementary ADA service and DAR service, to insure safety, customer service, productivity and the efficient running of operations.
- Implemented immediate Pandemic Policy and Procedure in response to the COVID outbreak to include daily health screening of employees, mask utilization for staff and riders, procedures for distancing riders and drivers, obtaining Personal Protective Equipment and enhanced daily cleaning protocols.
- Applied for and were successful in obtaining grant funding from AAA4 to provide transportation to Seniors on Sundays (a non-service day for Nevada County Now) and provided over 100 trips per month pre-COVID.
- Established collaborative partnerships with the Health Department, Meals on Wheels and the local food bank to provide meals and grocery deliveries to those home-bound during the COVID pandemic. During this collaborative effort, over 10,000 meals and bags of groceries were delivered throughout the community.
- Established a power supply solution to power operations when PG&E rolling blackouts or Public Safety Power shutoffs occur.
- Participated in community outreach and planning activities with various transportation and non-profit agencies

We are looking forward to continuing to grow our current operations in Nevada County!

OTHER CONTRACTS IN NORTHERN CALIFORNIA

Truckee TART and Placer TART

Eastern Nevada County and Placer County, 2015-present

Response to Emergency Services. Paratransit Services has provided service in the Truckee region since November of 2015. The Town of Truckee sent out a plea to multiple transit contractors requesting emergency services as their existing contractor had just provided them with a 90-day termination notice. Paratransit Services was the only contractor who responded and was willing to step in immediately as the contractor. We transitioned the employees, set up an operations center, implemented policy, procedure and schedules and were ready for service on the contract start date.



It should be noted that this occurred at the start of the Winter Service season. It was a successful collaboration, and eventually, Paratransit Services was awarded a new contract to operate the transit program.

Operator since 2015! Paratransit Services has operated the service since 2015. We operate the public transit services in the greater Truckee – North Lake Tahoe region, known as Tahoe Truckee Area Regional Transit or TART. The Truckee – North Lake Tahoe region spans four different local jurisdictions; Placer County, Nevada County, and Town of Truckee in California, and Washoe County in Nevada. The Town of Truckee provides Truckee TART fixed route services operating within the Truckee Town limits and a general public demand response paratransit service know as Dial-A-Ride (DAR) that services all Truckee neighborhoods and commercial centers.

ADA Service Provider for Placer County TART. Paratransit Services also operates the complementary paratransit services within three quarters of a mile of Placer fixed route in North Lake Tahoe and in Truckee.

Night Service to Ski Resorts with Regional Connections. Paratransit Services provides Evening Service to Northstar and Palisades Tahoe (formerly Squaw Valley). Northstar operates 7 nights per week from 6pm to 11pm. Palisades Tahoe (used to be Squaw Valley) operates 7 nights per week from 6:30 am to 11:30 pm.

Truckee - Totals 2020 - 2021

<i>Annual Vehicle Service Hours:</i>	10192.88
<i>Annual Vehicle Service Miles:</i>	160104.00
<i>Annual Number of Passengers:</i>	25,319
<i>Client: Town of Truckee</i>	<i>Contact: Afred Knotts. Transit Program Manager</i>
10969 Stevens Lane	(530) 582-2489
Truckee, CA	aknotts@townoftruckee.com

Placer - Dec 2020 - June 2021

<i>Annual Vehicle Service Hours:</i>	1,274.00
<i>Annual Vehicle Service Miles:</i>	21,976.00
<i>Annual Number of Passengers:</i>	1,360
<i>Client: Placer County, DPW Transit</i>	<i>Contact: Will Garner</i>
3091 County Center Dr, Suite 220	(530) 745-7582
Auburn, CA 95482	WGarner@placer.ca.gov

Lassen Rural Bus
Lassen County, California, 2011–present

Paratransit Services has operated Lassen Rural Bus since July 2011. We provide a commuter service between Susanville and the Army depot in Herlong, a West County commuter service, summertime service to Eagle Lake, and a fixed route in Susanville with a **complementary Dial-A-Ride** service.



We also provide Dial-A-Ride service for the Lassen Life Skills & Job Training center in Susanville, which serves adults who are developmentally disabled. We are often called upon to transport this group, along with center support staff, to various destinations in the area, such as the library, or to Lassen College for their physical education class, or to WalMart; and then to take the center clients to their individual homes at the conclusion of the outing. This is a wonderful opportunity to provide a needed transportation service to the Susanville community, and it is greatly appreciated by center staff and their clients.

Our mechanics in Susanville are currently working with LTSA on the Maintenance Bay Expansion Project, helping to prepare for construction. It’s a great example of the “whatever it takes” attitude of Paratransit Services employees.

<i>Annual Vehicle Service Hours:</i>	<i>11,567</i>
<i>Annual Vehicle Service Miles:</i>	<i>223,992</i>
<i>Annual Number of Passengers:</i>	<i>49,476</i>

<i>Client:</i> Lassen Transit Service Agency 707 Nevada Street, Suite 4 Susanville, CA 96130	<i>Contact:</i> David Knaut, Transportation Planner (530) 251-2675 DKnaut@co.lassen.ca.us
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Lake Transit
Lake County, California, 2007–present

Operated by Lake Transit Authority (LTA), Lake Transit provides Fixed Route service in the towns of Clearlake and Lower Lake; Dial-A-Ride service to several communities on the perimeter of Clear Lake; regional “flex” service within the county; and Inter-Regional service to neighboring Napa and Mendocino Counties. Paratransit Services became the contractor for this service in 2007. In addition to route operations, our responsibilities include maintenance for the fleet of 34 vehicles.

Transition to Computer-assisted Dispatching. When we began this contract in 2007, the existing dispatching system was manual. At the request of the LTA General Manager, we researched and evaluated various dispatching software alternatives, and the third-party system *RouteMatch* was selected. We worked closely with the software vendor to ensure that the installation went smoothly and our staff was well trained on the new system, and the transition to computer-assisted dispatching was successfully implemented.

Mobility Management. In 2014 Paratransit Services was selected by LTA to establish a Mobility Management program in Lake County. With our Mobility Programs Coordinator, Karl Parker, we engaged with organizations both within and outside Lake County, and launched what today is known as “Lake Links.” In recognition of his accomplishments, Mr. Parker was presented with a CalACT 2018 *Outstanding Coordination Award* by Lake Transit Authority General Manager Mark Wall at the CalACT Spring Conference and EXPO Annual Awards luncheon.

NEMT Service. In the summer of 2015 Paratransit Services, working closely with LTA, established a non-emergency medical transportation (NEMT) program for Lake County residents. This is a particularly valuable service for County residents who need to travel to the cities of Santa Rosa and San Francisco for specialized medical care.

- ▶ *Lake Transit was twice named a CalACT Outstanding Rural Program Award winner: in 2017 and 2009.*



- ▶ *Mark Wall from Lake Transit Authority, and our Lake Transit General Manager, Wanda Gray, both received 2016 CalACT Transportation Manager of the Year awards.*
- ▶ *Paratransit Services' Lake Transit Mobility Programs Coordinator, Karl Parker, received a CalACT 2018 Outstanding Coordination Award*

Annual Vehicle Service Hours: 27,393
Annual Vehicle Service Miles: 695,634
Annual Number of Passengers: 134,188

Client: Lake Transit Authority
 367 N. State St, Ste. 204
 Ukiah, CA 95482

Contact: Lisa Davey-Bates, Executive Director
 (707) 234-3314
ldaveybates@dbcteam.net

Glenn Regional Transit

Glenn County, California, 2006–present

In October 2006 Paratransit Services began operating the Glenn Ride deviated fixed route and Volunteer Medical Transport (VMT) program in Glenn County, and in February the following year we added the Dial-A-Ride system (which we transitioned from a subsidized taxi service). We provide these services under contract with the Glenn County Regional Transit Committee/Glenn Transit Service (GTS). Glenn County is located in the North Sacramento Valley of California.

Glenn Ride. Glenn Ride provides general public deviated fixed route service to the Glenn County cities of Orland, Willows, Artois, and Hamilton City, plus the city of Chico in neighboring Butte County. Annually the service provides 60,000 trips.

Glenn Dial-A-Ride. Glenn Dial-A-Ride runs Tuesdays and Fridays within the cities of Willows and Orland. Riders for Dial-A-Ride must qualify for a Transit Service Card, which determines need based on the applicant’s age, disability, or income. The Dial-A-Ride service provides 2,000 trips annually.

Volunteer Medical Transportation Program. For the Volunteer Medical Transportation program, our staff in Willows recruits volunteer drivers and ensures that only clients deemed eligible by GTS receive the service. We coordinate the transportation and administer mileage reimbursements and stipend payments to the volunteer. We also monitor volunteer driver usage by each client, and track the trip costs each month for each client. Volunteer drivers are required to provide us with documentation for each trip, with information such as date and time of trip, location, mileage, and a signature by authorized personnel at the medical facility. This is a great service, and our staff in Willows carefully reviews all documentation to ensure that the Volunteer Medical Transportation program is administered correctly and is utilized as intended—to assist those who are in need of transportation to their medical appointments.

Annual Vehicle Service Hours: 5,527
Annual Vehicle Service Miles: 128,989
Annual Number of Passengers: 20,255

Client: Glenn County RTC
 777 North Colusa Street
 Willows, CA 95988

Contact: Mardy Thomas, Program Manager
 (530) 934-6540
mthomas@countyofglenn.net

TRAX and ParaTRAX

Tehama County, California, 2002–present

Paratransit Services has operated Tehama County's public **Fixed Route** service (TRAX) and General Public **Dial-a-Ride** service (ParaTRAX) under contract with the County of Tehama Department of Public Works since July 2002. Our facility is located in Red Bluff, California, at the northern end of the Sacramento Valley. Paratransit Services manages route operations and vehicle maintenance for the transit fleet, and we administer the ADA certification program.

Service Improvement Project. During our first year of service in Red Bluff, Paratransit Services, in cooperation with Tehama County and the City of Red Bluff, redesigned the transit system with the objective of increasing service levels while maintaining quality and controlling costs to the County. This ambitious project began with a review of public transportation needs in the county, and included extensive input from the community through surveys and focus groups. Based on our findings from this review process, we expanded TRAX so that a person can travel to most locations within Red Bluff in less than one hour, and expanded coverage to Shasta College and the outlying communities of Red Bluff, Gerber, Tehama, Los Molinos and Corning.

METS. In June 2008 our staff in Red Bluff began administering the Medical Transportation Service (METS) service, which coordinates volunteer drivers with Tehama County residents who need transportation to medical appointments.

Annual Vehicle Service Hours: 14,504
Annual Vehicle Service Miles: 112,913
Annual Number of Passengers: 26,027

Client: County of Tehama
9380 San Benito Avenue
Gerber, CA 96035
Contact: Jessica Riske-Gomez, Transportation Manager
(530) 385-1462 ext. 3028
jriskegomez@tehamartpa.org

Far Northern Regional Center (Redding)

Redding, California, 2008–present

Our team in Red Bluff also works with Far Northern Regional Center (FNRC) in nearby Redding, providing transportation to and from day activity programs in neighboring Shasta County for people who have developmental disabilities. In addition to providing an important transportation service, our work with FNRC plays a part in advancing service coordination in the area, as some of the FNRC clients also ride TRAX in Tehama County.

When it became necessary a couple years ago to replace the two vehicles used for this service, our corporate grant writing team *successfully* applied to Caltrans for a 5310 Grant, and two new accessible replacement vehicles have been procured. (Grant writing support is available to all of our transit operations.)

Annual Vehicle Service Hours: 4,352
Annual Vehicle Service Miles: 70,242
Annual Number of Passengers: 12,624

Client: Far Northern Regional Center
Contact: Diana Anderson,



1900 Churn Creek Road, #319
Redding, CA 96002

Director of Community Services
(530) 221-9553
danderson@farnorthernrc.org

Calaveras Transit

Calaveras County, California, 2011–present, renewed in 2019

Calaveras Transit is a **Deviated Fixed Route** public transit system serving communities within Calaveras County, and extending to Columbia College in neighboring Tuolumne County. The home of Mark Twain “Jumping Frog” fame, Calaveras County is located about 60 miles southeast of Sacramento, California.

When Paratransit Services began operating Calaveras Transit in July 2011, we immediately made a positive difference in system procedures and in the quality of service provided. Within months of starting as their new Contractor, we took over management of their ADA certification process, assisted by a database that we had developed in-house. During our first year, we modified the fare media and method of cash handling to reduce fraud and misuse (this improvement was noted in the subsequent Triennial Audit); improved on-time performance from 93% to 99%; and worked with the County Transit Manager and Maintenance department to identify cost saving measures and develop improved PMI processes.

Guided by Cynthia Lawrence, our General Manager in San Andreas, our Calaveras Transit team continues to provide, in partnership with the County, a very high level of transit service that is responsive to the needs of the community. We have started new services to Jackson, Burson, and Rancho Calaveras, and Ms. Lawrence and her crew are active participants in several community events, such as Jumping Frog Jubilee, Moke Hill 5K run for the Volunteer Firefighters, Gold Rush Days, and Big Trees State Park Family Day. She is also Chair of the Social Services Transit Advisory Board and a member of the Interagency Transit Committee.

- ▶ Calaveras Transit is a CalACT Q’Straint 2016 *Above and Beyond* award winner for the efforts of Cynthia and her team in response to the “Butte Fire” last fall.

Annual Vehicle Service Hours: 12,141
Annual Vehicle Service Miles: 225,950
Annual Number of Passengers: 19,788

Client: Calaveras Transit Agency

444 E. Saint Charles Street, Suite A
San Andreas, CA 95249

Contact: Melissa Raggio, Executive Director
(209) 754-2094, ext. 104
mraggio@calacog.org

OREGON

Valley Lift

Jackson County, Oregon, 2005–present

Paratransit Services operates Valley Lift, the ADA Dial-A Ride complement to the Rogue Valley Transportation District (RVTD) fixed route public transit system. RVTD provides public transportation services within the city of Medford (the largest city in Jackson County) as well as



connecting service to the cities of Central Point, White City, Jacksonville, Phoenix, Talent, Eagle Point, Shady Cove, and Ashland.

The transition process in 2005 involved more than a change in contractor—the service model itself was to be modified from the former multiple-provider system involving five local taxi companies, to the new single-provider system operated by Paratransit Services. In addition, it was our task to correct, in partnership with the District, existing ADA compliance issues in the transit system.

Paratransit Services staff in Medford worked with the District to educate the public about the new service model and the eligibility requirements for ADA trips. As a result, the new system is performing beyond expectations, and under our guidance the Medford operation passed an FTA triennial review with “zero findings” and *full ADA compliance* after only seven months of operation.

After service was expanded in April 2012 to include evening and Saturday service, overall RVTD ridership experienced a record ridership increase. Paratransit Services continues to work in partnership with RVTD to ensure that the new program meets the needs of the District, complies with ADA requirements, and provides safe, reliable accessible transportation to the communities served by Valley Lift.

- ▶ CTAA 2017 *Urban Transit System of the Year* awarded to RVTD
- ▶ Oregon Transit Association 2011 *Outstanding Public Transportation Employee* award for one of our Valley Lift drivers, Edoardo Turati.

Annual Vehicle Service Hours: 7,244
Annual Vehicle Service Miles: 195,633
Annual Number of Passengers: 31,281

Client: Rogue Valley Transportation District *Contact:* Julie Brown, General Manager
 3200 Crater Lake Ave. (541) 779-5821 Ext. 1413
 Medford, Oregon 97504-9075 jbrown@rvtd.org

WASHINGTON

RiverCities Lift

Longview/Kelso, Washington, 1995–present

Since 1995, Paratransit Services has provided **ADA demand-response transportation** to eligible individuals within ¾ mile of the local fixed route service, which runs from the city of Longview to neighboring Kelso. Our ADA operations include customer call intake, ride scheduling and dispatching, service vehicle operations, and fare collection and processing. Through the skills of our highly trained staff, the implementation of innovative operations procedures, and the introduction of *Rides Unlimited™* scheduling/dispatching software, Paratransit Services has provided the citizens of Longview/Kelso with an efficient, rider-friendly, accessible transportation experience.

During our tenure, Paratransit Services has stabilized the workforce for the demand-response system in Longview and implemented incentives and procedures that have increased the important



parameter of on-time performance. As a result, our Longview/Kelso drivers have maintained an exemplary safety record.

In addition to the ADA service, Paratransit Services managed the **Fixed Route** system on an interim basis from 2010-12 while the City reorganized its transit management structure.

Networking within the Community. Paratransit Services works closely with various social service organizations to inform them of transportation services available through the public transit program. The General Manager maintains an open channel of communication with community service providers. This type of networking facilitates customer satisfaction, and improves our ability to respond to the specific needs of agencies and their clients.

In December 2011 the transit system’s name was changed from Community Urban Bus Service (“CUBS”) to “RiverCities Transit.”

- ▶ Former GM Betsy DeSpain and her staff in Longview were named to the *2016 Wall of Fame* at the Washington State Department of Transportation (WSDOT) 40th Annual Public Transportation Conference for their work during severe winter weather conditions in 2015.

Annual Vehicle Service Hours: 14,504
Annual Vehicle Service Miles: 112,913
Annual Number of Passengers: 26,071

Client: City of Longview
1135 12th Ave
Longview, WA 98632

Contact: Jim Seeks, Transit Manager
(360) 442-5607
jim@rctransit.org



TAB C: QUALIFICATIONS OF TEAM

EXECUTIVE MANAGEMENT TEAM

Paratransit Services emphasizes *close communication* and shared vision with the transit agencies that contract with us. We pride ourselves in being extremely responsive to the needs of the transit programs we operate. Whether we are helping a transit system to upgrade its technical systems, or purchase vehicles, or expand routes, we are always looking for ways to collaborate with the transit agency and other stakeholders in the service area to make a positive contribution to the transit program. This attitude begins at the corporate level, and is present throughout our company.

David Baker, President, Chief Executive Officer

David Baker brings an impressive record of accomplishment to the position of President and Chief Executive Officer of Paratransit Services, along with a sincere commitment to the goal of providing people who have disabilities with access to transportation that is safe, comfortable, and provided with sensitivity to their needs. With a strong background in corporate management and finance, Mr. Baker ensures the effective implementation of our public transit and NEMT brokerage contracts. He has been with Paratransit Services **since 2001**.

Christie Scheffer, Executive Vice President/Chief Operating Officer

Guided by extensive experience in transportation management, Paratransit Services Chief Operating Officer Christie Scheffer provides direct corporate assistance to all of our General Managers. Although she is based at our corporate office in Bremerton, Washington, she travels to each of our locations every year providing on-site guidance and support. She ensures that whether a Paratransit Services transit system is located in Washington State, Oregon, or Northern

California, it will be operated in compliance with contract terms and Paratransit Services' quality standards.

Ms. Scheffer is a Certified Community Transit Manager (CCTM) with extensive public transportation experience grounded in industry best practices. She works with our customers to develop programs that help their transit systems thrive and grow. She is innovative at finding ways to coordinate among various regional entities to reduce duplication of service, thereby extending the transportation capabilities of the region being served. She has also been instrumental in the development of several transportation programs that have expanded transit access for people who live in rural areas. She has been with Paratransit Services **since 1999**.

Sara Wilson, Director of Finance/Controller

Led by Sara Wilson, CPA, our Accounting and Finance Department staff manage our A/P and A/R systems, prepare our financial statements, and generate other financial reporting documents as required by various federal, state, and local governments where Paratransit Services does business. Ms. Wilson has been with Paratransit Services **since 2010**. The finance department:

- Coordinates and assists sites with budget preparation and answers budget questions throughout year.
- Reports financial information to GM's monthly, quarterly, annually, and as requested by sites for various reasons (personal property tax, compliance reports, etc.).
- Fixed asset tracking.
- A/P and A/R processing, payments, research, etc.
- Purchase card (AMEX) processing and support.
- DBE tracking and reporting.
- Financial audit compliance and internal controls monitoring.

Bill Kluth, Director of Safety, Training, and Operations

Bill Kluth, our Director of Safety, Training, and Operations, develops driver training curricula for our transit operations, and monitors our training programs to ensure that they remain current with new regulations and techniques. He oversees programs relating to driver qualifications and licensing, and ensures that Paratransit Services drivers receive comprehensive instruction in the safe operation of their service vehicles. Assisted by our corporate training department staff, he issues training certifications and maintains training records for all Paratransit Services drivers.

Mr. Kluth is certified by the **Transit Safety Institute of the FTA** to teach driver training, and plays a key role in preparing local personnel to become certified on-site driver trainers, who must complete the Transportation Safety Institute (TSI) course for Bus & Paratransit Operator Training. He has completed numerous special instructional courses in fields related to safety and driver proficiency, and earned many additional certifications during his tenure with Paratransit Services. Here are some examples:

- Certified Safety & Security Officer, Community Transportation Association of America (CTAA), valid through 6/2022
- National Registry of Emergency Medical Technicians EMR, 6/18/2018

- NFPA Wildfire Red Card, 5/5/2016, Washington State Incident Qualification and Certification System
- National Safety Council First Aid/CPR Instructor # 869018, National Safety Council 11/30/2014
- Q-Strait National Wheelchair & Occupant Securement System Training, 10/1/2014 Q-Strait National Training Seminar
- National Safety Council Defensive Driving Instructor, 4/30/2013, National Safety Council
- Conducting a Job Hazard Analysis, 1/16/2013 Oregon OSHA Department of Consumer Business and Services

Wayne Evans, Director of Information Systems and Technology

Wayne Evans is a software developer with over 25 years in information systems. He is skilled in a variety of programming languages and has developed applications through their entire life cycle. In 2014 he won an “Outstanding CIO” award from Puget Sound Business Journal. Mr. Evans has been with Paratransit Services **since 2004**.

The Corporate IT department is available 24 / 7 to assist all of our remote sites. The IT department provides equipment and resources for daily data backup, technical, hardware, and software support for all employees at each site. Some items of note are:

- Verizon Cellular Telephone support for phones and tablets
- Time and Attendance equipment for the HR ERP software
- Network support for the LAN
- VPN Access to headquarters resources and data
- Google Workspace integration for Video storage, e-mail, and cloud based services
- AAA4 compliance

Corporate IT budgets 1 or 2 visits to remote sites annually as well as ad-hoc visits if needed. These visits are designed to allow remote sites to define the visit to meet their needs in regard to training and technical support. The visit also includes compliance with anti-virus, backup, and other corporate IT processes and policies. We also use these visits to update network topography, site information sheets, and photos of the configuration of spaces to allow remote operators to visualize the workspace while working remotely.

Randy Grove, Director of Human Resources

Randy Grove has had extensive training and experience in labor relations, and has established productive working relationships with the various labor unions who serve our employees. He is a member of the Labor and Employment Relations Association (LERA). Mr. Grove has been with Paratransit Services **since 1999**. Although our Nevada County staff are not represented by a union, it is noteworthy that Mr. Grove has established collaborative working relationships various labor unions who serve our employees. Mr. Grove provides guidance on all high level HR matters including confidential employee investigations, ADA and Workers Compensation compliance and researches/reviews HR law to insure compliance company-wide. He is available to all of our

General Managers to review HR matters and provide direction and support in handling challenging HR matters.

Daryl Baker, Regional Maintenance Manager

Daryl Baker is our Regional Maintenance Manager for Northern California. Based in Red Bluff, California (approximately 3 hours north of San Andreas), ASE Master Technician Daryl Baker provides regional oversight to the maintenance operations of the fleet we operate under contracts with Lake, Tehama, Nevada, Glenn, and Lassen Counties in Northern California. Daryl provides technical support to the Nevada County operations and is available to review and provide input to upon all maintenance matters. Daryl has been our Maintenance Manager in Red Bluff since Paratransit Services took over that contract **in 2002**. Prior to that, he was the Maintenance Manager for the former contractor, Laidlaw, for seven years. He has worked specifically on transit vehicles for the past 16 years in Tehama County and has every certification one can think of, including certifications issued by Ford, Bluebird, Bendix, Trans-Air, and Rincon. He is also certified by the National Institute for Automotive Service Excellence (ASE) as a Master Truck Repair Technician.

Becky Semmler, Insurance and Risk Manager

Becky Semmler, our Insurance and Risk Manager has been with our company **since 2008**. Her responsibilities include directing the purchase of insurance coverage, management of claims and loss control activities, and management of relationships with third party service providers. She acts as liaison between insurance carriers, General Managers and attorneys on any litigation while also, being responsible for administering the company's Workers Compensation program.

Marti Stafford, Human Resources and Payroll Manager

As Human Resources and Payroll Manager, Marti Stafford supports our General Managers and Employees with all necessary items and general day to day actions as needed to keep them informed of changes to Policy and Updated Company Information. Ms. Stafford has been in her position **since 2019** and prior to that worked as an Executive Administrator for a national Marine Construction company where she was responsible for Human Resources and Payroll Management for 8 years. Ms. Stafford oversees the following activities for the HR and Payroll Department:

- Background Checks
- New Hire Packets
- Verification of Employment
- Motor Vehicle Reports
- FMLA Administration
- Benefits Administration (Medical, Dental, Vision and Voluntary elections)
- Policy and Procedure Updates
- Pay Stats
- New Hire data entry
- Benefits Admin (Medical, Dental, Vision and Voluntary elections)
- Retirement Plan

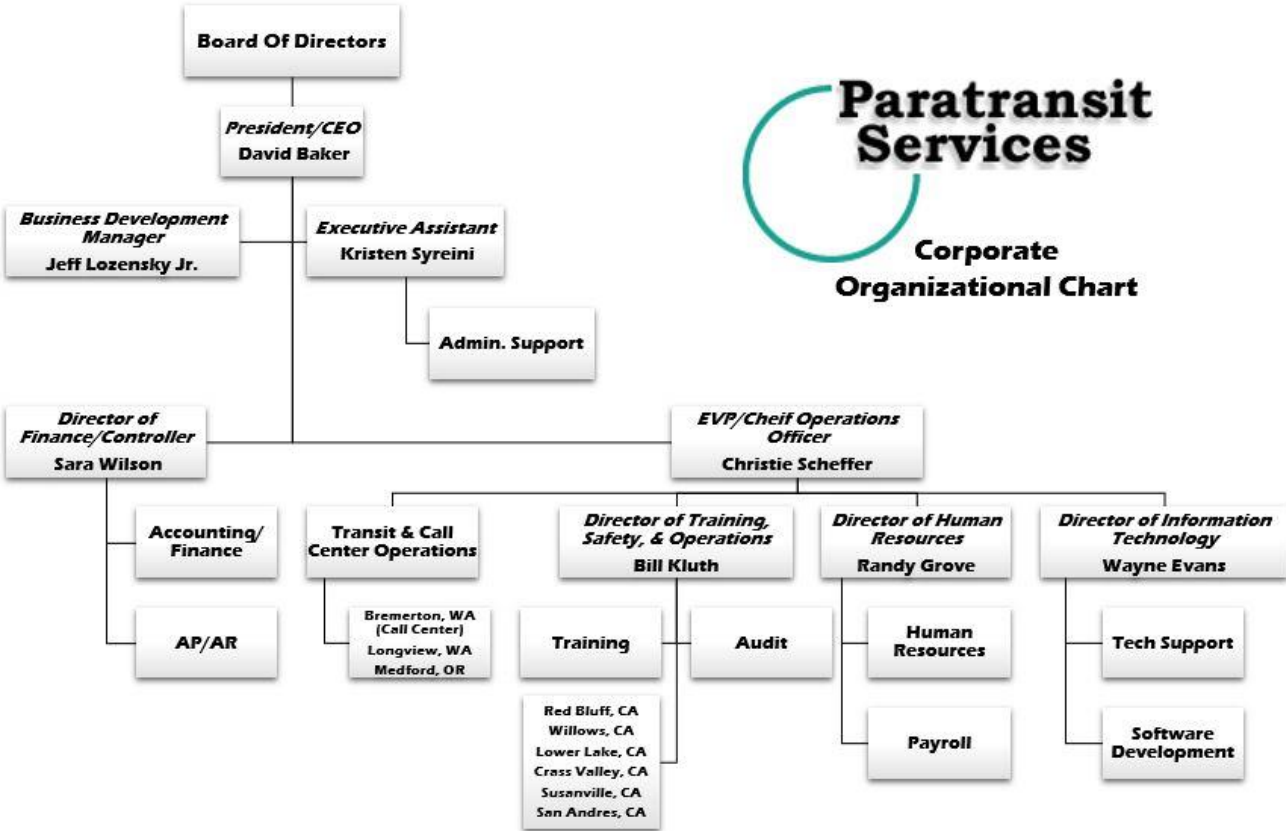
- Maintain and Maintenance of Employee Records
- Administer all Leave types
- Payroll System Support
- Payroll Processing

Kimberly Grace, Drug and Alcohol Program Manager

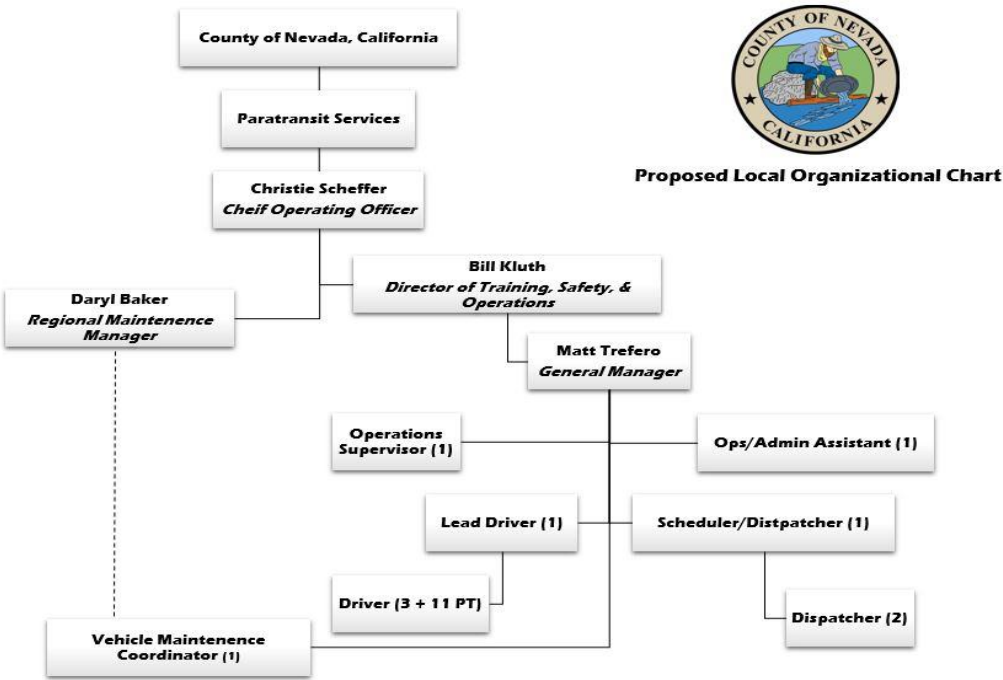
Our Drug & Alcohol Program Manager, Kimberly Grace, provides support to site managers to help them comply with the DOT/FTA required testing and reporting as well as the company anti-drug and alcohol program and has been in her role **since 2020**. The DAPM insures compliance by:

- Providing ongoing training for managers regarding drug and alcohol policy and procedures
- Creating and providing training materials for managers to use for training employees
- Preparing and maintaining employee drug and alcohol testing files; assuring accuracy, compliance and confidentiality.
- Communicating with collection site clinics to ensure all testing paperwork and procedures are followed according to regulation requirements.
- Setting up new testing sites when necessary to make it easier for managers to comply with regulations.
- Coordinating with the third party administrator to ensure government documents, test results, problems in testing, and safety issues related to lawful and unlawful drug use are addressed in a timely fashion.
- Reconciling and submitting billing for drug and alcohol testing and CDL physicals
- Supporting the DOT/FTA required random testing of safety sensitive employees by maintaining the company random pool, providing managers with lists of employees for random testing cycles, and maintaining a random matrix for managers to use in order to best comply with random testing federal requirements.
- Working closely with the Risk Manager, HR Director, and Safety Director to provide guidance regarding post-accident and reasonable suspicion drug and/or alcohol tests according to policy and regulations.
- Preparing and submitting government DAMIS reports on behalf of the site
- Updating and distributing the FTA and company drug and alcohol policies as necessary
- Responding to state and federal audit requirements on behalf of the site
- Communicating with DOT/ FTA in order to become a subject matter expert and resource for important information and procedure knowledge for managers.

Paratransit Services Corporate Organizational Chart



Paratransit Services Local Organizational Chart



QUALIFICATIONS OF LOCAL PERSONNEL

Resume(s) of Local Staff Located in Appendix A

General Manager – Matthew (Matt) Trefero

Matthew Trefero manages the day to day operations of Nevada County Now. He resides in Nevada City, CA and is 100% dedicated to the Nevada County Now project. He is directly involved in all aspects of the service to include managing the drivers, dispatch and scheduling functions, customer service and overseeing the proper maintenance of the service vehicles.

As the General Manager, Matthew establishes performance goals for his team and monitors progress towards meeting these goals. Paratransit Services strives to provide safe, cost-effective and on-time performance of the service, including, but not limited to: ridership, quality of service, productivity, customer information/complaint procedures, customer service, fare collection, fare reconciliation, accounting, financial and operational reporting, vehicle scheduling, maintenance and repair work and performance of all personnel.

Matthew makes himself available to meet regularly with the Transit Services Manager to review operations and performance measures and to plan for ways we can provide additional services to the community.

The General Manager is expected to prepare and deliver, as required by Nevada County and in cooperation with the Transit Services Manager, presentations to the Transit Services Commission (TSC), the Nevada County Transportation Commission (NCTC), the Nevada County Board of Supervisors and other any other applicable public entities.

Operations Supervisor - Recruiting

Our previous Operations Supervisor relocated to Georgia to take care of ailing Grandparents. We are currently recruiting for this position with the assistance of our Director of Safety, Training and Operations, Bill Kluth, who will also be involved in training the successful individual in this key position.

Conducts Driver Training sessions at local site in coordination with Corporate Safety and Training Department. Conducts performance evaluations and skill assessments of drivers. Provides Road Supervision duties along with the General Manager, is responsible for the compilation of transit system statistical data to be used for analysis by Paratransit Services management, and responsible for reports to the transit agency.

Our Road Supervisors monitor driver performance and provide support in the event of a customer service incident, safety or security issue, or an accident or incident on the road. Our road supervision personnel are *problem solvers* who monitor and observe day to day service and operations, and ensure that the transit system is running efficiently.

Duties include:

- Monitoring operational, street and traffic conditions and reporting problems
- Informing drivers and dispatch of hazardous conditions or situations
- Monitoring driver performance and providing feedback
- Monitoring operations/schedules
- Watching on-time performance of routes
- Performing observed and unobserved road checks and time checks
- Responding to vehicle breakdowns, accidents, and other road emergencies
- Conducting accident investigations and following-up with driver

They also provide decision making and problem solving support and direction:

- Responding to accidents and incidents
- Ensuring proper reporting for accidents and incidents
- Responding to road calls or other breakdowns; arrange switch-outs when appropriate
- Coordinating with local fire or police in handling special events or situations that may disrupt service
- Respond to customer service incidents or disputes

Additionally, Operations Supervisors provide training, act as a communication liaison between drivers and management, provide assistance and support to drivers, perform performance evaluations and provide input regarding corrective discipline.

Administrative Assistant – Yolanda Helms

Works closely with Project Manager to provide operational support for the transit program, and assumes system management in the Project Manager's absence. Responsible for reporting and other administrative requirements of the Paratransit Services Corporate office. Responds to complaints from transit system passengers, and oversees fare reconciliation process.

While new to her position, Ms. Helms has already proven to be an invaluable member of our team! Not only is she a highly skilled, competent Administrative Assistant, she also provides back-up support to dispatch, scheduling and trip reservations! Her ability to learn and take on new tasks with an attention to detail, service and safety is exceptional!

Vehicle Maintenance Coordinator – Russell Rodgers

Responsible for coordinating all vehicle maintenance with repair facilities. Must be skilled in the maintenance of transit system vehicles. Responsible for providing quality workmanship and attention to detail to ensure that transit buses are in safe operating condition. Additional responsibilities include ensuring that all scheduled services and maintenance are completed on time. Coordinates the proper documentation of repairs, parts and invoices under direction from the site General Manager Works under the direct day-to-day direction of the site GM, and receives guidance and support from the Regional Maintenance Manager.

Scheduler/Dispatcher

Prepares service routes for demand response systems using route optimization techniques to enhance service efficiency and minimize idle route times. Also, as Lead Dispatcher, provides training and guidance to dispatch staff, and performs dispatching function (see Dispatcher, below).

Dispatcher

Maintains contact with drivers who are on service routes. Manages communications during emergency situations by following established procedures, including contacting emergency responders, the transit agency, and Paratransit Services management. Provides telephone information services for general public inquiries about the transit system.

“OJT” Driver

The OJT Driver provides the “Behind-the-Wheel” component of Driver Training. Drivers who meet rigorous standards for safety as well as general driving skill will be eligible to provide on-the-road training as “On-the Job Training Drivers”.

Driver

Responsible for safe, courteous, and on-time operation of transit vehicles. Must successfully pass Paratransit Services’ Driver Training Program and attend monthly safety meetings. Must meet all licensing requirements required by state law for the type of vehicle to be operated, and pass Paratransit Services’ screening for the abuse of drugs and alcohol. Drivers must inspect vehicles before and after each shift, and clean vehicle interiors.

TAB D: SERVICE DELIVERY PLAN

OPERATIONS PLAN

ADA Mandated Paratransit Services, Advance Reservation Supplemental Zone Service and 65+ Senior On-demand Same Day Dial-A-Ride service

As the *current operator* of Nevada Transit Now SINCE 2013, Paratransit Services has developed a deep appreciation for the unique character of service area, and an understanding of the special challenges it faces in operating the public transit program. We love our work, we take challenges in stride, and look forward to continuing to partner with Nevada County to provide the community with the very best in public transportation services.

Transition Plan

Nevada County Now

As the current Contractor, a transition “from the existing operator” would not apply for the Nevada County Now service and there would be no disruption of that service in the event that the County elects to stay with Paratransit Services.

Paratransit Services provides the County of Nevada’s door-to-door ADA and On-demand paratransit service known as Nevada County Now. Nevada County Now provides ADA paratransit service within $\frac{3}{4}$ mile of the local Nevada County Connects fixed route bus services as well as serving the Penn Valley, Lake Wildwood, and ADA supplemental service which extends up to $\frac{3}{4}$ mile beyond normal ADA service area boundaries. We also provide 65+ Senior On-demand dial-a-ride within the $\frac{3}{4}$ mile ADA zone.

Paratransit Services provides an exceptional corporate support system which supports our local operations, where we provide management and administrative staff, dispatchers, scheduler,

drivers and maintenance support staff. Paratransit Services provides eight revenue vehicles and a staff car and leases four revenue vehicles from the county. Paratransit Services manages all staff listed above and manages daily operations of the system. We utilize Easy Rides software to schedule all demand response and/or subscription paratransit rides; dispatching of all vehicles and personnel. We maintain and repair all service vehicles and track the repairs in Easy Rides software. Paratransit Services has established a comprehensive safety and training program, has established a “Drug Free Workplace” policy, and a Federal and State compliant drug and alcohol testing program; and maintains compliance with all provisions of ADA regulations.

Paratransit Services operates Nevada County Now at comparable operational times as the fixed route Nevada County Connects, which is currently 7:00 am until 6:30 pm., Monday through Friday. Saturday hours will be 7:30 am until 5:00 pm. No service is provided on the following holidays: New Year’s Day, Martin Luther King’s Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day.

As the service provider, it has been our honor to assist and cooperate with the County in meeting the objectives of providing quality paratransit services and will continue to work closely with the County in matters related to service operations, public outreach, monitoring, reporting and achieving service and performance measurements, including the coordination of paratransit services with the Nevada County Connects fixed route system so as to offer passengers the maximum number of mobility options.

Facility Location

Paratransit Services has a facility located at 900 Whispering Pines Ln, Grass Valley, CA 95945 that is fully equipped for our operational needs. The facility has secure fencing, a video surveillance system and secure entrance with a fully operational dispatch center, driver ready room and training center, administrative offices and maintenance support services.



EMPLOYEE RECRUITMENT AND RETENTION

Methods to recruit and retain productive and appropriate work

General Approach to Recruiting

Paratransit Services has developed recruiting processes and employment policies to attract and retain a diversified and skilled workforce. We owe our success as a public transit and call center



contractor to our employees, who not only are skilled at their jobs, but who bring a positive attitude to their work. It is important to us that every Paratransit Services employee shares in the feeling that we are important members of the communities we serve, and understands that transportation is a vital social service.

We offer a great benefits package and a working environment that attracts qualified personnel. When a position opens at our various locations, we follow standard recruitment strategies such as advertising in the local newspaper, posting notices in workforce training centers, community colleges, alternative or cultural publications, posting positions online on sites such as *Indeed.com*, and participating in “job fairs.”

Our website “Careers” page is also used to post our job openings:
www.paratransit.net/careers.html.

Paratransit Services is committed to following all employment laws enforced by the Equal Employment Opportunity Commission, including the Americans with Disabilities Act.

As noted in the RFP (Section 1.0) Nevada County presents unique recruitment challenges due to the competition from two other local transportation employers. We have researched driver wage levels for Western Nevada County, and have included driver wages in our Cost Proposal that are competitive with those wages. This should increase the driver applicant pool for our transit operation in Western Nevada County.

Employee Retention

Our management style, wage and benefit package, incentive programs, and training opportunities create a work environment that our employees appreciate. This helps to lower employee turnover, and as a result, many of our employees stay with us long enough to earn “20-Years” pins, and even retire as Paratransit Services employees!

Incentive Programs to Attract and Retain Qualified Staff

Paratransit Services encourages our General Managers to implement programs designed to increase employee morale and trust, and to encourage employee retention and loyalty. These programs include hiring bonuses (at some locations, including Nevada County) as well as various service awards.

- **Length of Service Pins.** Employees are recognized for their length of service by being awarded service pins with their length of service indicated on an attractive pin with the company logo.
- **Achievement Recognition Awards.** In Nevada County, each year each employee votes for “Driver of the Year,” “Team Player of the Year,” and “Employee of the Year.” The winners are presented with certificates and gift cards.
- **The President’s Merit Award.** Presented annually to multiple recipients, recognizes superior job performance. Candidates for this award are nominated by our local General Managers.
- **Bill Dane Award.** Finally, our highest attainable performance honor is the *Bill Dane Award*, presented to the employee who most exemplifies the extraordinary work ethic of a highly regarded former driver, Bill Dane.



Pictured: Former Operations Supervisor, Troy Larson, from Gold Country Lift in Nevada County receiving the President’s Merit Award from CEO/President David Baker. Mr. Larson was nominated in 2013 after his contributions lead to the successful startup of the Gold Country Lift.

Screening and Selection Program

Paratransit Services hires people who have an appreciation for public service and the aptitude for a particular position. We then provide them with the direction, support, and tools they need to succeed. Our employees are coached that the service we provide requires that we do the very best job we can every day.

By providing competitive wages and benefits, giving recognition for meritorious job performance, and generally ensuring that all employees are treated fairly, Paratransit Services maintains a low turnover rate.

Special Pre-Employment Screening for Drivers

All Paratransit Services employee applicants are screened for job-related aptitude and suitability, past employment performance, and other factors that can be expected to affect the ability of the applicant to succeed in the position. Driver applicants, however, because of their high-profile role in a safety-sensitive position, receive a higher level of screening prior to hire.

Candidates for Nevada County Now driver positions must be able to provide safe, courteous, and on-time operation of public transit vehicles. They must successfully pass Paratransit Services’ Driver Training Program and attend bi-monthly safety meetings, in addition to meeting all licensing requirements of the State of California for the type of vehicle to be operated.

Each driver candidate for our California locations is required to undergo a California DMV Licensing and Records Check and they must establish they have a valid Medical Examiner's Certificate and are otherwise physically able to assist people who have disabilities. Driver candidates must also pass a Criminal Background Check and a Substance Abuse screening:

- **California DMV Licensing and Records Check:** All driver candidates must be a minimum of twenty-one years of age and possess or be able to obtain a CPR and First Aid Card and a Class “B” California Commercial Driver’s License with a Passenger endorsement. Driving records must demonstrate that the applicant is a responsible driver as verified by a records check with the California Department of Motor Vehicles. If the driver applicant has ever had his or her license suspended or revoked, the records must indicate three subsequent years with no violations.
- **Physical Requirements:** Driver candidates must pass a physical examination as required to validate their Commercial Driver’s License.
- **Functional Capacity Assessment:** Driver candidates are taken through a series of physical activities designed to evaluate an individual’s capacity to perform essential physical work related to transit operations. The goal is to prevent workplace injury, assure rider safety, and confirm the driver can meet all physical demands for the position.
- **Criminal Background Check:** All driver candidates must consent to a criminal background check prior to employment. This check, conducted by *First Advantage*, examines records for applicant criminal activity within the prior ten years. It is Paratransit Services’ policy to reject any applicant with felony conviction for offenses against persons, property, or violations of controlled substance laws.
- **Substance Abuse:** All employee candidates for Safety Sensitive positions must receive negative drug test results, In Accordance with (IAW) DOT/FTA regulations 49 CFR parts 40 and 655 prior to assignment. Specimens are collected at a local medical facility and are sent to a HHS certified laboratory for chemical analysis. The specimens are analyzed as required by DOT and HHS guidelines with results forwarded to a certified MRO for confirmation. Paratransit Services has a Zero Tolerance, no Second Chance policy. A confirmed positive test result will disqualify any candidate for hire and will result in termination of an active employee. Additionally, all candidates are required to provide information on any DOT regulated employer for the prior two years, so that Paratransit Services can contact them and inquire about any prior drug or alcohol program violations.
- **License Monitoring:** Paratransit Services participates in the State of California Department of Motor Vehicles “Driver Pull Program” for appropriate monitoring of employee driver license activity.

Physical Requirements

Driver candidates must pass a physical examination as required to validate their Commercial Driver’s License, and also demonstrate that they are able to perform the lifting that is commonly required when assisting passengers who have disabilities.

DRUG FREE WORKPLACE

Paratransit Services manages a Drug and Alcohol (D&A) consortium that is in complete compliance with 49 CFR Parts 40 and 655. Included in the consortium are approximately 385 Safety Sensitive individuals from approximately 20 companies. These Safety Sensitive individuals are either direct employees of one of Paratransit Services' operating sites, or employees of contractors that provide transportation services. Employees in Nevada County will be added to this consortium.

All Paratransit Services applicants for safety-sensitive positions are required to complete a pre-employment drug test as a condition of employment. Additionally, all applicants are required to confirm whether they have tested positive or refused to comply with a pre-employment D&A test in the most recent two years, relative to previous DOT-regulated employment.

Managers, Supervisors, and frequently Dispatchers are provided D&A Supervisor training which includes the FTA requirements for "Reasonable Suspicion" testing. Reasonable Suspicion referral for testing is made on the basis of documented objective facts and circumstances that are consistent with the short-term effects of drug use and/or alcohol misuse. It is Paratransit Services policy that individuals to be tested under Reasonable Suspicion guidelines are escorted/transported to the collection site.

Paratransit Services utilizes a standard accident/incident/loss report form at all our locations. Included on the form are prompts and questions that guide the on-scene supervisor regarding FTA-required D&A testing. Post-accident testing requirements are an element of supervisor D&A training. All submitted accident/incident/loss reports are reviewed by the Drug and Alcohol Program Manager (DAPM) to ensure required testing is performed. It is Paratransit Services policy that individuals to be tested under Post-Accident guidelines are escorted/transported to the collection site.

Paratransit Services contracts with a Third Party Administrator (TPA) to manage the selection process for random D&A testing. Regular updates are submitted to the TPA to maintain the "pool" of names current. Every two months the TPA, using a scientifically verifiable computer-generated random selection process, generates a list of individuals to be tested in that two-month period. The names are provided to the DAPM, who then forwards the names to individual site management for execution. The individual site management then ensures that testing occurs in a random nature across all hours during which the service is in operation. Once notified of having been randomly selected for a D&A test, the employee is required to proceed directly to the collection site.

Drug and Alcohol Testing

FTA 49 CFR Part 655, and MIS reporting

Paratransit Services manages a Drug and Alcohol (D&A) consortium that is in complete compliance with 49 CFR Parts 40 and 655 (655 replaces Parts 653 and 654). Included in the consortium are approximately 385 Safety Sensitive individuals from approximately 20 companies. These Safety Sensitive individuals are either direct employees of one of Paratransit Services' operating sites, or employees of contractors that provide transportation services. Our employees in Red Bluff are included in this consortium.

All Paratransit Services applicants for safety-sensitive positions are required to complete and pass a pre-employment drug test as a condition of employment. Additionally, all applicants are required to confirm whether they have tested positive or refused to comply with a pre-employment D&A test in the most recent two years, relative to previous DOT-regulated employment.

Once employed, all safety sensitive employees are *required* to complete Paratransit Services training course in Substance Abuse Prevention, which is also available as an optional course to non-safety sensitive personnel. Managers, supervisors, and frequently dispatchers, are required to take our course in understanding the FTA requirements for “Reasonable Suspicion” testing. Reasonable Suspicion referral for testing is made on the basis of documented objective facts and circumstances that are consistent with the short-term effects of drug use and/or alcohol misuse. It is Paratransit Services policy that individuals to be tested under Reasonable Suspicion guidelines are transported by a supervisor to the collection site.

Paratransit Services utilizes a standard accident/incident/loss report form at all our locations. Included on the form are prompts and questions that guide the on-scene supervisor regarding FTA-required D&A testing. Post-accident testing requirements are an element of supervisor D&A training. All submitted accident/incident/loss reports are reviewed by the Drug and Alcohol Program Manager (DAPM) to ensure required testing is performed. As is the case with Reasonable Suspicion testing, it is Paratransit Services policy that individuals to be tested under Post-Accident guidelines are transported by a supervisor to the collection site.

Random Testing

Paratransit Services contracts with a Third Party Administrator (TPA) to manage the selection process for random D&A testing. Regular updates are submitted to the TPA to keep the “pool” of names current. Every two months the TPA, using a scientifically verifiable computer-generated random selection process, generates a list of individuals to be tested in that two-month period. The names are provided to the DAPM, who then forwards the names to individual site management for execution. The individual site management then ensures that testing occurs in a random nature across all hours during which the service is in operation. Once notified of having been randomly selected for a D&A test, the employee is required to proceed directly to the collection site.

Annual Audit of Collection Sites

Annually, at a minimum, we conduct a “Secret Shopper” D&A test of the D&A Testing Facility in order to ensure strict compliance with the FTA D&A Program. In addition, we arrange to meet with the D&A Testing Facility staff to do a full review of the audit questions that will occur during a formal FTA Compliance Audit. This assures us that the staff is fully aware of all of the FTA D&A regulations and are fully compliant.

MIS Reporting

Paratransit Services submits our Drug and Alcohol testing results on data behalf of the agencies that contract with us, directly through the Drug and Alcohol Management Information System (DAMIS) reporting website. As a contractor to direct grantees of FTA funds, we access the

DAMIS website with the username and password provided to us by those agencies. We file these reports annually.

FTA Compliance Audit

Paratransit Services manages its D&A programs in strict compliance with FTA guidelines. Periodically the FTA will audit the transit D&A programs. Our Drug and Alcohol Program Manager prepares a comprehensive binder in advance of the audit that provides every aspect of the program for the FTA review. We meet in person to ensure all questions are answered. The FTA is always appreciative of this approach and the audit results are “Compliant.”

COMPLIANCE WITH FEDERAL AND STATE REQUIREMENTS

FEDERALLY REQUIRED CLAUSES

Paratransit Services currently operates seven public transit programs in northern California, and we provide specialized transportation services in Redding. The federal provisions, regulations, etc. listed in Tab E, Attachment A are well known to us, and we routinely comply with all of those requirements as part of doing business as a transit provider in the State of California.

Paratransit Services is the current contractor for Nevada County Now and plans to retain all of its existing employees but in the event of our having a contract transitioned from another contractor to Paratransit Services, we would adhere to the provisions of the California Labor Code, Section 1070.

We would note, in addition, that even absent the Code, it is the general policy of Paratransit Services when transitioning to a new contract, to retain employees who are in good standing with the current contractor when we take over a transit contract. Our Human Resources Department has policies in place, and is experienced in working with incumbent contractors, to transition their employees to Paratransit Services. This approach makes sense from a number of perspectives, not the least of which is that we place a lot of value on the connection that incumbent employees have with their community, and their working knowledge of the transit system they have been operating. It is good business sense to keep them as long as they pass the background checks and other screenings that all Paratransit Services employees undergo as part of the hiring process. It is also the right thing to do.

FEDERAL TRANSIT LAW

Title 49, Section 533(b) of the U.S. Code pertains mainly, though not exclusively, to transit employees who are represented by a labor union, which is not currently the case for Western Nevada County Paratransit Services has operated, and currently operates, several contracts where the employees are members of a labor union (Amalgamated Transit Union and Teamsters). We have no issue with the federal requirements, and enjoy good working relationships with the labor unions who serve our employees.

CORPORATE SUPPORT FOR TRAINING IN NEVADA COUNTY

One of Paratransit Services' strengths as a longstanding transit company is our well-developed Training programs. They have been refined and continually updated during over 42 years as a transit provider, and today we provide our employees with the best, *most relevant* training experience in the industry. This is due in large part to our Director of Safety, Training, and Operations, Bill Kluth, who has been with Paratransit Services since 2005. He is a well-traveled member of our corporate team, visits and audits each of our sites annually, and takes a hands-on approach to safety, risk management, and training issues.

TRAINING FOR ALL NEWLY-HIRED PERSONNEL

Driver Training starts with instruction in Substance Abuse Awareness, Sensitivity, Anti-Harassment, and Safety and Security Awareness that is provided to all newly-hired Paratransit Services employees.

Substance Abuse Awareness Training

During their orientation training, all newly-hired Paratransit Services personnel are given a course in Substance Abuse Awareness. This two to 3-hour classroom session presented by Paratransit Services' Safety and Training Department covers the following topics:

- What is a "Safety Sensitive" employee?
- The Impact of Drug and Alcohol Misuse on Society and Industry
- Federal and Transit Industry Responses to Substance Abuse
- Paratransit Services' Drug and Alcohol Policy
- How Drugs and Alcohol Affect You and Your Job Performance
- Signs of Possible Substance Abuse
- "Reasonable Suspicion" and Substance Abuse Testing

Sensitivity Training

All Paratransit Services personnel who, as part of their position description, interface directly with our clientele are required to take sensitivity training. In Susanville, these positions will include all Customer Service Representatives, Drivers, and Scheduler/Dispatchers. Training topics include cultural diversity and sensitivity to client needs of persons who are disabled or elderly. Trainers stress the importance of understanding the needs of our transit clientele, and the pride we can all take from providing them with essential transportation services.

Anti-Harassment Training

As part of their initial orientation, all new Paratransit Services employees receive instruction, supplemented by an on-line California approved sexual harassment course on preventing sexual harassment and abusive conduct in the workplace that satisfy California's legal training requirements pursuant to Gov't Code 12950.1. Furthermore, our "zero tolerance" policy with

regards to harassment is reviewed. This policy states, “Actions, words, jokes, or comments based on an individual’s sex, race, ethnicity, age, religion, or any other legally protected characteristic is strictly prohibited. Sexual Harassment...refers to behavior which is not welcome, which is personally offensive, which debilitates morale, and which, therefore, interferes with work effectiveness. It includes harassment of the same sex as well as the opposite sex. Sexual Harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person and undermines the integrity of the employment relationship.”

Safety and Security Awareness Training

Paratransit provides Safety and Security Awareness Training to each new employee. This is a 1-hour classroom presentation covering issues related to the threats posed by terrorists and how our employees should respond in various scenarios, such as if they should find suspicious packages or see unfamiliar individuals in the workplace. The meaning of the Terror Alert color codes is also discussed. This training is supported by an instructional video.

Classroom Training: Introduction

Training begins with a 2-3-hour class in substance abuse prevention (given to all Paratransit Services employees, regardless of job classification) that outlines the history of drug and alcohol testing, the regulatory requirements for both drug and alcohol testing, how drugs and alcohol affect the workplace, testing procedures and information on both alcohol and common drugs of abuse. This class is followed by core courses that include the following:

- ***New Employee Orientation.*** 1-1½ hour, classroom training; taught at hire. Students learn the history of Paratransit Services, basics regarding what their job entails, and what is expected of them. An explanation of the possibility of future opportunities and what they can do to increase their likelihood of success at Paratransit Services is explained, and they are informed of the training requirements and the training schedule.
- ***Anti-Harassment.*** 1-hour classroom training; taught at hire, and as needed. Trainees are educated on Paratransit Services’ Anti-Harassment policy, the types of harassment, and incident reporting procedures. The course is supplemented by an on-line California approved sexual harassment course on preventing sexual harassment and abusive conduct in the workplace that satisfy California’s legal training requirements pursuant to Gov’t Code 12950.1.
- ***Customer Service.*** 2-3 hours, classroom training; taught at hire, and as needed. Based on *Rural Transit Assistance Program* material, covers all aspects of customer service in the transit industry including de-escalation and communication techniques.
- ***Paperwork Orientation.*** 1-2 hours, classroom training; taught at hire. Students are shown how to complete various logs, inspection and repair reports, accident reports, and other forms.

- **Map Reading & Routing Techniques.** ½-1 hour, classroom training; taught at hire, and as needed. This course explains map reading, symbols, street indexing, numbering systems, routing and pick-up window timing.
- **Radio Etiquette.** ½ hour, classroom training; taught at hire, and as needed. Students cover radio language, ten codes, radio procedures, and HIPPA regulations that apply when using a two-way radio.
- **Human Trafficking.** 1.5 hour, classroom training; taught at hire and annually. At the completion of this course students will understand the signs of Human Trafficking, know how to report signs of Human Trafficking, and understand the dangers of Human Trafficking and reporting incidents. This California approved Human Trafficking course satisfies California’s legal training requirements pursuant California Civil Code 52.6.
- **Collision and Incident Procedures.** 1-1½ hours, classroom training; taught at hire, and as needed. Students are instructed in procedures to be followed if the service vehicle they are operating is involved in a minor accident or incident. Classroom instruction covers immediate communications with dispatch, and steps to take to ensure that the accident or incident is fully documented. (Evacuation techniques and fire suppression equipment are covered as part of both the in-vehicle training, and the Fire Suppression and Emergency Evacuation course.)

Classroom Training: Safety

- **Defensive Driving Course—DDC-4.** 4-5 hours, classroom training; taught at hire, and every two years, or as needed. This National Safety Council course provides trainees with comprehensive instruction in collision avoidance. Trainers discuss subjects such as how to adjust to adverse driving conditions, how to recognize hazards, understand defenses, acting in time to avoid a collision, distracted and impaired driving, and how to respond to aggressive driving behavior of other drivers on the road.
- **Distracted Driving.** 1.5 hours, classroom training; taught annually and as needed. Although this topic is covered in the Defensive Driving course, the Distracted Driving course is taught at least annually because of the critical safety aspect of the topic. Students will be reminded what Distracted Driving is, understand the risks associated with distractions, understand the specific distractions faced by bus drivers, and understand ways to manage distractions while operating a transit vehicle.
- **Parking Lot Collisions.** 30-45 minute, classroom training; taught annually and as needed. Students receive instruction on understanding the dangers of operating a vehicle in parking lots, know the five types of parking lot collisions, understand the dispatch reporting requirements, have a basic knowledge of preventability, know what to do after a collision including the steps for exchanging information, and understand how to safely maneuver through a parking lot.
- **Railroad Crossings.** 30-45 minute, classroom training; taught annually and as needed. At the completion of this course students have a working knowledge of rules that have been



established to make Railroad Crossings more safe, know the Railroad Crossing signs, what they stand for, and understand the importance of Railroad Crossing safety.

- **“GOAL”—Get Out And Look.** ½-1 hour, classroom training; taught at hire, and as needed. In this course, students learn the dangers involved when backing, the factors that increase the risk of backing collisions, and the dangers of back over accidents involving children.
- **Bike and Pedestrian Safety.** ½ hour, classroom training; taught at hire, and as needed. Students are taught safety techniques and the dangers of operating a vehicle around bicycles and pedestrians.
- **Infectious Disease.** 1-hour classroom training; taught at hire and as needed. At the completion of the course students will know how to prepare for potential concerns when faced with a pandemic, have the knowledge to provide safe service for the customer, have the knowledge of how to protect themselves through the use of Personal Protective Equipment, social distancing, adjusted work procedures, and know how to report concerns of potential exposure. This course has been absorbed into the IIPP course.
- **Power Line Safety.** ½ hour, classroom training; taught at hire. Students learn the critical steps to take if downed power lines are on, or in the vicinity of, their vehicle.
- **System Security Awareness.** 2 hours, classroom training; taught at hire. A threat prevention course that teaches an understanding of the risks we face in today’s world regarding terrorist attacks, how to respond to suspicious people, packages, threats, and incidences on transit vehicles.
- **De-Escalation.** 1.5-hour classroom training; taught at hire, as needed, and annually. Students receive training on how to deal with difficult and angry customers, understand the benefits of dealing with difficult and angry customers effectively, understand the difference of “working with versus handling” understand ways to give customers bad news, and know the 4 steps of de-escalation.
- **Winter Weather Hazards.** 1 hour, classroom training; taught at hire, as needed, and annually. Students are instructed in ways to adjust their driving according to various weather conditions such as rain, snow, ice, and fog. Covers general situations as well as conditions that pertain to specific aspects of the local service area.
- **Active Shooter.** 1 hour, classroom training; taught at hire. This course outlines response options for active shooter situations both in an office environment and in a transit vehicle.
- **Workplace Violence.** ½ hour, classroom training; taught at hire. Students learn the importance of being prepared for potential incidents; topics include de-escalation techniques and reporting.
- **Fire Extinguisher.** ½ hour, classroom training; taught at hire during the Fire Suppression & Emergency Evacuation course, and annually after that. This course teaches the principles of fire extinguishers, fire extinguisher types, early stage firefighting hazards, the PASS technique and procedures to follow in the event of a fire. This class has been absorbed into the IIPP course and is also discussed in Fire & Emergency Evacuation.

- ***SDS Global Harmonization.*** 1 hour, classroom training; taught at hire. Students learn the importance of understanding how to read labels of hazardous materials. Instruction includes what products need labels, hazard classes, the Globally Harmonized System of classification and labeling of chemicals, how to read a Safety Data Sheet (SDS) page, how to find an SDS page, where the SDS book is located, and exposure limits.
- ***First Aid CPR/AED.*** 6-8 hours, classroom training; taught at hire, and every two years. In this National Safety Council course, students are taught how to perform victim assessment, basic life support, care for shock, bleeding wounds, burns, poisoning, bone, joint and muscle injuries, unknown illness procedures, cold and heat related injuries, cardio pulmonary resuscitation, and the use of automated external defibrillator use. (In some locations, due to local policy, only Supervisors receive this training.)
- ***Blood borne/Airborne, and Contact Pathogens.*** 3 hours, classroom training; taught at hire and annually. This course discusses blood borne pathogens and other potentially infectious materials, how pathogens enter the body, hand washing, personal protective equipment, sharps, universal precautions, vector transmission, body fluid spill cleanup, contaminated waste disposal, Norovirus, Staph, Tuberculosis, Ebola, Measles, Rubella, Lice, Scabies, Bed Bugs, Hepatitis B immunizations, exposure reporting, post exposure follow up, passenger privacy, and an explanation of OSHA 1910.1030.
- ***Injury & Illness Prevention Plan (IIPP).*** 1.5 hours, classroom training; taught at hire, and annually. Students learn that safety on and off the job is a concern for employees and employer alike. Our IIPP training helps our trainees to identify the common injuries that can occur when safety is not observed. Students are shown the documentation that is required when reporting a hazardous condition or an injury. Now includes Infectious Disease and Fire Extinguisher

Classroom and In-Vehicle Training: ADA Passenger Techniques and Safety

- ***“ADAPTS,” ADA Passenger Techniques, Sensitivity, and Safety (A and B).*** 8 hours or to proficiency, classroom training and in vehicle; taught at hire and a refresher version is taught every two years. An in-depth look is taken at issues associated with transporting passengers with special needs. Student instruction ranges from interpersonal skills, such as disability awareness and passenger sensitivity, to equipment related skills, such as the operation of wheelchair lifts, and procedures for securing wheelchairs in the bus. Operation of wheelchair lifts and procedures for securing a wheelchair are demonstrated in the vehicle.
 - ▶ This course *exceeds* the ADA minimum requirement for training, and includes the new *Human Trafficking Awareness* training required by the State of California.

Hands-On Training

- ***Mobile Data Terminal/Radio/Cell Phone Operations.*** 2 hours, or to proficiency, hands-on at location of equipment; taught at hire, and as needed. Students are instructed in the use of

telecommunication devices for maintaining contact with Dispatchers and emergency services.

- ***Snow Chains.*** 1-1½ hours, classroom and hands on training; taught at hire and annually at sites in mountain regions. This course outlines personal protective equipment when installing snow chains, and how to inspect, install, adjust, and remove snow chains.
- ***Pre- and Post-Trip Inspections.*** 2 hours in classroom, 6 hours hands-on in vehicle training or to proficiency; taught at hire, and as needed. Trainees are shown the vehicle inspection routine that is to be performed at the beginning and end of each shift.
- ***Fire Suppression and Emergency Evacuation.*** 3 hours or to proficiency classroom and in-vehicle training; taught at hire. This course outlines the steps involved when an emergency evacuation is required, calling for assistance, the dangers of fighting a vehicle fire, and securing the vehicle. Drawing on material provided by groups such as the National Transit Institute and the National Rural Transit Assistance Program, we show our drivers how to prevent dangerous situations, and how to manage a wide range of possible emergencies.

Behind-the-Wheel Training

Paratransit Services provides new drivers with a rigorous Behind-the-Wheel training program when they are hired. During this part of their driver training, student drivers observe safe driving techniques as demonstrated by a trainer in a transit vehicle, and they drive a vehicle while under observation by the trainer. Student drivers learn how to manage difficult access situations, and safe driving techniques to use on the freeways as well as rural roads. In addition to general driver training, each driver is also given instructions specific to his or her assigned route or service area, to ensure the driver is knowledgeable of local streets and traffic patterns.

The course typically runs 32-48 hours, but we train to proficiency, and provide additional training time for students who have a demonstrated aptitude for driving. During their tenure with Paratransit Services, drivers will also be given various elements of the Behind-the-Wheel course as refresher training. Some of the specific topics covered in the course include the following:

- ***Cone Training and Spatial Awareness.*** 2½ hours or to proficiency, classroom and hands-on in vehicle training; taught at hire, and as needed. Sometimes referred to as “closed course training”, this class allows trainees to develop the basic skills needed to maneuver the type of transit vehicle to which they will later be assigned. In a non-traffic setting, driver trainees operate their buses through a series of obstacle courses, demarcated by rubber traffic cones that simulate extreme driving situations and promote driver awareness of vehicle position. This may include learning to Parallel Park a full-sized shuttle or bus and maneuvering through a serpentine cone course.
- ***Vehicle Familiarity and Handling.*** 2-4 hours or to proficiency, in vehicle training; taught at hire. Trainees get hands-on experience in the operation of their assigned vehicles on a closed course. Includes instruction in adjusting mirrors, safe backing technique, curb stops, and operation of any special features of the vehicle, such as bike racks.

- **Spatial Awareness.** 1-2½ hours, classroom, and behind the wheel training; taught at hire, and as needed. Trainees are taught the importance of scouting a corner, using their mirrors, being aware of vehicle blind spots, common problem objects, setting up and squaring off turns, and the push pull steering method.

Refresher Driver Training

Drivers are also required to attend monthly meetings to receive refresher and supplemental training in safe driving techniques and customer service. Driver performance assessments are ongoing, and training updates are provided as necessary (for example, to learn how to operate new equipment or de-escalation techniques).

During a driver’s tenure on the job, his or her performance is continually monitored by the Road Supervisor or higher-level management personnel (depending on the structure of an individual operation). Remedial retraining is given as deemed necessary, either as a result of a performance appraisal, or following a preventable vehicle accident, a traffic citation, or an incident involving a vehicle passenger. Any Driver who is involved in a preventable accident must undergo appropriate refresher training in accordance with our Safety Program. All Drivers receive a full course in defensive driving as a refresher every two years.

Training Specific to California

The State of California maintains some of the highest requirements for operators of Transit and Commercial Motor Vehicles. Paratransit Services maintains full compliance with these training, retraining, and certification requirements for “The Golden State.”

- **Verification of Transit Training (VTT):** California requires that operators of Transit Vehicles obtain a Transit Bus Driver Certificate prior to transporting passengers. Additional records documenting classroom, in-service, and behind the wheel training is maintained for renewals.
- **Air Brake Regulations (California Locations)** Although we do not currently have vehicles equipped with airbrakes in our Nevada County Now fleet, we wanted to note that Paratransit Services provides air brake topics in our driver training instruction and has DMV Employer Testing Program Certification and vehicles to support drivers gaining this credential when necessary.
- **General Public Paratransit Vehicle (GPPV):** California requires that operators of vehicles that provide local transportation to the public schools obtain and maintain a GPPV certificate. This certification is not a requirement for Nevada County Now service, but Paratransit Services is experienced in training and testing for this certification.

DMV Employer Pull Notice Program

All Paratransit Services driver are immediately enrolled in the DMV Employer Pull Notice (EPN) program. This enables us to monitor the driving records of our drivers.

TRAINING FOR OPERATIONS SUPERVISORS

Paratransit Services provides supplemental courses that are required for supervisory personnel. In addition to instruction in additional record-keeping procedures they need to be aware of, our supervisors also receive the following training courses:

- ***Collision Investigation: Incident/Accident Procedures.*** 4 hours, classroom and mock hands-on training; taught as needed. Supervisors (General Managers, Road Supervisors, and Dispatch Supervisors) are instructed in procedures for accident response, including the preparation of accident kits and techniques for securing the accident scene. The course discusses the fundamentals of thorough collision investigation, including data collection and review, accident photography techniques and witness interviewing techniques. Trainees also learn procedures for accident reporting, including DOT/FTA D&A paperwork, collision forms, and post-collision driver re-training.
- ***Drug & Alcohol Reasonable Suspicion Training.*** 3½ hours, classroom training; taught at hire and every two years. Supplementing the Employee Substance Abuse Training (see Substance Abuse Awareness Training), supervisors learn techniques for recognizing prohibited behavior in the workplace, as well as recognizing the signs that an employee has a substance abuse problem. This course covers procedures for random drug and alcohol testing, correct terminologies and effects of illegal substances, and compliance with federal mandated regulations.
- ***Anti-harassment Supervisor Training.*** 2 hours, on-line training; taught at hire and every two years. Supervisors are trained to spot and put a stop to harassment before the problem becomes a legal issue. The California Department of Fair Employment & Housing DFEH California approved training course define anti-harassment policies and reporting procedures, as well as the effects of harassment on the workplace environment and solutions for creating a harassment-free workplace. This course satisfies California’s legal training requirements pursuant to Gov’t Code 12950.1.
- ***Active Shooter Training.*** 3 hours. This supplemental training builds on the Active Shooter training for drivers. It covers post incident management, creation of an Emergency Action Plan and includes Desktop Scenarios of active shooter situations that occur both in an office environment and on a transit vehicle.

TRAINING ON-SITE DRIVER TRAINERS

Paratransit Services recognizes the importance of having a strong local program for Driver Training. In addition to having an exemplary corporate training staff that travels to each of our sites and directly provides driver assessment and training, it is our policy to also train qualified personnel at each site to be Driver Trainers. The mission of our Training Department is “To ensure

that employees and subcontractors obtain the skills and knowledge necessary to provide the highest quality of transportation and related services; to support safety, service and maintain schedules; and to foster a learning environment that benefits all learning types.”

Participants of our Train the Trainer course complete a week-long extensive training program which ensures that our trainers have a command of the material, and which fosters instructor development and good teaching technique. Topics covered include the following:

- Preparation and practice
- Recognizing organic learning moments
- Challenging participants to think
- Adjusting to the needs of participants
- The science of adult learning
- Course structure
- Effective topic introductions
- Rhythm, energy, and confidence

In Grass Valley, our Driver Trainer is General Manager Matt Trefero. He has completed our Train the Trainer course, and looks forward to also becoming Transit Safety Institute certified when the opportunity arises for him to complete that training as well.

TRAINING FOR DISPATCHERS

Our dispatchers and schedulers are responsible for making moment-to-moment decisions and same-day adjustments to service routes, as may be necessitated by several variables, such as weather, trip cancellations or additions initiated by the client, road construction that may be causing excessive traffic congestion, sudden road closure due to an accident or (in some areas) forest fire, or service vehicle breakdown. Our dispatch personnel are trained to utilize a variety of options to minimize inconvenience to the ridership regardless of the cause of disruption to the route. Although areas of emphasis will vary depending on the type of service and the geographic region served, and any ancillary services that the Dispatchers may perform as part of an office environment, the basic training course normally includes the following topics, and can be completed in a week (hours listed are approximate):

- ***Accident and Incident Response.*** 6 hours. Trainees learn the procedures to follow when a driver calls in to report a vehicle accident or passenger incident. Topics include radio procedures for emergencies, notification requirements, what to do in the event that a passenger is injured, what to do if a driver is injured, and documentation requirements.
- ***Tools to Do the Job.*** 4 hrs, classroom. Trainees are given a technical introduction to the workings of Mobile Data Terminals (MDTs), cellular telephones, and 2-way radios, and computer mapping systems, or other equipment that may be in use at a specific site.
- ***Radio Procedures and Etiquette.*** 4 hours. Trainees learn the procedures to follow operating a 2-way radio or other systems for communicating with drivers. Topics include dispatcher-driver communication skills, radio procedures and etiquette, and 10-codes.

- **Routing and Scheduling.** *16 hrs or to proficiency, classroom.* Trainees are given hands-on training in the use of the dispatching and scheduling aspects of the call center software, such as our own *Rides Unlimited™* or *Trapeze*, and shown how to utilize the software to optimize routes. Topics include “The Vector Principle,” negotiating trip changes, and procedures for snow or inclement weather.
- **Productivity.** *1 hr, classroom.* Productivity is explored, and the Dispatcher’s and Scheduler’s role in system performance is discussed.
- **Area Familiarity.** *4 hours, in vehicle.* Also known as “Rides for Fun,” this course takes trainees on a tour of the service area in one of the service vehicles. Instructors point-out common destinations (medical facilities, senior centers, etc.) and landmarks, note travel times, and discuss transportation problems frequently encountered by our disabled and elderly clientele.
- **“Real-World” Experiences.** *1 hr, classroom.* Trainees discuss issues that have arisen on the job with experienced dispatchers and schedulers from our staff. Customer service issues are discussed, such as situations that may require tact and sensitivity.
- **Contract-specific Topics.** *4 hrs, classroom.* Time is set aside to discuss dispatching or scheduling responsibilities or tasks that may not be required at all sites, but which the contracting entity requires at the specific site. For example, some sites may require fare collection and processing, and the dispatcher may play a role in that process.
- **Driver Topics.** When driver training sessions are being offered at the operations site, and classroom space is available, dispatchers (unless they were former drivers) are encouraged to attend to round-out their understanding of the system.

TRAINING REFRESHERS AND UPDATES FOR GENERAL MANAGERS

Paratransit Services is committed to the continued development of its General Managers and supports this through a variety of venues. We encourage all General Managers to complete the CCTM training available through CTAA and to also participate in annual transportation conferences in order to continue to learn, develop peer-to-peer networks, and to continue their professional development.

Paratransit Services has also developed its own internal training programs which include ongoing training and mentoring throughout the year, scheduled General Manager training conference calls, HR Tool Kits and our annual General Manager’s Summit.

GM Summit. Typically, we hold our annual GM Summit in late April or early May (so as not to conflict with CalACT), where we bring all of the General Managers in our company together for training, team building, and networking opportunities. Our Chief Operating Officer conducts

“Zoom” monthly meetings with our GMs to discuss any new developments that may need their attention.

NIMS Training. All Paratransit Services General Managers complete the National Incident Management System (NIMS) training through FEMA (NIMS IS 100, IS 700, and IS 800 Independent Study Program). The ongoing training and education in Emergency Management is managed by our training department and includes annual refresher courses, which may also take place at our General Managers Summit.

SAFETY PROGRAMS

Driver Safety and Recognition Programs

Our Driver Training program emphasizes safety as the number one skill area our trainees must master before they drive their first passenger. We also emphasize other topics such as customer service skills, passenger sensitivity, map reading, and the administrative details that go along with the job, but *safety is the overarching theme*. In addition to the initial training program that all of our drivers must complete, Paratransit Services provides various incentives and refreshers that reinforce the safety concepts learned during training.

- **Professional Driver Pin Award Program.** Drivers who operate a service vehicle for one full year without a preventable accident, on-the-job injury, or passenger accident are awarded a Professional Driver lapel pin. By presenting this prestigious pin annually, Paratransit Services recognizes and reinforces the commitment of our drivers to safe driving practices.
- **Accident Free Safety Miles.** Paratransit Services requires all operations sites to post “Accident Free Days” messages in the driver or dispatcher areas. Each driver’s daily mileage is tracked and compiled. For every 10,000 miles that are driven without preventable vehicle collisions, on-the-job injuries, or any valid customer complaints, the driver is given an Accident Free Safety Miles award.
- **Driver Requested Safety Incentive Programs.** Paratransit works cooperatively with drivers to develop mutually satisfactory safety incentives which will reward safe service vehicle operations and exceptional performance. An example that we would suggest is a “Safety Jacket” program, where drivers who maintained a safe driving record over a specified time period (such as one year) would be presented specialized work jacket that identified the achievement.
- **Driver Mentoring Program.** Drivers who meet rigorous standards for safety as well as general driving skill will be eligible to provide on-the-road training as “Driver Mentors.” This program provides positive professional recognition to the mentor (who will also be eligible for a wage differential or other reward) and frees-up our regular trainers for more classroom instruction.



- **Remedial Retraining.** During a driver’s tenure on the job, his or her performance is continually monitored by the Road Supervisor or higher-level management personnel (depending on the structure of an individual operation). Remedial retraining is given as deemed necessary, either as a result of a performance appraisal, or following a vehicle accident, a traffic citation, or an incident involving a passenger.
- **Staff Safety Meetings.** Paratransit Services requires all transit operation sites to hold staff safety meetings to improve overall driver performance and to ensure that safety concerns in general are addressed. At these meetings, drivers receive refresher and supplemental training in safe driving techniques, job requirement changes, and they review and analyze vehicle accidents that have occurred at their sites.

Please see *Appendix C*, Safety Meeting Agenda for Nevada County site. Agenda from other locations available upon request.

Workplace Safety

Paratransit Services’ basic safety policy is that no task is so important than an employee must violate a safety rule or put him or herself at risk of injury or illness to accomplish it. We place a high value on the safety of our employees and are committed to providing a safe workplace.

Paratransit Services has adopted a formal Safety and Health Policy, which covers several safety-related policies and procedures for the workplace. We have developed this program for accident prevention as a systematic way of involving management, supervisors, and employees in identifying and eliminating hazards that may develop during the work process. Supervisors are responsible for the safety of their employees and, as a part of their daily duties, monitor the workplace for unsafe conditions or actions and take prompt action to eliminate any hazards. Management and elected employees at each operations site meet to develop procedures for identifying and correcting hazards, as well as planning for foreseeable emergencies.

Paratransit Services office personnel, both at our corporate office and at our satellite offices, take part in safety awareness programs, such as “Drop, Cover and Hold” as part of Earthquake Awareness. Office staff also is provided newsletters, posters, e-mail and other communication regarding personal safety. All employees are encouraged to attend defensive driving, first aid and CPR courses as part of an overall safety awareness campaign. (The National Safety Council’s First aid, CPR/AED course, designed originally for our drivers, has become a popular course among our office personnel.)

All employees are asked to report safety concerns and make suggestions for improving safety in the workplace. To encourage employee input, employees may receive awards or incentives for providing safety-related suggestions that are implemented. This maintains employee interest in promoting safety, while encouraging an active suggestion box.

Driver Uniforms

Paratransit Services provides driver uniforms that meet or exceed the standards established by Nevada County. They include uniform shirts, jackets, pants, safety vests, winter cleats, an ID

badge and appropriate logo placement to our existing Nevada County Now staff. Please see *Appendix D*, for Nevada County Now Dress Code.

SCHEDULING / DISPATCH SOFTWARE AND REPORTING

Our Proposed Scheduling Software: EasyRides

EasyRides is GMV’s paratransit dispatching software. It is designed to help transit systems better optimize their dispatching and scheduling needs with an easy to use interface and all required features. *Easy Rides* is fully integrated with Google Maps to give dispatchers and schedulers quick access to mapping trips, finding where to schedule trips, and analyzing routes for better optimization.

Reporting with *EasyRides* can be accomplished in two ways. There are a variety of built in reports providing managers with basic information most agency’s needs, but there are also fully customized reports built through Microsoft Access. These custom reports allow managers to go beyond the basics and look at data in different ways to allow them to better track metrics and make smarter decisions.

Easy Rides Status Board for standard Operating Day

Easy Rides -- Sat 6/11 - [ERidesGoldCountryLIFT]

File Trip Tickets Auto Schedule Tools Options Help

Trefers, Matthew 0701 E.Proc Agent

Wed 6/1 Thu 6/2 Fri 6/3 Sat 6/4 Yesterday Today Tomorrow Wed 6/8 Thu 6/9 Fri 6/10

Refresh Alarm Sort List Names Stops Cjents Buddes Cool A

Status Boards

-1	GCL - 1	-1	GCL - 2	-1	GCL - 3	-1	GCL - 4	-1	GCL - 5
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
0	0	0	0	0	0	0	0	0	0
Trips in this area indicate a driver's manifest in order for a work day									
-1	GCL - 1	-1	GCL - 2	-1	GCL - 3	-1	GCL - 4	-1	GCL - 5
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
0	0	0	0	0	0	0	0	0	0
Easy Rides collects all data sent by driver's such as arrival and departure times as well as miles									

Day selection and error checking tools for On Time Performance

Driver's manifest (Trips sent to Tablet/MDT)

Trip's onboard Driver's vehicle

In today’s fast paced transit world dispatchers need to have efficient ways to communicate trip information with drivers and driver’s information back to dispatch. *EasyRides* uses Android tablets to allow drivers to view their manifest, provide driving directions from stop to stop, and receive real time updates on trip changes, cancellations, and add-ons. Drivers can use these tablets to send mileage and time information back to dispatch greatly reducing the amount of radio traffic. Since the *EasyRides* Driver app runs on the Android OS there is no proprietary hardware required. Many off the shelf tablets are available to help reduce costs.

EasyRides provides all of the features you would expect in dispatching software such as address management, client files, trip history, and standing ride reservations. It also has many advanced

features to help schedulers utilize windows, negotiate with passengers, and place trips. It uses color coded address sites to allow users to quickly identify where in the service area a trip is located even if they do not recognize the address. All of these features and more make *EasyRides* dispatching software an asset to operations.

Meeting Reporting Requirements

OPERATIONAL DATA

The software that we are proposing to utilize for Nevada County Now, *EasyRides*, standard report menu includes:

- Daily and Hourly Ridership
- Provider
- Driver Detail
- Client Status
- Performance
- Funder
- Client List
- Vehicle
- Trip List
- Trip Counter
- Vehicle Detail

Office Technical Systems

Our staff in Nevada County will be equipped with Windows-based workstations running the Microsoft Office suite of applications, and well as MS Access database software. Our schedulers and dispatchers will also be running our in-house software *EasyRides* (which is discussed in detail in the previous and upcoming sections) for trip scheduling, dispatching, and reporting tasks. Vehicle Maintenance will be tracked using Fleetmax™ software (which we also currently use in Red Bluff). All of our satellite locations are linked to our corporate servers in Bremerton, Washington, to facilitate the exchange of data, documents, and other information. Other standard office equipment such as printers and copiers are installed at the Nevada County location as well. In addition, we will have an Uninterruptible Power Supply and generator that will keep our systems running during a power outage.

Local Data Collection and Reporting

EasyRides plays a crucial role in the collection and reporting of data for the County. The program facilitates in taking trip requests, scheduling trips, tracking trips during the day of service, and generating reports. A combination of Microsoft *Access* reports and *Excel* spreadsheets are used to compile the data into useful information formatted to the County's specifications.

EasyRides and *Access* are used to create customized manifests to meet the specific needs of Nevada County and to help the drivers efficiently transport all passengers. In addition to the manifest, drivers are sent out with additional passenger lists so that in the event trips need to be

moved from one driver to the next they already have the information in hand, cutting down radio traffic and allowing the driver to more quickly move on to their next passenger.

The manifests provide a system for drivers to record the times and mileages necessary for Nevada County Now monthly reports. Although much of this information is called in live to dispatch and recorded in *EasyRides*, the manifests provide a backup system in case any information needs to be verified.

Additional reports that pull from the *EasyRides* database include reports for tracking 5310 riders, tracking registered ADA clients, and On Time Performance. Additionally, data validation is handled in *Access* to verify accurate information by the use of exception reports to find outliers in the data. All of these reports work together for preparing the data stored in *EasyRides* to be ready for the end of month reporting.

Paratransit Services provides a monthly Operations Report that contains operational and performance data, including data on passenger boarding's, fare box recovery, service and deadhead hours, service and deadhead miles, ADA versus non-ADA boarding's and hours, demand response and subscription boarding's, service denials, late cancellations and other required data.

Paratransit Services summarizes the monthly operations report in an annual report which also includes current service year compared to prior service year with indication of growth or loss, summary of passenger complaints (valid and invalid) and summary of accidents and incidents

In addition to these commonly used reports, special ad hoc reports are occasionally requested by the County. These reports range from a quick look at a specific ridership day or situation to more complex reports that might take a large amount of data and require computer coding to sort and sum to Nevada County's specifications.

Corporate Systems

In addition to the local data collection and verification methods mentioned above, Paratransit Services has established several practices to ensure that all of our public transit locations meet our standards for efficiently run, high quality service that is responsive to the needs of the agencies who contract with us. Our corporate personnel utilize several database applications, many developed in-house, to monitor various contract parameters, and to ensure that potential trouble spots are addressed proactively.

- ***Corporate Accounting System.*** Our transit operations are tracked at Corporate Headquarters in Bremerton, Washington, where our Accounting staff uses Microsoft Dynamics SL accounting software. Although accounting information is processed at Corporate Headquarters, monthly reports are completed by staff at our various operations sites.

The accounting software allows us to modify traditional financial reports and create ad hoc reports as needed by our transit customers, many of whom require special reports to comply with state and federal requirements. Our financials are audited annually by an outside firm, and they confirm that

our accounting records are maintained in all material respects “in accordance with accounting principles generally accepted in the United States of America.”

Training Documentation. Our corporate Safety, Training and Audit Department maintains a record in *Optimum* software of all training received by Paratransit Services drivers, whether given by our corporate training staff, or by our on-site trainers, or through third-party training. Reports are easily generated for any employee indicating the date the training was completed, the type of instruction (for example, On the Job Training, Computer Based Training, Seminar Training), a description of the course and any continuing education credits the trainee may receive for the instruction.

Accident/Incident Reports. Paratransit Services Local General Managers report all accidents and incidents to corporate headquarters, where the information is recorded in our *Accident and Incident Data Management System* (AIDMS). The AIDMS records data on the nature of the accident/incident, the vehicle(s) involved, a passenger list, the other driver (if applicable), and the status of any insurance claim filed. (*Attachment 1* to this *Proposal* pertaining to accident claims for the past 5 years was drawn from this database.) After reviewing all pertinent data, the local General Manager will make a determination as to whether the Accident/Incident was preventable or non-preventable. The AIDMS generates reports used by our corporate and local staff to look for trends, which in turn may suggest corrective action, ranging from general policy issues that should be addressed, to specific drivers who may require additional training.

Site Labor Utilization Database Report. Paratransit Services has developed an in-house database application (*Site Labor Utilization Database*) that our corporate executives and General Managers use to monitor key daily performance parameters for our transit operations. By looking at labor hours, trips provided, billable miles, and other similar statistics for each site on a *daily basis*, we are able to identify potential problems, and respond proactively, before they develop into major issues. The *Site Labor Utilization Database Report* has become an important management tool for keeping each operation within its contracted budget.

Vehicle Database. In addition to records kept on-site at our transit locations, such as Daily Vehicle Inspection (DVI) forms, our administrative staff at Corporate Headquarters maintains in our Vehicle Database a listing of all service vehicles at our various locations. This database lists several data points that profile the vehicle, for example:

- VIN & Vehicle Numbers
- Year & Model
- Date Placed in our Service
- Vehicle Value
- Comments/Notes

“Ad Hoc” Reports. In addition to reports that are generated at regularly reoccurring intervals (e.g., daily, weekly, monthly), Paratransit Services staff also provide *ad hoc* reports as may be requested by our contracting agencies or our own management team to help investigate issues or to gain insight into ways to enhance system performance. This may involve the development of a report focusing on a specific problem area for a short term basis, such as tracking on-time

performance for a specific geographic area to see if we are optimally performing scheduling dispatching there, or a new report covering a longer period of time to help with future planning of the transit program.

FTA Triennial Reviews and D&A Program Compliance Audits. Transit agencies and contractors participate in FTA Triennial Reviews and D & A Program Compliance Audits. Paratransit Services corporate and local staff are prepared to immediately respond to requests for information, records, data collection and report requests and engage with the auditors in a responsive and timely manner. We go to great lengths to provide information in an organized manner, making it easy for the reviewers/auditors to locate the information they need.

TECHNOLOGY AND EQUIPMENT

MOBILE DATA TERMINALS

Paratransit Services has deployed Samsung Galaxy A7 lite tablets (mobile data terminals) in the Nevada County fleet utilized for reporting pickups and drop offs. They are mounted in all of the fleet. These tablets utilize the application Easy Rides produced and developed by *GMV Syncromatics*. The software connects to the dispatching software of the same name through cellular data in order for dispatchers to create, add and edit trips on active routes and the data will be sent straight to the driver's tablet in the field. All changes, on boards, delivers, time and miles a driver inputs will be transmitted to dispatch when the driver has a connection to the cell service in the area. They have dramatically cut down on radio traffic, thus freeing up the channels for operational challenges: "cannot locate", No-show, Passenger paid for roundtrip in first trip of the day or a request to back up the vehicle. The MDT's have streamlined data collection and reporting and increased the efficiency of the dispatch center.

TELEPHONE SYSTEM

Paratransit Services utilizes a four-line phone system at our offices in Nevada County. Two lines are for incoming trip requests. Two lines are administrative lines and one is a fax line. Incoming calls are rarely on hold and never for more than 1 minute. All calls are toll free in the Nevada County Now service area.

CELL PHONES

Paratransit Services purchases and provides IOS/Android cellular phones and tablets with talk/data from Verizon Wireless and is provided government public sector discounts.

RADIO SYSTEM

Paratransit Services utilizes Kenwood mobile radios from *Banner Communication* model TK-7360HV/8360HU in all of our transit vehicles as well as in the office. All vehicles equipped with this radio have an antenna mounted on the roof of the vehicle. All desks in our office have either a corded hand held radio connected to a main radio or have a handle held that uses the same connection.

RADIO REPEATER

We currently lease repeater space through *Banner Communication* utilizing their tower located on banner Mountain in Nevada City, CA. We have two channels of communication, repeater through the tower that connects to all radios in the office and all vehicles and direct which is just line of sight from transmitter to receiver.

COMPUTERS/SOFTWARE

Paratransit Services purchases and provides computers/servers and equipment through Dell and utilizes software developed in house and from companies including, but not limited to; EasyRides, Microsoft, UKG, McAfee, Google, and Adobe.

INTERNET/EMAIL

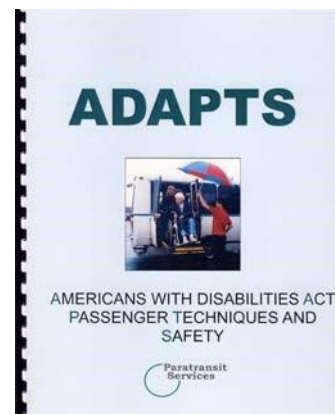
Paratransit Services provides internet through AT&T and corporate email accounts, storage, and collaborative tools through Google Workspace.

UNDERSTANDING ADA

As our name suggests, Paratransit Services is fully aware of transit requirements under the Americans with Disabilities Act (ADA). We were providing accessible transportation ten years prior to the ADA, and most of our transit contracts, both currently and throughout our history, have included ADA-compliant services as part of the transit systems we operate.

ADA CERTIFICATION

Paratransit Services is knowledgeable and experienced in managing ADA Certification process for a number of our transit contracts. Although in Nevada County this is managed by the County, it speaks to our experience and knowledge of the ADA certification process and applicable laws. We have provided this service to Tehama County since February 2005. In 2009 we took over management of the ADA Paratransit Eligibility and Certification program for Glenn Transit Service at our offices in Willows, where we recertified existing holders of the Transit Card, (which allows clients to ride the Dial-A-Ride system) and now manage the ongoing processing of new applications for the card following ADA guidelines. Paratransit Services utilizes our in-house ADA Certification Database to track applicant information.



TRAINING

We have developed our own training program to ensure that our drivers are in compliance with ADA regulations. Specifically, our *Americans With Disabilities Act Passenger Techniques and Safety (ADAPTS)* manual begins with a written introduction to the ADA and its relevance to the

transportation industry. This manual is a collection of standard operating procedures that our drivers are required to implement to ensure that our passengers who have disabilities are treated with sensitivity, and in full compliance with ADA standards.

PASSENGER COMPLAINT PROCEDURE

“The mission of Paratransit Services is to provide quality coordinated transportation and community services that meet the special needs of the people we are entrusted to serve.”

As suggested by our Mission Statement, Paratransit Services takes pride in the quality of service we provide to people with special needs. We want to hear from our customers, as well as from the various caregivers, human services agencies, and other entities that provide essential services to our ridership, to learn how we can improve. All of our operations provide a means for our riders to contact us with their concerns, and we follow specific procedures for following through on that input.

6-STEP CUSTOMER SERVICE PROGRAM

The six basic components of our Customer Complaint Process, which apply throughout our transit operations, are *Customer Input, Acknowledgement, Investigation, Tracking, Resolution, and Protection from Retribution*. The following describes in general how these steps are implemented, with variations as appropriate for our individual locations.

1. Customer Input. We facilitate input from our customers as regards the quality of their transit experience by Customer Comment forms on each bus. We encourage customers to “Tell us about your experience, share your ideas and give us your feedback.” It provides the rider with contact information for bringing the issue to the attention of Paratransit Services.

2. Acknowledgement. The Customer will be contacted with 24 hours of receiving the complaint. Customer input is typically received via telephone from the customer to one of our dispatchers or other office personnel. Our dispatchers are trained to respond politely to customers who may call with a complaint, and to ensure that the caller knows that his or her issue will receive all due consideration.

Prompt attention to issues is an important element of customer service, and we want our customers to know that their feedback, positive or negative, is important to us and to the success of their transportation program.

Customer Comment Form

Passenger Name: _____ Caller Name: _____

Passenger Phone #: _____ Caller Phone #: _____

Date and Time of Trip: _____ Date and Time of call: _____

Driver: _____ Vehicle: _____

Address/Intersection: _____

Description of Comment (use back if required):

Comment taken by: _____

For Management Use Only

Comment Received by: _____ Date: _____

Recommendations/Actions:



3. **Investigation.** If a customer calls our transit office with a complaint that is not immediately resolved during the phone conversation, the dispatcher will make a written record of it on our *Customer Comment Form*, and pass the form on to our General Manager or Supervisor for follow-up. The General Manager or Supervisor examines the issue in light of any applicable contracts or policies, and investigates the issue further by contacting the parties to the complaint (such as the customer, the driver, etc.) as appropriate. All investigative results are documented on the *Customer Comment Form*, including any recommended corrective actions.
4. **Tracking.** Paratransit Services' will respond to the client within 24 hours and strive to resolve all complaints within a reasonable amount of time from the date the complaint was originally received. The Operations Manager tracks the issue by monitoring outstanding *Customer Comment Forms* until they are resolved and filed. Tracking is aided by an Excel-based *Customer Complaint Log* or our Customer Service Incident (CSI) database. Paratransit Services will report all complaint information within 24 hours of the receipt of the complaint.
5. **Resolution.** The highest percentage of complaints is related to the performance of the bus driver. In these cases, the General Manager meets with the driver to resolve the issue, possibly by conducting a driver skills assessment and instructing the driver to undergo retaining in the area related to the complaint. The appropriate corrective action for most complaints involving dispatchers is additional training (which may include role-playing) and a period of intensified monitoring of telephone skills by a Supervisor.
6. **Protection from Retribution.** Customers of Paratransit Services should be able to submit feedback without fear of retribution from the company. To help protect anonymity of the customer, our Customer Contact Record separates the initial input sheet, which records the customer's information, from the follow-up sheet. Customers who feel they have been treated unfairly in response to a complaint may contact the Operations Manager. The Operations Manager will appropriately discipline any employee that retaliates against a customer.

NO-SHOW AND LATE CANCELLATION POLICY

Nevada County Now experiences a 1.5% No-Show rate, which is very low! No-Shows can be a common problem for ADA paratransit and public Dial-A-Ride demand response systems. When a driver and vehicle arrive at a pickup location but the rider is not there, then transit system resources are wasted and system efficiency suffers. No-shows impose a cost burden on the transit program, a cost that can be quite significant when no-shows are left unchecked. Our dispatchers phone the client's home when a driver calls in a potential no-show. If the client cannot be contacted, the dispatcher records the trip as a "no-show." in our EASY RIDES scheduling software, and generate reports for analysis.

Our general policy with respect to no-shows is to issue a warning letter if a client has three no-shows within a 30-day period that have not been demonstrated to be beyond the client's control. The letter explains the harm that no-shows can do to the transit program by adversely, and unfairly, affecting the availability of service for other ADA clients who really need the transportation. The

letter warns that continued no-shows or late cancellations will result in a suspension of services. The suspensions may be as little as 10 days or up to 30 days depending on the client's history of no-shows and late cancellations. Every suspension decision is reviewed with Nevada County Transit Manager prior to action.

IVR RIDE REMINDER HELPS LIMIT NO-SHOWS

As stated, Nevada County Now experiences a 1.5% No-Show rate. However, if that were ever to increase, Paratransit Services offers a solution to successfully cut back on the incidence of no-shows for our Dial-A-Ride and ADA systems. We can provide automated Interactive Voice Response (IVR) system that dials the telephone numbers of clients who have booked trips, and plays an automated Text to Speech (TTS) personalized message reminding them of their scheduled pickup date and time. For Nevada County Now, Paratransit Services would link the IVR system to *EasyRides* scheduling/dispatching software so that the calls would be generated automatically based on information entered by our staff in Grass Valley.

Our IVR system is a great cost-saving use of technology because it requires virtually no additional labor, yet reduces instances of people not showing up for their rides. It generates a report of all numbers dialed and other information about the call, such as the time of the call, whether it was answered by a person or an answering machine, and the pickup time.

FARE COLLECTION AND REPORTING

Paratransit Services has accountable, quality-tested procedures for revenue collection that ensure complete fare capture, accounting and reconciliation, security and deposits. Paratransit Services will ensure that fares are charged to passengers as specified by Nevada County policy and accounted for in accordance with standard cash handling, fare retrieval, and accounting practices. We understand the TDA requirement of a 10% minimum fare box recovery ratio. Nevada County Now experiences a 1.5% No-Show rate.

Our drivers collect cash fares from Nevada County Now passengers and manually record each fare collected and ticket punch onto their manifest. At the end of his or her shift, the driver enters the ridership totals for the shift on the manifest. The driver and dispatcher do a two-person count and certification of the fare revenue and then the dispatcher places the money in our on-site safe. The fares are reconciled and signed off by a two-person team and fare revenue is deposited weekly at random times and intervals.

VEHICLE MAINTENANCE PROGRAM

MAINTENANCE MONITORING AND EVALUATION

Paratransit Services follows a preventive maintenance system founded on progressive mileage inspections and servicing requirements that meet or exceed State and Federal standards. We perform an inspection on items using the ‘A’ inspection checklist every 45 days or 3000 miles. The ‘B’ Service checklist is every 90 days or 6000 miles for buses and every 5000 miles for vans. We send our vehicles to Road Runner Automotive, a local mechanic shop that handles our inspections, services, maintenance, repairs for our buses and vans. We currently have a maintenance contract with Ford through Nevada County Connects that handles the A and B service. When the vans are up for service, we make contact with the County maintenance department, and they facilitate communication with Ford to retrieve and return the vehicle. It is the responsibility of the Vehicle Maintenance Coordinator to schedule all vehicle inspections, services and repairs accordingly. They must inform the General Manager of the schedule and tasks to be completed or that have been completed daily. We perform a major inspection, including an oil analysis of key components, using the C-Service checklist every 180 days or 24,000 miles and another major inspection, including a brake service, every 365 days or 40,000 miles.

Develop an Effective PM Program to Cut Costs

Start with a schedule recommended by the manufacturer, track any component failures, use fluid analysis and train drivers to identify and report problems.

BY MICHAEL D. WINTER

Small bus maintenance requires more than just performing routine maintenance procedures. Good documentation and record keeping and analysis of the fleet's operation are also important.

operators of small buses who implement a threshold-level bus and its various component suppliers (oil, chassis, powertrain, etc.) three months, but if your routes involve more stop-and-go driving through dusty-weather conditions, you may need change oil more frequently.

Paratransit Services' maintenance shop in Red Bluff, California, was featured in an article on Preventive Maintenance appearing in the January 2005 issue of Metro magazine.

Inspection 5,000 Miles											
Accepted	Defective	Item	Exterior	Accepted	Defective	Item	Powertrain	Accepted	Defective	Item	Air Conditioning
		1E	Check All Exterior Lights			1P	Check All Fluid Levels				
		2E	Check for Body Damage (Record on Body Sheet)			2P	Check Air Filter / Intake System				
		3E	Check Wipers/Fill Washers			3P	Check All Belts				
		4E	Check Mirrors			4P	Check All Transmission, Fuel & Oil Lines				
		5E	Check Horn			5P	Check Cooling System / Radiator				
		6E				6P	Check Water Pump, Fan Clutch and/or Electric Fan				
		7E	Clean & Protect Batteries Terminals & Check Cables			7P	Check Exhaust System				
			Check Tires Pressures/Tread Depth			8P	Check for Codes				
			LF: ___ / ___ RF: ___ / ___ RRO: ___ / ___				Check Wiring to Alternator / Starter, Check Wiring & Operatic				
		8E	RR: ___ / ___ LRO: ___ / ___ LRI: ___ / ___			9P	of Safety Sensors				
		9E	Check Wheel Nut Torque			10P	Check Ignition System - Distributor & Wires				
Accepted	Defective	Item	Interior	Accepted	Defective	Item	11P	Check Master Cylinder & Booster			
		1I	Check All Interior Lights			1A	Check A/C & Heat Systems for Operating				
		2I	Check Driver Seat & Passenger Seats			2A	Check Evidence of Freon leak w/Detector				
		3I	Check Dash Controls, Heaters & Defrosters			3A	Check A/C Clutch				
		4I	Check Gear Shift Operation			4A	Check Heat Valves				
		5I	Check Window Operations & Emergency Exits								
		7I	Check Fire Extinguisher & First Aid Kit	Accepted	Defective	Item	Under Bus				
		8I	Check Flooring & Grab Rails			1U	Check Tie-Rod Ends, Drag Link & Idler Arms				
		9I	Check past DV's for Open Detects			2U	Check Steering Shaft/Box/Lines				
		10I	Check Brake Pedal Operation			3U	Check Shock/Bushings				
		11I	Check Parking Brake Operation			4U	Check Differential Oil Level/Leaks & Breather Vent				
Accepted	Defective	Item	Wheel Chair Lift (if Applicable)			5U	Check Drive Shaft/U-Joints & Carrier Bearing				
		1L	Cycle manual ramp			6U	Check Bulkheads/Crossbeams & Frame rivets for looseness				
		2L	Check Flashers: ___ Beepers: ___			7U	Check King Pins or Ball Joints (As Applicable)				
		3L	Check Interlocks: P/Brake: ___ Door: ___ Trans: ___			8U	Lube entire Chassis				

****Excerpt from Paratransit Services' PM Schedule for Light Duty vehicles**
(A separate but similar form is used for larger transit buses)**



Fluid changes are performed during preventative maintenance inspections. An engine oil and filter change is done every 6,000 miles or less, depending on manufacturer's recommendations and operating conditions. Antifreeze/coolant is tested for proper DCA levels at the 24,000-mile interval and the transmission fluid and filter changes are based on manufacturer's recommendations and operating conditions.

There is also a wheelchair lift inspection performed at intervals recommended by the manufacturer. Paratransit Services has developed an additional inspection of all safety equipment and emergency exits on a scheduled basis. Additionally, our drivers or Vehicle Maintenance Coordinator check tire inflation levels and body condition whenever a vehicle is in Pre-trip and/or post-trip inspection.

VEHICLE MAINTENANCE DATA

Through *EasyRides*, records of vehicle service and maintenance are completed and documented. Utilizing the implemented data, we use Microsoft Access to compile the data for use in Microsoft excel.

HARD COPIES

The Vehicle Maintenance Coordinator reviews, notes and reports any issues or changes reported on the daily Vehicle Inspection Reports (DVIR). Based on reported defects or issues, the Vehicle Maintenance Coordinator will take a vehicle out of service, informing the General Manager, Scheduler, Dispatchers, and scheduling the vehicle to be repaired by our third party repair shop. All DVIR's are filed in a vehicle file, all repairs and services signed for prior to return to service. All vehicle inspections and services are entered into Easy Rides. We utilize this program as a guide to maintain a proper maintenance and service schedule for the fleet. A white board is also utilized in the maintenance office for upcoming services, inspections and repairs. Another white board is utilized in dispatch for vehicles that are currently out of service, updated as needed by the Vehicle Maintenance Coordinator, Operations Supervisor or General Manager.

VEHICLE CLEANING PROGRAM

EXTERIOR CLEANING

Paratransit Services will monitor the exterior cleanliness of the service vehicles to ensure they make a good impression on the public. The vehicle exteriors will be washed at least once weekly, and more often as may be necessitated by, for example, rain or snow in Nevada County that would degrade the appearance of the vehicles.

INTERIOR CLEANING

The interior of each vehicle will be swept daily, and the windows, seats, and floors will be washed at least once weekly. The drivers will perform other cleaning as may be required to ensure that the bus will leave the yard in a well-maintained condition for the general public.

At least once per month, the interior of each vehicle will be given a thorough detailing. This will include the wiping down of all seats and interior moldings and stanchions with a disinfectant cleaner; windows will be cleaned to remove dust and fingerprints; and the first aid kit and fire extinguisher will be inspected and cleaned. Foreign substances such as gum and grease will be also be removed. The dashboard and other areas around the driver area will be wiped clean, and the interior will be closely inspected for damage such as torn upholstery and floor coverings, and broken seats.

COVID-19 RESPONSE & CLEANING PROTOCOLS

During the Covid-19 pandemic, Paratransit Services has been committed to the continued service to our communities, ensuring our customers had access to their same services with additional precautions and protections. At the end of every shift, all drivers are required to use a bleach disinfecting solution on all touchable surfaces in their vehicles as an addition to the standard interior cleaning. All touchable surfaces in the office, doors, handles, keyboards, etc, were also disinfected daily as well as barriers erected on every workstation to better maintain social distancing.

The Covid-19 Pandemic effected many businesses differently, testing the preparedness and adaptability of all staff members. Paratransit Services takes pride in our ability to adapt to any and all obstacles that may arise which was reflected by our swift and coordinated response to newly established protocols. Paratransit Services made outstanding efforts to maintain all of its services and took all necessary precautions to ensure employee and passenger safety.

The following excerpt is from our company –wide Pandemic training that occurred on March 6, 2020 in response to the COVID-19 outbreak and illustrates the rapid response we initiated to ensure the safety of staff and our community.

March 6th 2020 – Company-wide COVID-19 training for all Paratransit Services General Managers. I provided our staff with the US overview and prevention/mitigation plan for COVID-19, and explained our company-wide approach to prevention and mitigation in the coming days. We immediately implemented the following:

1. *Information and Education Program*
 - a. Work closely with/monitor local public health department and the local areas' Office of Emergency Management. We understood this event would be dealt with at the local Health Dept. level with CDC supporting them.
 - b. Use CDC messaging – not our own

- c. Provide regular updates and training for staff (factual/evidence based/calm/proactive)
- d. Meet with concerned employees
- e. Education of riders—encourage use of transit website/posters in buses, shelters, facilities/dispatch
- f. Education of staff—posters/ hand washing signs in all restrooms/at sinks
- g. Educate on symptoms, preventative measures

Corporate Office:

- h. Establish At-Risk Employee Leave policies and Leave Work/Return to Work protocols for potential COVID-19 cases
- i. Develop guides for managers/supervisors
- j. Inform labor organizations of our protective measures and develop LOU's as needed
- k. Develop posters/bulletins/educational material
- l. Obtain/Provide HR legal advice
- m. Review HR Policy and protocol information
- n. Continue to remind folks of Employee Assistance Program

2. *Cleaning and Decontamination Program*

- a. Emphasis on infectious disease prevention
- b. Increased cleaning of facility and buses—especially high-touch points (rails, exit buttons, rails, fare box, seat backs)
- c. Increased disinfection utilizing EPA approved products for fighting COVID-19
- d. If we are responsible for cleaning: use of disinfecting foggers for buses
- e. Taping off rows and seats to create social distancing for riders and staff (6 ft.)
- f. Protocols in place if contamination identified on vehicle

3. *Sanitary and PPE use to limit spread*

- a. Insure restrooms stocked with antibacterial soap and towels and tissues, and available to staff
- b. Hand sanitizer must have 60% alcohol
- c. Stock buses with PPE (hand sanitizer, anti-bacterial soaps, surgical masks and gloves, bleach solutions, wipes, N-95 masks)
- d. Emphasize N-95 masks for drivers, who have a higher risk of exposure due to close contact with customers and trips to and from healthcare facilities
 - i. Implement Mask Program with “Don, Doff, Fit” training, provision of full set of instruction and OSHA.

4. *Service reduction, Shutdown and Restoration*

- a. As trips and revenue hours declined, we began to prepare for a corresponding decline in labor hours.
- b. Service reduction planning with Agency:
 - i. Identify routes that can be dropped or modified.
 - ii. Identify critical office functions
 - iii. Identify Communication Plan

Centers for Disease Control. After implementing the measures above we continued to monitor Centers for Disease Control and the national landscape and enact new measures or policies as

needed. We continued to keep current with CDC guidance and created memos and posters and public/employee educational materials to match or exceed CDC guidance.

Employee Screening. Paratransit Services implemented an Employee and Visitor Health Screening Program, required of all who enter the workplace.

Essential Business. All employees were provided a letter on company letterhead stating they were essential workers employed by an essential business providing transportation infrastructure to the community. This letter was to be kept on their person when out in the community.

Families First Coronavirus Response Act (FFCRA). On 3/18/20, the passage of the Families First Coronavirus Response Act law was signed and new types of paid sick leave, paid family medical leave, coverage for COVID-19 testing, and an expansion of unemployment benefits was made available. We had to quickly educate ourselves and make sure we understood how to process the new “leave categories.” We also put tools and decision trees together to assist our GM’s in explaining and managing the new leave policies. Our Corporate HR Manager has invested long hours into making sure every employee’s questions are immediately responded to, and all unemployment claims are processed immediately.

Face Coverings/Masks. April 8, 2020 we responded to the CDC request that all citizens wear a cloth mask/face covering when in public, by instituting a policy recommending riders wear masks when utilizing transit. We provided a draft poster, educational web posting, and memo educating staff.

PPE. Our corporate administrative team set aside normal tasks and fully engaged in doing all they could to support the sites with new tasks. They become “control central” for PPE: doing a daily search for Protective Personal Equipment (PPE) and cleaning supplies, communicating findings to all GM’s, maintaining a database of supplies, providing receipts to GM’s for pass-through reimbursement on our monthly invoices, and more!

We are competing with the rest of the world for wipes, cleaning agents, masks and gloves. A local Fire Chief recently noted in a COVID-19 presentation they are competing like everyone else for PPE and paying three times as much compared to 4 months ago. We have been able to locate supplies and send a box almost weekly of PPE and cleaning supplies. The sites have taken to calling these “care packages.”

Many of our sites have turned to distilleries to obtain a special brew to be utilized as hand sanitizer. We add essential oils to make it unpalatable and use it in spray bottles for cleaning and hand sanitizer.

Safety. Our Corporate Safety, Training and Audit Manager has been invaluable, helping us identify and implement safety protocols and ideas to enhance driver and rider safety.

Paratransit Services Management Team. GM Troy Larsen and Supervisor Matt Trefero have done a fantastic job of leading during this time! Many changes occurred and new protocols were implemented quickly in early March in order to protect staff and the community. We needed to move fast to implement measures to improve the safety of our transit system and they made it happen! In early March, they were educating and supporting anxious employees (hearing of the increasing death rate of transit workers back east); quickly implementing new employee screening protocols; managing increased facility and bus cleaning; requiring social distancing; and more. They managed all of this change with professionalism, dedication, sacrifice and a Service-Above-Self attitude!

Paratransit Services was able to implement all new protocols rapidly and effectively which demonstrates our ability to overcome adversity with these types of issues. In the case of another similar event occurring, our staff will be fully prepared.

PROPOSED VEHICLES

Paratransit Services proposes the following vehicles for Nevada County Now services:

Veh Nbr	YR	Veh Description	VIN	Service Type	Title Holder	IS/OS/BU	Date IS
22	2018	Ford Transit 350	1FTBW2CM0JKB47376	Full OPS	County of Nevada (Lease)	IS	2/11/19
13	2013	Ford E450 Glaval	1FDFE4FS0DDA62827	Full OPS	Paratransit Services	IS	7/23/13
24	2018	Ford Transit 350 van	1FTBW2CM4JKB47378	Full OPS	County of Nevada (Lease)	IS	2/11/19
12	2013	Ford E450 Glaval	1FDFE4FS7DDA64204	Backup	Paratransit Services	BU	7/24/13
11	2013	Ford E450 Glaval	1FDFE4FS7DDA62825	Full OPS	Paratransit Services	IS	7/24/13
1	2008	Ford Explorer	1FMEU73E98UB29221	Admin	Paratransit Services	IS	11/20/15
23	2018	Ford Transit 350 Van	1FTBW2CM2JKB47377	Full OPS	County of Nevada (Lease)	IS	4/22/19
10	2013	Ford E450 Glaval	1FDFE4FS9DDA62826	Full OPS	Paratransit Services	IS	7/24/13
8	2013	Ford E350 Glaval	1FDEE3FL6DDA75581	Full OPS	Paratransit Services	IS	8/12/13
6	2013	Ford E350 Glaval	1FDEE3FL2DDA72693	Full OPS	Paratransit Services	IS	7/23/13
9	2013	Ford E350 Glaval	1FDEE3FL0DDA72692	Backup	Paratransit Services	BU	7/23/13
25	2018	Ford Transit 350 Van	1FTBW2CM6JKB47379	Full OPS	County of Nevada (Lease)	IS	4/22/19

VEHICLE BRANDING

Paratransit Services will brand all service vehicles as required, and in consultation with the County. In accordance with requirements as stated in the RFP, “the vehicles will be clearly marked with the Contractor’s name, vehicle number, and toll-free telephone number. Branding information will be located on the rear and both sides of vehicles and be easily visible.” We also place our California Motor Carrier Number on the vehicle.



CHP TERMINAL INSPECTIONS

Paratransit Services maintains strict in accordance with California Highway Patrol Motor Carrier rules compliance in regards to maintenance, training, record keeping, and driver credentials. We have successfully passed every CHP Motor Carrier Terminal inspection each year of our contract.



We have provided Paratransit Services CHP Terminal Inspection Reports for Nevada County, 2013 - 2022.

Please see *Appendix E*

MEETING PERFORMANCE TARGETS

Paratransit Services' goal is to meet and exceed the performance standards established by the County of Nevada. This involves monitoring a wide range of transit metrics in support of providing the public with a transit system that is safe, convenient, accessible, reliable, and provided by drivers and staff who are courteous and sensitive to the needs of passengers who have disabilities.

On-time Performance

The key to maintaining good on-time performance is to establish effective communications between our drivers and dispatchers.

- ***Scheduling: The key to a successful day starts with successful planning the day before!*** As the majority of our ADA and DAR passengers schedule their rides in advance, the scheduler is responsible for:
 - All trips are scheduled in the most effective and efficient manner possible
 - All routes are properly assigned the correct vehicle and driver
 - All routes have breaks and lunches at appropriate times in accordance with state employment laws, checked and verified by the Operation Supervisor daily
- ***Dispatch: Gatekeepers for On-time Performance!*** At the beginning of a day or shift, the role of the “morning dispatcher” is front and center, as he or she must make sure that:
 - Drivers are arriving on-time for shifts, with time for pre-trips and paperwork pickup
 - Shifts are covered
 - If a relief driver is called in that he or she understands the route and is assigned a vehicle
 - Pre-trips and Post-trips (at end of shift) are performed appropriately.
 - Vehicle changes are implemented if a pre-trip inspection reveals that a bus should not be taken out.
 - Drivers leave on-time for their shifts (pull-outs)

During the service day, the dispatchers in Nevada County also provide support to drivers on the road, ensuring that operations are functioning on schedule and in a safe, reliable and efficient manner. Duties include:

- Informing drivers of hazardous conditions or situations
- Monitoring schedules
- Coordinating responses to vehicle breakdowns, accidents, and other road emergencies - Monitor Driver's on-time performance

An effective dispatch team is continually monitoring the routes to insure on-time performance and looking for ways to improve not just the quality of service but the cost effectiveness. An example of this is a dispatcher may close down a route and combine its trips onto another route, when it is reasonable to do so. This creates a more effective service and reduces revenue hours/cost.

Nevada County is no exception, and our General Manager and dispatch staff there are key to monitoring the transit system performance. Working as a team, Matt Trefero and his dispatchers monitor driver performance and provide support in the event of a customer service incident, safety or security issue, or an accident or incident on the road. They are problem solvers who monitor and observe day to day service and operations and ensure that operations are functioning on schedule and in a safe, reliable and efficient manner.

- ***Driver accuracy on the manifest is key!*** Driver is responsible for accurately recording the time and odometer reading of his vehicles into the driver manifest at each stop, and for calling in the times to the dispatcher. We stress manifest data entry accuracy, and communications with dispatch, when we train our drivers. As the point of origin for trip statistics such as on time performance, attention to detail on the part of the driver is important. Driver manifests are later reviewed by our dispatchers and the recorded times are compared to the times called in, and the odometer readings are entered into our dispatching database for the appropriate times. If, during the verification process, the times or odometer readings are in doubt, or missing, we also have procedures in place to correct the errors or to determine missing data.

Consistently occurring variance between scheduled and actual times (*i.e.*, not related to data entry error) are reviewed by the General Manager for underlying causes. Solutions may involve driver retraining, or time adjustments to the scheduling process.

PPH (Passenger Per Hour)

Paratransit Service places a high value on scheduling and routing efficiencies and over the years of our contract have steadily improved our passenger per hour. Our current PPH averaged from July 2021 – April 2022 is 2.17.

WE HOLD OURSELVES ACCOUNTABLE

Paratransit services has implemented a variety of tools and audits to hold ourselves accountable to meeting or exceeding all contractual, OSHA, DMV, Federal and State requirements. These include:

- ***Annual Safety, Security, Training and HR Site Audit*** by the Director of Safety, Training and Operations.

- **Annual Self-site audit.** Six months after the annual Audit conducted by the Director, the site conducts its own self-audit using the same checklist and forwarding the results to the Director for review.
- **Annual Maintenance Facility Site Audit** - Paratransit Services Regional Maintenance Manager conducts an annual maintenance facility audit to insure PMI schedule adherence, safe shop practices and adherence to OSHA regulations and that all records are in order.
- **Annual Contract Compliance Review.** The GM at each site conducts a Contract Compliance review utilizing a checklist provided by the corporate office to insure we are contractually compliant. They then meet with the Transit Manager to review the results of the audit.
- **Accounting Audits** – The corporate Accounting Team conducts periodic audits of each site to insure proper fare counting, revenue hour tracking and calculation is correct and in accordance with the contract, confidential or sensitive information is secured properly and a review of the budget. Some of these audit functions may also be performed by the Director of Safety, Training and Operations or the COO.
- **Document and Procedure Quality Control** – Each department at Corporate is a ‘gatekeeper’ and insures that all documents and records for HR, Training, Risk Management, D&A Program, Accounting and general business meet our internal quality control standards, are accurate and adhere to accountable standards and practices.

EMERGENCY PROCEDURES AND PREPAREDNESS

Emergency Procedures Training

Responses to emergencies contain many of the same elements as described above for Vehicle Breakdowns—notification to dispatch, road supervision, ensuring the safety of passengers and others involved—but may also require notification of 911 and interviewing witnesses to the event. Because of the potential severity of emergency situations, Paratransit Services includes a 3-hour driver training class in “Fire Suppression and Emergency Evacuation.” It outlines all the steps drivers are to take in the event that they encounter an emergency the road.

Guided by our training manual, topics begin with instruction in assessing the situation—what is the location of the vehicle, and the condition of the passengers? Trainees are instructed in procedures for calling 911 or dispatch, and what to do if the radio is not working.

Although most of the time passengers are safer inside the vehicle than outside, drivers must recognize when evacuation becomes necessary, such as when a strong odor of fuel is detected. Evacuation techniques for seniors and people who are in wheelchairs, or with hearing or cognitive disabilities, is discussed, as are procedures for securing the vehicle at the scene. Trainees are also taught when and how to use a fire extinguisher. It is a very comprehensive course, and as a result, all Paratransit Services drivers are well prepared in the event that they become involved in an emergency.

Emergency Preparedness

All of our General Managers, who respond to all emergencies and incidents, have been certified in the National Incident Management System (NIMS) through FEMA and receive ongoing training to keep their knowledge base current. They are also encouraged to participate in local and regional Emergency Preparedness planning and exercises with local partners and first-responders. Paratransit Services has a supply of Emergency Preparedness supplies and equipment. We have developed an Emergency Preparedness Plan and participate annually in Emergency Preparedness drills with Nevada County staff and CalFire where we review First Aid procedures, participate in evacuating a smoke filled bus drill and participate in live fire extinguisher practice.

Our General Manger has also reached out to Grass Valley Police, Nevada City Police and local Fire offering opportunities to familiarize themselves with the interior and exterior of our transit vehicles to support their response and evacuation efforts in the future. The General Manager has also been in contact with several care facilities, nursing homes and various other groups such as FREED and 211 Connecting Point, to inform them of our plans and role in the event of an emergency or evacuation.

Emergency Preparedness – Rolling Blackouts and Power Shut Off

For several years now PG&E has rolling power blackouts due to excessive power usage and also enforces periodic Public Safety Power Shut Offs. This means our operational facility may be without power for up to several days at a time during these event periods. Paratransit Services has set up extensive alternative power supply for the facility that takes 5 minutes to transfer the facility power to. The alternate power supply is sufficient to power all computers, radio, lighting and equipment necessary to support operations.

Emergency Preparedness – Special Services During COVID-19

During the COVID-19 Pandemic, Paratransit Services established collaborative partnerships with the Health Department, Meals on Wheels and the local food bank to provide meals and grocery deliveries to those home-bound during the COVID pandemic. During this collaborative effort, over 10,000 meals and bags of groceries were delivered throughout the community.

ACCIDENT/INCIDENT INVESTIGATIONS

Paratransit Service strives to be accident-free, but when accidents happen we follow our internal investigative processes, as well as any procedural requirements of the transit agency that contracts with us. Our drivers, dispatchers, and road supervisors are all well trained in procedures to follow when involved in an accident or incident:



- *Drivers* receive a course in “Collision and Incident Procedures” covering procedures to be followed if the service vehicle they are operating is involved in a minor accident or incident. Classroom instruction covers immediate communications with dispatch, and steps to take to ensure that the accident or incident is *fully documented*.
- *Dispatchers* are given a course in “Accident and Incident Response,” which covers procedures to follow when a driver calls in to report a vehicle accident or passenger incident. Topics include radio procedures for emergencies, notification requirements, what to do in the event that a passenger is injured, what to do if a driver is injured, and *documentation* requirements.
- *Operations Supervisors* and other supervisory personnel must take “Collision Investigation: Incident/Accident Procedures.” This course covers procedures for accident response, including the preparation of accident kits and techniques for securing the accident scene. The course discusses the fundamentals of thorough collision investigation, including data collection and review, accident photography techniques and witness interviewing techniques. Trainees also learn procedures for accident reporting, including DOT/FTA D&A paperwork, collision forms, and post-collision driver re-training

This training ensures that our responses to accidents follow pre-planned procedures so that when the post incident investigative process begins, the necessary information and documentation is available.

Investigation

Paratransit Services General Manager and Operations Supervisor investigate all accidents involving our drivers in Nevada County. The process begins with collecting all relevant information from any witnesses to the event, and from our dispatcher and drivers who were involved.

- Our *dispatchers* for Nevada County Now, who provide immediate radio support for all accidents or incidents, are an important link between drivers, our Road Supervisor, emergency personnel if appropriate, and in the event the service vehicle is disabled, maintenance staff. Given the importance of their role in coordinating our response to an accident or incident, dispatchers are a valuable source of post-accident investigative information.
- In addition, our *drivers*, who will have documented the event, will provide to our investigative team a description of what happened, and contact information for witnesses.

All Nevada County Now vehicles are equipped with multiple on-board cameras. Videos obtained from these cameras provide an important additional investigative tool for the County and Paratransit Services management following an accident or incident.

D&A Testing. Paratransit Services utilizes a standard accident/incident/loss report form at all our locations. Included on the form are prompts and questions that guide our on-scene supervisor regarding FTA-required D&A testing. (All accident/incident/loss reports are reviewed by our corporate Drug and Alcohol Program Manager DAPM to ensure required testing was performed).

Reporting

Our local General Managers report all accidents and incidents to corporate headquarters, where the information is recorded in our *Accident and Incident Data Management System (AIDMS)*. The AIDMS records data on the nature of the accident/incident, the vehicle(s) involved, a passenger list, the other driver (if applicable), and the status of any insurance claim filed.

After reviewing all pertinent data, the local General Manager will make a determination as to whether the accident/Incident was preventable or non-preventable. The *AIDMS* generates reports used by our corporate and local staff to look for trends, which in turn may suggest corrective action, ranging from general policy issues that should be addressed, to specific drivers who may require additional training.

The County of Nevada will be notified within an hour of the accident/incident, and within a week will receive a detailed written Accident/Incident report from Paratransit Services.

Retraining

Any Driver who is involved in a preventable accident must undergo appropriate refresher training in accordance with our Safety Program. (All Drivers receive a full course in defensive driving as a refresher every two years.) We closely monitor driver accident records in our *Accident Incident Management Database*.

Ergonomics

Paratransit Services has formal ergonomics training to identify those personnel who are at risk for WMSD (Work related Musculoskeletal Disorder) injuries, and prevent or reduce injury to workers whose jobs have a high risk of developing WMSDs due to repetition of movement and stress on soft tissues. Training includes, but is not limited to:

- Cumulative Trauma Risk
- Symptoms of WMSD
- How to Prevent or Minimize WMSDs
- How to report WMSDs

Ergonomic training for office personnel differs from driver’s training in ergonomics due to the differences in the job description. Training for dispatchers and call center personnel places emphasis on proper workstation function, rest periods to minimize soft tissue injury from repetitive motion such as typing which can result in carpal tunnel syndrome and stress reduction. A proactive approach can reduce employee injury rates and keep risk for long term WMSDs at a minimum.

ITEM 2C. - “OPTIONAL VALUE ADD: SAME DAY ON-DEMAND”

In order to support Same Day On-demand, Paratransit Services would add a FT dispatch position, an additional work station, increase our phone line capacity to allow for three dispatch lines to manage the increased call demand for the new service. As the service grows in popularity, additional driving staff would be necessary and there would be an increase in additional fuel and maintenance costs. We used a factor of 25% in predicting additional miles.

We have reviewed these items and in the spirit of continuing the collaborative and partnering approach we have developed with Nevada County towards service delivery, will absorb the costs for most of these items and only be passing along the cost of the FT Dispatcher. These additional costs are identified on Cost Proposal Form Item 2c.

ITEM 2D.- “OPTIONAL VALUE ADD: ZONE BASED ON-DEMAND”

Building upon the infrastructure added for Same Day On-Demand service, the additional costs for Zone Based On-Demand would be additional fuel and maintenance costs due to increased travel in the ADA supplemental service area which extends up to ¾ miles beyond the normal DA service area. . There is no additional cost for Zone Based On-Demand, if the infrastructure and additional dispatcher position is in place as described in Item 2C. The Cost Proposal combines the Same Day and Zone models in a single proposal.

In the event the County elects to increase the service zones by two additional zones, totaling four zones, we believe the infrastructure described above should be sufficient.

One option to consider is providing regular, on demand service to the first two zones and then develop a once or twice a week shuttle to community clusters (i.e. mobile Home Parks) in Zone 3 and Zone 4. We should also periodically review unmet needs in the remote community of North San Juan. Needs may change as time passes, as we learned during our COVID grocery and meal deliveries that there are very isolated individuals in this community that do need a connection to services. If we determine there is renewed interest in transportation service, this community could also be served by a once a week shuttle.

Please refer to *Optional Value Add: Special Meal & Grocery Delivery* for additional ideas for the Zone Service.

OPTIONAL VALUE ADD: SAME DAY TRANSPORTATION APP

In order to more fully support same-day service, Paratransit Services recommends the County consider purchasing a transportation operating platform that provides a smart-phone app for riders to request same day transportation. The software automates trip request and scheduling and are sent to the vehicle’s mobile data terminals. When a trip requests in unable to be met via the app, the rider is sent a message to contact dispatch. The app provides a fast and easy trip request experience for most riders.

OPTIONAL VALUE ADD: SUNDAY SERVICE

Paratransit Services has provided Sunday Service to riders who are 60 and over during the hours of 8:00am – 2:30pm since 2014. This service was funded through a grant obtained by Paratransit Services from AAA4. This contract is terminating July 1, 2021 at Paratransit Services request due to low ridership, despite our best outreach and marketing efforts. We would like to explore

establishing some type of Sunday Service with the County. We believe there is a need based on ridership levels occurring before the pandemic.

OPTIONAL VALUE ADD: SPECIAL MEAL AND GROCERY DELIVERY

During the COVID -19 Pandemic Paratransit Services established collaborative partnerships with the Health Department, Meals on Wheels and the local food bank to provide meals and grocery deliveries to those home-bound during the COVID pandemic. During this collaborative effort, over 10,000 meals and bags of groceries were delivered throughout the community.

Now that we have these partnerships established and we have experience with providing these specialized services to the community, we can activate or incorporate these types of services as it makes sense.

For example, when looking at the Zone Based service delivery model, an option might be a weekly shuttle from the outermost zone to the food bank with groceries placed either in the vehicle or on a trailer behind the bus. And for those rides that are unable to ride the bus, a delivery of groceries that coincides with the weekly shuttle. We provide a similar service in Calaveras County to a remote community on a once a week basis. This service is a critical lifeline to that community.

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TAB E: REQUIRED STATEMENTS

Attachment A
Required Statements

REQUIRED STATEMENTS

This form is provided as a convenience for proposers to respond to the "Required Statements" section of this RFP. You may complete and return this form or include your own statements of assurance which meet the requirements.

By signature on the cover letter of this submittal and by including this document, I/we attest and agree to the following:

2) Scope of Work and Addenda

I/We will perform the services and adhere to the requirements described in this RFP, including the following addenda issued by the County (list the addenda by date and/or number):

3) Public Records Act

I/We acknowledge that subsequent to award of this RFP, all of part of this submittal may be released to any person or firm who may request it, as prescribed by the State of California Public Records Act (Govt. Code 6250, et seq), and that:

_____ None of this submittal is considered proprietary

OR

 X The portions/pages of this submittal identified below are proprietary and/or confidential for the reasons stated (cite the specific exemptions allowed by the California Public Records Act/Government Code):

Per the State of California Government Code Section 6276.18 and Section 10165, Public Contract Code, Paratransit's cost proposal and supporting documents are confidential and proprietary.

I/We acknowledge that the above statements may be subject to legal review and challenge.

4) Non-Substitution of Designated Staff

I/We assure that the designated project team, including sub-consultants (if any), is used for this project and that departure or reassignment of, or substitution for, any member of the designated project team or sub-consultant(s) shall not be made without the prior written approval of the County.

5) Non-Conflict of Interest

I/We warrant that no official or employee of the County has an interest, has been employed or retained to solicit or aid in the procuring of the resulting contract, nor that any such person will be employed in the performance of such contract without immediate divulgence of such fact to the County.



6) Non-Collusion

I/We warrant that this offer is made without any previous understanding, agreement or connection with any person, firm or corporation submitting a separate proposal for the same project and is in all respects fair, without outside control, collusion, fraud or otherwise illegal action.

7) Insurance Requirements

I/We agree to the indemnification and insurance requirements provided in the draft contract attached to the original RFP and that the cost of complying with the insurance requirements is included in our pricing. I/We agree to provide complete and valid insurance certificates within ten (10) days of the County's written request and acknowledge that failure to provide the documents within the time stated may result in the rejection of this proposal.

8) DEBARMENT AND SUSPENSION CERTIFICATION
TITLE 49, CODE OF FEDERAL REGULATIONS, PART 29

The proposer, under penalty of perjury, certifies that, except as noted below, he/she or any other person associated therewith in the capacity of owner, partner, director, officer, manager:

- is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any Federal agency;
- has not been suspended, debarred, voluntarily excluded or determined ineligible by any Federal agency within the past 3 years;
- does not have a proposed debarment pending; and
- has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past 3 years.

If there are any exceptions to this certification, insert the exceptions in the following space.

Exceptions will not necessarily result in denial of award, but will be considered in determining the firm's responsibility. For any exception noted above, indicate below to whom it applies, initiating agency, and dates of action.

Note: Providing false information may result in criminal prosecution or administrative sanctions. The above certification is part of the Proposal. Signing this Proposal on the signature portion thereof shall also constitute signature of this document.

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TAB F: EXCEPTIONS

EXCEPTIONS

Fuel Surcharge

Paratransit Services respectfully request the addition of a contract clause that states that if there is a 10% increase in fuel prices the county will provide a fuel surcharge that covers the cost of that increase. The mechanism of a fuel surcharge makes it possible at a later date to remove the fuel surcharge when prices go back down.

We utilized \$6.68 as a baseline fuel price.

As this will be a negotiated item during contract negotiations, we did not believe it necessary to complete Attachment C for this line item.

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TAB G: COST PROPOSAL

****Submitted Under Separate Cover for Confidentiality Purposes****

SEE ATTACHMENT B

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Appendix

Appendix Contents:

- Appendix A: Staff Resumes**
- Appendix B: Sample DVI Form**
- Appendix C: Sample Meeting Agenda**
- Appendix D: Uniform Policy**
- Appendix E: CHP Terminal Inspections**

Appendix A

Matthew Trefero

(530)798-8316 | Mtrefero@comcast.net | 11758 Tree Top Circle, Grass Valley, California, 95959

Objective

To obtain a job within my chosen field that will challenge me and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.

Summary

Returned to Paratransit Services in June 2017 as a part time driver showing up to work with the attitude of wanting to do everything the right way, not the easy way and do it with a smile. Routinely brought suggestions and issues I observed to my supervisor. Then applied and moved to the position of a full time as a scheduler dispatcher to the office where I excelled at scheduling in what the General Manager at the time said normally takes weeks to a month or more took me a few hours to learn. Then applied and was promoted to the Operations supervisor position where I worked with the General Manager to improve Gold Country Lift's policies, procedures and improve working conditions, reporting by overseeing all of Operations. At Jack in the Box, worked customer service, drive thru and eventually learned all other positions, fryer, cook, shift leader, inventory before working graveyard as team leader. Assisted other employees with tasks, assisted or advised other team leaders and management when requested. At Paratransit, Inc. first to finish training, going solo on the road before the rest remaining trainee class. Assisted other trainees to improve driving and customer service skills. Routinely had others request my help and opinions on various issues. At Gold Country Lift, was one of the first to be hired for the startup organization in Grass Valley as organization was built from the ground up; was the by far youngest of the group and became one of the most dependable and best operators in the branches employ. In addition, was a reservist, answering phones, placing rides and handling clients in an admin position. Worked as a dispatcher, managing all rides and drivers across the county. Well-liked and respected by coworkers and clients. At House of Print & Copy, worked customer service handling all contact with customers including face-to-face, email and phone calls. Efficiently running multiple tasks, and completing all perfectly and on time. Was specifically requested by clients for many jobs including multiple from law offices as well as at the request of the lawyers themselves.

Skills

- Proficient with computers, both hardware and software, typing, trouble shooting, repair and tech support
- Excellent customer service experience in office and out on the road.
- Works very well independently or with a group/team.
- Experienced in car maintenance, diagnosis and repair
- Excellent driving record and skills
- Thoroughly enjoys getting out and meeting and helping new people
- Forward thinker, plans and strategizes several steps ahead.
- Proficient with Adobe Master Collection; InDesign, Photoshop, Illustrator,
- 10 years as a musician into college, multiple bands and instruments.
- Talented visual artist in multiple mediums.
- Excellent driving record and skills
- 4 years of Paratransit ADA Driving

PROPOSAL FOR MANAGEMENT AND OPERATION OF SPECIALIZED PARATRANSIT SERVICES

- 3 Years as Operation Supervisor for ADA public transit system: Enforcing, writing, changing and adding written and communicated policy and procedure to general staff and customers.
- 1 year as General Manager of Gold Country Lift (Nevada County Now)
- Proficient in data collecting, entry and reports
- Proficient in budgeting for business

Experience

<ul style="list-style-type: none"> • General Manager Gold Country Lift, Grass Valley, CA 	May 2021 - Present
<ul style="list-style-type: none"> • Maintained a good budget throughout my first year • Maintained low employee turnover throughout my first year • Improved on data gathering and creating reports • Successfully implemented new security features for site • Upgraded sites technology with tablets in all vehicles 	
<ul style="list-style-type: none"> • Operations Supervisor Gold Country Lift, Grass Valley, CA 	July 2018 - April 2021
<ul style="list-style-type: none"> • Assisted General Manager in implementing and enforcing policies and procedures • Created new procedures for driver's and office staff • Created and implemented new procedures and protocols during Covid-19 • Learned data entry, completion and how to create reports for site, county and corporate offices • Became certified commercial driver trainer for class room and behind the wheel 	
<ul style="list-style-type: none"> • Scheduler Dispatcher Gold Country Lift, Grass Valley, CA 	June 2018 - July 2018
<ul style="list-style-type: none"> • Learned the dispatching software in one afternoon • Learned how to schedule in one afternoon • Was able to boost companies on time performance and passenger per hour 	
<ul style="list-style-type: none"> • Paratransit Vehicle Operator Gold Country Lift, Grass Valley, CA 	June 2017 - June 2018
<ul style="list-style-type: none"> • Always showed up with a positive attitude and a smile • Determined to do everything the right way, not the easy way 	



PROPOSAL FOR MANAGEMENT AND OPERATION OF SPECIALIZED PARATRANSIT SERVICES

<ul style="list-style-type: none"> • Customer Service Representative Jack In the Box, Grass Valley, CA 	January 2017 - June 2017
<ul style="list-style-type: none"> • Was able to learn all positions in just over one month • Assisted other employees and team leaders • Became team leader in two months 	
<ul style="list-style-type: none"> • Paratransit Vehicle Operator, Paratransit Inc. Sacramento, CA 	August 2016 - December 2016
<ul style="list-style-type: none"> • Was in the advanced class • Was the first in the training class of 16 to finish training • Was able to assist other trainees with questions or issues • Very well-liked by all fellow drivers, trainees, dispatchers, trainers and supervisors • Extreme patience for driving a bus around the Sacramento area 	
<ul style="list-style-type: none"> • Paratransit Vehicle Operator Gold Country Lift, Grass Valley, CA 	June 2013 – August 2015
<ul style="list-style-type: none"> • Was one of the startup operators for Gold Country Lift • Helped train new vehicle operators • Worked in dispatch, data entry, scheduling, and customer service • Clean driving record • Physically capable of handling all the job demands • Worked alone on the road, was always on time and very well-liked by all clients • Was complimented and requested on numerous occasions 	
<ul style="list-style-type: none"> • Customer Service Representative, House of Print & Copy, Grass Valley, CA 	June 2011 – June 2012
<ul style="list-style-type: none"> • Customer service • Graphic artist 	
<ul style="list-style-type: none"> • Music and Marching Instructor 	Aug 2008 – June 2010
<ul style="list-style-type: none"> • Instructed high school band students on correct marching technique, including posture, form, marking time, attention • Instructed Brass players to play instruments including <ul style="list-style-type: none"> • Trumpet • Trombone • Euphonium/Baritone • Taught brass players musicality, reading music, phrasing, dynamics, proper breath control 	

Yolanda Helms

Administrative Assistant

Relevant Experience:

Administrative Assistant Experience – One year as full time administrative assistant in Grass Valley.

Employment Summary:

February 2021 – Present

Administrative Assistant

Currently the administrative assistant for Paratransit Services where responsibilities include assisting site GM, answering phones, customer service, and additional duties as asked. Able to fill in as a dispatcher and maintains order in the office.

June 2018 – February 2021

Culinary Program Assistant/Chef

Worked as a culinary program assistant and Chef at multiple different venues including an assisted living facility and a homeless shelter. Helped feed those less fortunate.

June 2017 - January 2018

Executive Chef

Worked as the executive chef for Naggiar Vineyards, a high end winery where responsibilities included curating menus, producing buffets for 300+ guests, supervising kitchen staff, and maintaining inventory.

August 2013 – July 2016

Line Cook/Lead Line Cook

Started as a line cook and worked up to being a lead line cook for fine dining restaurants including *Zola Kitchen and Wine Bar* and *La Provence Terrace and Restaurant*. Responsibilities included maintaining the line during lunch and dinner service, prepping what was needed for the day so everything stayed fresh, and making sure inventory was properly utilized and rotated to keep food costs low.

Skills:

- Organization
- Communication with all people
- Accountability
- Maintaining Composure
- Ability to learn quickly

RUSSELL ROGERS

Vehicle Maintenance Coordinator

Relevant Experience:

Vehicle Maintenance Experience – Over nine years as Vehicle Maintenance Coordinator in Grass Valley

Employment Summary:

August 2013 – Present

Vehicle Maintenance Coordinator

Responsible for coordinating all vehicle maintenance for *Paratransit Services*. Responsible for providing quality workmanship and attention to detail to ensure that transit buses are in safe operating condition. Additional responsibilities include ensuring that all scheduled services and maintenance are completed on time.

June 2010 - March 2012

Airport Assistant

Worked in the office, operated radios, fueled aircrafts, and preformed general maintenance to building and other facilities at the *Nevada County Airport*. Responsible for ensuring the safety of others through preventive maintenance

June 1974 - December of 2007

Firefighter/Captain

Both a land and air attack firefighter, achieving the rank of Captain at the *California Department of Forestry and Fire Protection* and at the *Grass Valley CalFire Interagency Airtanker Base*. Excellent communication and problem management skills. Supervised and flew with a crew over wildfires and other disasters. Coordinated responses to emergencies in a quick and calculated manner to ensure the safety of others. Took the necessary steps to help prevent disasters from happening.

Skills:

- Hard Working
- Punctual
- Communication in High Leverage Situations
- Accountability
- Maintaining Composure in High Leverage Situations
- Vast Knowledge of a Wide Variety of Vehicles/Aircraft
- Highly Organized

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Appendix B

**Paratransit Services
Driver's Daily Vehicle Inspection Report**

Date: _____ Fuel Added: _____ Gallons
 Bus: _____
 X = Repairs Needed OK = Items Serviceable **Items Required for Mini Pre-Trip

DRIVER				DRIVER				
1	2	3		1	2	3		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ALL LIGHTS & LENS**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A/C & Heaters/Rear Mounted Unit Bolts	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	WINDSHIELD WIPERS**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Two-Way Radio	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Doors & Emergency Exits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Back-Up Alarm	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TIRES & WHEELS & LUG NUTS**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vehicle Documents	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	GLASS & MIRRORS**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fluid Levels	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BODY DAMAGE**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Security Camera Operational	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UNDER VEHICLE LEAKS**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bike Rack	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Destination Sign(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	EMERGENCY EQUIP/FIRE EXT.**	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	HORN & DASHLIGHTS**	BRAKE SYSTEM CHECKS**				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Interior Lights	1	2	3		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drivers & Passenger Seat(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cut-In Pres. _____ Psi	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hand Rails & Modesty Panels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cut-Out Pres. _____ Psi	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	W/C Lift Operation & Tie Downs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Static Air Loss P/B On _____ Psi	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Loud Exhaust Noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Static Air Loss P/B Off _____ Psi	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	STEERING OPERATION**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	APPLIED BRAKE AIR LOSS _____ Psi**	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ALL GAUGES WARNING LIGHTS**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LOW AIR WARNING** _____ Psi	
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Park Brake Auto Popout _____ Psi	
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PARK BRAKE HOLD TEST	
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BRAKE APPLIED CHECK	

ALL BODY DAMAGE MUST BE NOTED ON A BODY DAMAGE FORM.

Items marked with asterisks to be checked on a "Mini Pre-Trip" inspection.

Comments/Defects: _____

DRIVER 1: _____	Time:	Mileage:
SIGNATURE: _____	TIME OUT: _____	MILEAGE OUT: _____
	TIME IN: _____	MILEAGE IN: _____
DRIVER 2: _____	TIME OUT: _____	MILEAGE OUT: _____
SIGNATURE: _____	TIME IN: _____	MILEAGE IN: _____
DRIVER 3: _____	TIME OUT: _____	MILEAGE OUT: _____
SIGNATURE: _____	TIME IN: _____	MILEAGE IN: _____

POST OPERATION CHECKS (PERFORMED BY LAST OPERATOR)

<input type="checkbox"/> TOPPED OFF WITH FUEL	<input type="checkbox"/> PERSONAL ITEMS REMOVED
<input type="checkbox"/> PARKING BRAKE SET	<input type="checkbox"/> PASSENGER CHECK
<input type="checkbox"/> LIGHTS OFF	<input type="checkbox"/> WINDOWS CLEANED (Front, Back Outside & All Inside)
<input type="checkbox"/> TWO-WAY RADIO OFF	<input type="checkbox"/> FLOOR SWEEPED AND MOPPED
<input type="checkbox"/> ALL ACCESSORIES OFF	<input type="checkbox"/> TRASH REMOVED
<input type="checkbox"/> WINDOWS CLOSED/LATCHED	<input type="checkbox"/> DRIVER'S ROUTE SHEET

The vehicle listed above is Serviceable & Safe to operate IAW FMCSR and Title 13 CCR.

Mechanic/Supervisor Signature: _____ Date: _____
 Repair Order #: _____

THIS DVI WILL BE TURNED IN BY THE LAST OPERATOR "DAILY"

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Appendix C

Safety Meeting Agenda



- COVID check in and Masks
- Radio Etiquette
- Door to door service
- Vehicle Horn Use
- Tablets
- Positive Work Environment
- Hot Weather on the Horizon
- Evacuation and being Prepared

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Appendix D

PARATRANSIT SERVICES DRESS CODE

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and impact the business image Paratransit Services presents to customers and visitors. During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions.

Business Dress Code Paratransit Services' objective in establishing a business dress code for office staff is to allow our employees to work comfortably in the workplace. Yet, we still need our employees to project a professional image for our customers, potential employees, and community visitors. Business *casual* dress is the standard for this dress code.

It is important for all employees to project a professional image while at work by being appropriately attired. Paratransit Services' employees are expected to be neat, clean and well-groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work:

Slacks, Pants, and Suit Pants: Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, dressy capris or knee-length shorts, and professional looking synthetic pants are acceptable. Inappropriate slacks or pants include jeans, sweatpants, short shorts, bib overalls, leggings, and any form-fitting pants such as people wear for biking.

Skirts, Dresses, and Skirted Suits Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be no more than 3 inches above the knee, when in a seated position.

Shirts, Tops, Blouses, and Jackets Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are appropriate attire for work. Inappropriate attire for work includes tank tops; midriff tops; shirts with inappropriate words, terms, logos, pictures, cartoons, or slogans; halter-tops; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

Shoes and Footwear Conservative athletic or walking shoes, loafers, clogs, Birkenstocks, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work. Wearing no stockings is acceptable. Thongs, flip-flops, slippers are not acceptable in the office.

Perfume, and Cologne Remember, that some employees are allergic to the chemicals in perfumes and cologne, so wear these substances with restraint. We recognize that employees and visitors to our offices may have sensitivity and/or allergic reactions to various fragrant products (fragrances, colognes, lotions, powders and other similar products). Any employee

Appendix D

with a concern about scents or odors should contact his or her manager or the Human Resource Department.

Hats Hats are not appropriate in the office.

Casual Days Certain days can be declared dress down days, generally Fridays. On these days, jeans and other more casual clothing are allowed, although never clothing with inappropriate words, terms, logos, pictures, cartoons, or slogans. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Low-riders or leggings that appear too small or tight, halter-tops, and crop tops are unacceptable. Sports team, university, and fashion brand names on clothing are generally acceptable. This is not an all-inclusive listing.

Transit Operations, Dispatch and Maintenance Dress Code

The Dress Code at Paratransit Service's transit operations may be guided by contractual requirements or site-specific dress codes. The following is an *example* of a dress code for transit personnel, including Drivers, Dispatchers and Maintenance personnel: Paratransit employees must maintain a high standard of personal cleanliness and neatness. Hair, moustaches and beards shall be neatly trimmed. Any style that prohibits visibility is prohibited. Clothing may not have spots, stains or holes in any part of the outfit. The uniform must be clean and in good repair. The appropriate dress while working includes: Driver uniform pants or slacks; Khaki or Black in color. Driver uniform shirts must be worn—these include polo or oxford style. Polo or oxford style shirts must be worn with no more than one top button opened. Polo or oxford style shirts must be tucked in unless 'squared off' at the tail and designed to be worn outside the trousers. In no case may shirts be so short as to expose a person's mid-section when performing the duties required by their jobs. For safety reasons, heels over two (2) inches high, open toes or heels, sandals, or dirty/worn athletic shoes are not permitted. Shoes must be skid resistant and black or dark brown in color. Mechanics must wear (ANSI/ASTM) Safety shoes. Socks must be worn and may be white or black. Tube socks with bands in different colors that show are not considered appropriate. Belts may be worn but are not required. The belt must be black in color. The buckle may not be more than one inch larger than the belt width. Uniform hats/visors, khaki or black in color are not required but may be worn. All other hats are prohibited. Hats must be worn squarely on the head with the hat bill facing forward. Foul weather hats (e.g. watch caps) may be authorized in periods of inclement weather. Dress shorts or Capri pants will be allowed during the summer uniform period only April 1st-Oct. 30. Shorts or Capri's will not be athletic in nature (e.g. spandex), they must not be casual in style (cargo pockets), Khaki or Black in color, they must be in good condition, not ragged or frayed on the edges, the fit of the shorts must be conservative and no shorter than 3 inches above the bend of the knee or extend one inch from your fingertip length while arms are resting beside you, whichever is shorter, when seated. Coats must be clean, neat, and free of holes, and black/navy blue in color. The coat must not restrict ability to drive or operate mechanical equipment. Sweaters may be worn that are black, white, or navy blue in color.

Appendix D

Jewelry must be conservative and not affect safety. Tattoos should be covered while in uniform and not displayed. Management and office staff will dress in business casual attire. Clothing must be neat and appropriate. Shorts or Capri Pants may be worn in the summer (if appropriate). Mechanics shall wear the site approved maintenance uniform and maintain a neat and clean appearance. Coveralls may be worn to protect street clothes. OSHA Safety vests must be worn at all times in the yard and during revenue service. New drivers who have not received their driver uniform should wear appropriate attire prior to receiving their uniform. Items that are not acceptable include, but are not limited to: tie dyed shirts or pants; fatigues; sweats; shirts with pictures, writing or advertisements; tank tops; open toe shoes or sandals.

Administration Regardless of whether Business, Casual or Operational attire, Management reserves the right to determine appropriateness, and has the right to send an employee home, without pay, if the employee is dressed inappropriately. Therefore, if you have questions as to what constitutes appropriate or inappropriate attire, you should consult your supervisor. Continued disregard of this policy requires corrective action, which may result in termination of employment.

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Appendix E

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**

Page 1 of 4 pages

343 (Rev 6-10) OPI 062

NEW TERMINAL INFORMATION <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CA NUMBER 162985	FILE CODE NUMBER (NEW)	COUNTY CODE 29	BED
TERMINAL TYPE <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus	CODE B	OTHER PROGRAM(S)	LOCATION CODE 230	SUBAREA 76

TERMINAL NAME
PARATRANSIT SERVICES dba: GOLD COUNTRY LIFT

TELEPHONE NUMBER (W/ AREA CODE)
(530) 272-1225

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
900 WHISPERING PINES LN GRASS VALLEY, CA 95945

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE) (IF DIFFERENT FROM ABOVE) _____
INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY) _____

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE I- 8 II-	DRIVERS 15	BIT FLEET SIZE
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
CONSOLIDATED TERMINALS <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS)					

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME) MICHELLE JOHNSON	DAY TELEPHONE NO. (W/ AREA CODE) (425) 299-1925	NIGHT TELEPHONE NO. (W/ AREA CODE)
EMERGENCY CONTACT (NAME) TROY LARSEN	DAY TELEPHONE NO. (W/ AREA CODE) (641) 529-2745	NIGHT TELEPHONE NO. (W/ AREA CODE)

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2014]

<input type="checkbox"/> A UNDER 15,000	<input type="checkbox"/> B 15,001 - 50,000	<input type="checkbox"/> C 50,001 - 100,000	<input checked="" type="checkbox"/> D 100,001 - 500,000	<input type="checkbox"/> E 500,001 - 1,000,000	<input type="checkbox"/> F 1,000,001 - 2,000,000	<input type="checkbox"/> G 2,000,001 - 5,000,000	<input type="checkbox"/> H 5,000,001 - 10,000,000	<input type="checkbox"/> I MORE THAN 10,000,000
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OPERATING AUTHORITIES OR PERMITS

PUC <input type="checkbox"/> T	<input type="checkbox"/> TCP <input type="checkbox"/> PSC	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	IMS FITNESS EVALUATION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
USDOT US DOT NUMBER 796358	<input type="checkbox"/> MC <input type="checkbox"/> MX	REASON FOR INSPECTION ANNUAL	

INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable

INSPECTION FINDINGS	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
HAZARDOUS MATERIALS	1 UR 2 S 3 4	1 UR 2 S 3 4	1 UR 2 S 3 4	1 N/A 2 N/A 3 N/A 4 N/A	1 UR 2 S 3 4
DRIVER RECORDS	No. 4 Time	No. 15 Time	No. 3 Time	TIME	TOTAL TIME
HAZARDOUS MATERIALS	<input checked="" type="checkbox"/> No HIM Transported	<input type="checkbox"/> No HIM violations noted	CONTAINERS/TANKS	VEHICLES PLACED OUT-OF-SERVICE	
HAZARDOUS MATERIALS	REMARKS Annual terminal inspection No violations noted				

BIT <input type="checkbox"/> I <input type="checkbox"/> R	NON-BIT <input type="checkbox"/>	FEES DUE <input type="checkbox"/> Yes <input type="checkbox"/> No	CHP 345 <input type="checkbox"/>	CHP 100D COL <input type="checkbox"/>	INSPECTION DATE(S) 5/7/2015	TIME IN	TIME OUT
INSPECTED BY (NAME(S)) DOUGLAS JAMISON					ID NUMBER(S) A07795	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None	

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 4), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (916) 731-6350 within 5 calendar days of the rating.

CURRENT TERMINAL RATING SATISFACTORY	CARRIER REPRESENTATIVE'S SIGNATURE <i>Michelle Johnson</i>	DATE 5/7/2015
CARRIER REPRESENTATIVE'S PRINTED NAME MICHELLE JOHNSON	TITLE <i>General Manager</i>	DRIVER LICENSE NUMBER STATE

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Appendix E

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**
CHP 343 (Rev 6-10) OPI 062

Page 1 of _____ pages

NEW TERMINAL INFORMATION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CA NUMBER 162985	FILE CODE NUMBER 339363	COUNTY CODE 29	BED
TERMINAL TYPE <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus	CODE B	OTHER PROGRAM(S)	LOCATION CODE 230	SUBAREA 76

TERMINAL NAME
PARA TRANSIT SERVICES

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
900 WHISPERING PINES LN GRASS VALLEY, CA 95945

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE) (IF DIFFERENT FROM ABOVE)

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)

TELEPHONE NUMBER (W/ AREA CODE)
(530) 272-1225

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE I- 8 II-	DRIVERS 13	BIT FLEET SIZE
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSA? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

CONSOLIDATED TERMINALS
 Yes No

FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS)

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME) MICHELLE JOHNSON	DAY TELEPHONE NO. (W/ AREA CODE) (425) 299-1925	NIGHT TELEPHONE NO. (W/ AREA CODE) (425) 299-1925
EMERGENCY CONTACT (NAME) TROY LARSEN	DAY TELEPHONE NO. (W/ AREA CODE) (641) 529-2745	NIGHT TELEPHONE NO. (W/ AREA CODE) (641) 529-2745

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2015]

<input type="checkbox"/> A UNDER 15,000	<input type="checkbox"/> B 15,001 - 50,000	<input type="checkbox"/> C 50,001 - 100,000	<input checked="" type="checkbox"/> D 100,001 - 500,000	<input type="checkbox"/> E 500,001 - 1,000,000	<input type="checkbox"/> F 1,000,001 - 2,000,000	<input type="checkbox"/> G 2,000,001 - 5,000,000	<input type="checkbox"/> H 5,000,001 - 10,000,000	<input type="checkbox"/> I MORE THAN 10,000,000
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OPERATING AUTHORITIES OR PERMITS

PUC T TCP 13250 PSC Yes No N/A

US DOT 734765 MC MX

MOTOR CARRIER OF PROPERTY PERMIT ACTIVE Yes No N/A

REASON FOR INSPECTION: **ANNUAL B BUS INSPECTION**

IMS FITNESS EVALUATION Yes No

INSPECTION FINDINGS	INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable
REQUIREMENTS VIOL	MAINTENANCE PROGRAM DRIVER RECORDS REG. EQUIPMENT HAZARDOUS MATERIALS TERMINAL
MAINTENANCE PROGRAM	1 UR 2 S 3 S 4 1 UR 2 S 3 S 4 1 UR 2 S 3 S 4 1 N/A 2 N/A 3 N/A 4 1 UR 2 S 3 S 4
DRIVER RECORDS	No. 3 Time 3.0 No. 10 Time 3.0 No. 3 Time 3.0
DRIVER HOURS	HAZARDOUS MATERIALS CONTAINERS/TANKS VEHICLES PLACED OUT-OF-SERVICE
BRAKES	REMARKS
LAMPS & SIGNALS	HELPFUL WEB SITES: WWW.CHP.CA.GOV WWW.DMV.CA.GOV WWW.FMCSA.DOT.GOV
CONNECTING DEVICES	MOTOR CARRIER PERMIT VALID TO
STEERING & SUSPENSION 1	
TIRES & WHEELS 2	
EQUIPMENT REQUIREMENTS	
CONTAINERS & TANKS	
HAZARDOUS MATERIALS	

BIT <input type="checkbox"/> I <input type="checkbox"/> R <input type="checkbox"/> NON - BIT <input type="checkbox"/>	FEES DUE <input type="checkbox"/> Yes <input type="checkbox"/> No	CHP 345 <input checked="" type="checkbox"/>	CHP 100D COL.	INSPECTION DATE(S) 5/18/2016	TIME IN	TIME OUT
INSPECTED BY (NAME/S)	LYLE MARKOWICH		ID NUMBER(S) 11 A10881	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None		

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through _____), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (916) 731-6350 within 5 calendar days of the rating.

CURRENT TERMINAL RATING SATISFACTORY	CARRIER REPRESENTATIVE'S SIGNATURE <i>Michelle Johnson</i>	DATE 5/18/2016
CARRIER REPRESENTATIVE'S PRINTED NAME MICHELLE JOHNSON	TITLE GENERAL MANAGER	DRIVER LICENSE NUMBER STATE



PROPOSAL FOR MANAGEMENT AND OPERATION OF SPECIALIZED PARATRANSIT SERVICES

Appendix E

Page 1 of pages

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**
CHP 343 (Rev 6-10) OPI 062

NEW TERMINAL INFORMATION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CA NUMBER 162985	FILE CODE NUMBER 339363	COUNTY CODE 51	BED
TERMINAL TYPE <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus	CODE B	OTHER PROGRAM(S)	LOCATION CODE 230	SUBAREA 76

TERMINAL NAME
PARA TRANSIT SERVICES

TELEPHONE NUMBER (W/ AREA CODE)
(530) 272-1225

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
900 WHISPERING PINES LN GRASS VALLEY, CA 95945

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE) (IF DIFFERENT FROM ABOVE)

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	BUSES BY TYPE I- II-	DRIVERS	BIT FLEET SIZE
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

CONSOLIDATED TERMINALS
 Yes No

FILE CODE NUMBER OF CONSOLIDATED TERMINALS AND DIVISION LOCATIONS BY NUMBER (Use Remarks for Additional FCNS)

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME) MICHELLE JOHNSON	DAY TELEPHONE NO. (W/ AREA CODE) (425) 299-1925	NIGHT TELEPHONE NO. (W/ AREA CODE) (425) 299-1925
EMERGENCY CONTACT (NAME) TROY LARSEN	DAY TELEPHONE NO. (W/ AREA CODE) (641) 529-2745	NIGHT TELEPHONE NO. (W/ AREA CODE) (641) 529-2745

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2016]

<input type="checkbox"/> A UNDER 15,000	<input type="checkbox"/> B 15,001 - 50,000	<input checked="" type="checkbox"/> C 50,001 - 100,000	<input type="checkbox"/> D 100,001 - 500,000	<input type="checkbox"/> E 500,001 - 1,000,000	<input type="checkbox"/> F 1,000,001 - 2,000,000	<input type="checkbox"/> G 2,000,001 - 5,000,000	<input type="checkbox"/> H 5,000,001 - 10,000,000	<input type="checkbox"/> I MORE THAN 10,000,000
---	--	--	--	--	--	--	---	---

OPERATING AUTHORITIES OR PERMITS

PUC <input type="checkbox"/> T	<input checked="" type="checkbox"/> TCP <input type="checkbox"/> PSC 13250	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	IMS FITNESS EVALUATION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
USDOT 734765	<input checked="" type="checkbox"/> MC <input type="checkbox"/> MX 335676	REASON FOR INSPECTION	ANNUAL B BUS INSPECTION

INSPECTION FINDINGS	INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable						
HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS
HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS
HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS	HAZARDOUS MATERIALS

REMARKS
**HELPFUL WEB SITES: WWW.CHP.CA.GOV
WWW.DMV.CA.GOV
WWW.FMCSA.DOT.GOV**

ALL RECORDS INDICATE COMPLIANCE AT TIME OF INSPECTION

BIT <input checked="" type="checkbox"/> I <input type="checkbox"/> R	NON-BIT <input type="checkbox"/>	FEES DUE <input type="checkbox"/> Yes <input type="checkbox"/> No	CHP 345 <input checked="" type="checkbox"/>	CHP 1000 COL <input type="checkbox"/>	INSPECTION DATE(S) 7/26/2017	TIME IN 0700	TIME OUT 1300
INSPECTED BY (NAME(S)) LYLE MARKOWICH					ID NUMBER(S) A10881	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None	

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (916) 731-6350 within 5 calendar days of the rating.

CURRENT TERMINAL RATING SATISFACTORY	CARRIER REPRESENTATIVE'S SIGNATURE <i>Michelle Johnson</i>	DATE 7/27/2017
CARRIER REPRESENTATIVE'S PRINTED NAME MICHELLE JOHNSON	TITLE GENERAL MANAGER	DRIVER LICENSE NUMBER STATE

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Appendix E

**SAFETY COMPLIANCE REPORT/
 TERMINAL RECORD UPDATE**
 CHP 343 (Rev. 12-17) OPI 062

NEW TERMINAL INFORMATION <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	CA NUMBER 162985	FILE CODE NUMBER 339363	COUNTY CODE 29	BED
TERMINAL TYPE <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus <input type="checkbox"/> Mod Limo	CODE B	OTHER PROGRAM(S)	LOCATION CODE 230	SUBAREA 76

CARRIER LEGAL NAME PARATRANSIT SERVICES	TERMINAL NAME (IF DIFFERENT)	TELEPHONE NUMBER (w/ AREA CODE) (530) 272-1225
---	------------------------------	---

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE) 900 WHISPERING PINES LANE GRASS VALLEY, CA 95945	INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY) 900 WHISPERING PINES LANE GRASS VALLEY, CA 95945
MAILING ADDRESS (NUMBER, STREET, CITY, ZIP CODE) (IF DIFFERENT FROM ABOVE) 900 WHISPERING PINES LANE GRASS VALLEY, CA 95945	

LICENSE, FLEET AND TERMINAL INFORMATION									
HM LIC. NO.	HWT REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEHs BY TYPE I II 8 Mod Limo	DRIVERS 14	BIT FLEET SIZE Powered		
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT.	HW VEH.	HW CONT.	PPB/CSAT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	Towed		
TERMINALS IDENTIFIED IN SECTION 34615(b) CVC <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			FILE CODE NUMBERS OF TERMINALS INCLUDED IN INSPECTION AS A RESULT OF SECTION 34615(b) CVC						

EMERGENCY CONTACTS (In Calling Order of Preference)		
EMERGENCY CONTACT (NAME) MATTHEW TREFERO	DAY TELEPHONE NO. (w/ AREA CODE) (530) 902-5646	NIGHT TELEPHONE NO. (w/ AREA CODE) (530) 902-5646
EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (w/ AREA CODE)	NIGHT TELEPHONE NO. (w/ AREA CODE)

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL FOR LAST YEAR [2020]									
A <input type="checkbox"/> UNDER 15,000	B <input type="checkbox"/> 15,001 - 50,000	C <input type="checkbox"/> 50,001 - 100,000	D <input checked="" type="checkbox"/> 100,001 - 500,000	E <input type="checkbox"/> 500,001 - 1,000,000	F <input type="checkbox"/> 1,000,001 - 2,000,000	G <input type="checkbox"/> 2,000,001 - 5,000,000	H <input type="checkbox"/> 5,000,001 - 10,000,000	I <input type="checkbox"/> MORE THAN 10,000,000	

OPERATING AUTHORITIES OR PERMITS			
PUC <input type="checkbox"/> T <input checked="" type="checkbox"/> TCP 13250 <input type="checkbox"/> PSC	MOTOR CARRIER OR PROPERTY PERMIT ACTIVE <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	IMS FITNESS EVALUATION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
USDOT USDOT NUMBER 734765	<input checked="" type="checkbox"/> MC 335676 <input type="checkbox"/> MX	REASON FOR INSPECTION ANNUAL BASIC BUS TERMINAL INSPECTION	

INSPECTION FINDINGS	INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable
REQUIREMENTS	MAINTENANCE PROGRAM DRIVER RECORDS REG EQUIPMENT HAZARDOUS MATERIALS TERMINAL
MAINTENANCE PROGRAM	1 S 2 S 3 S 4 S 1 S 2 S 3 S 4 S 1 S 2 S 3 S 4 S 1 N/A 2 N/A 3 N/A 4 N/A 1 S 2 S 3 S 4 S
DRIVER RECORDS	No. 3 Time 0.5 No. 11 Time 1.0 No. 3 Time 1.5 3.0
DRIVER HOURS	HAZARDOUS MATERIALS <input checked="" type="checkbox"/> No H/M Transported <input type="checkbox"/> No H/M violations noted CONTAINERS/TANKS VEHICLES PLACED OUT-OF-SERVICE
BRAKES	REMARKS INTRASTATE AND INTERSTATE CARRIER
LAMPS & SIGNALS	***SEE ATTACHED REPORT FOR DETAILS**
CONNECTING DEVICES	
STEERING & SUSPENSION	
TIRES & WHEELS	
EQUIPMENT REQUIREMENTS	
CONTAINERS & TANKS	
HAZARDOUS MATERIALS	

INSPECTION TYPE <input type="checkbox"/> I <input type="checkbox"/> R	NON-BIT <input type="checkbox"/>	CPSS <input type="checkbox"/> Yes <input type="checkbox"/> No	CHP 346 <input type="checkbox"/>	CHP 1000 COL. <input type="checkbox"/>	INSPECTION DATE(S) 12/17/2021	TIME IN 8:00AM	TIME OUT 11:00AM
INSPECTED BY (NAME(S)) FRANK A HALL				ID NUMBER(S) A16814	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None		

MOTOR CARRIER CERTIFICATION			
I hereby certify that all violations described hereon and recorded on the attached pages (2 through 10), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at (916) 731-6350 within 5 business days of the rating.			
CURRENT TERMINAL RATING SATISFACTORY	CARRIER REPRESENTATIVE'S SIGNATURE <i>Matthew Trefero</i>	DATE 12/17/2021	
CARRIER REPRESENTATIVE'S PRINTED NAME MATTHEW TREFERO	TITLE GENERAL MANAGER	DRIVER LICENSE NUMBER	STATE



Appendix E

Page 1 of 10 pages

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**
CHP 343 (Rev 12-17) OPI 062

NEW TERMINAL INFORMATION <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		CA NUMBER 162985	FILE CODE NUMBER 339363	COUNTY CODE 29	BED
TERMINAL TYPE <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus <input type="checkbox"/> Mod Limo		CODE B	OTHER PROGRAM(S)	LOCATION CODE 230	SUBAREA 76

CARRIER LEGAL NAME
PARA TRANSIT SERVICES

TERMINAL NAME (IF DIFFERENT)

TELEPHONE NUMBER (W/ AREA CODE)
(530) 227-1225

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE)
900 WHISPERING PINES LN GRASS VALLEY, CA 95945

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE) (IF DIFFERENT FROM ABOVE)
5302721225

INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY)

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEH BY TYPE I- 7 II-	MOD LIMO	DRIVERS 22	BIT FLEET SIZE POWERED
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH	HW CONT.	PPB / CSAT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A		TOWED

TERMINALS IDENTIFIED IN SECTION 34515(B) CVC
 Yes No

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME) TROY LARSEN	DAY TELEPHONE NO. (W/ AREA CODE) (530) 272-1225	NIGHT TELEPHONE NO. (W/ AREA CODE) (641) 529-2745
EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2017]

<input type="checkbox"/> A UNDER 15,000	<input type="checkbox"/> B 15,001 - 50,000	<input type="checkbox"/> C 50,001 - 100,000	<input type="checkbox"/> D 100,001 - 500,000	<input type="checkbox"/> E 500,001 - 1,000,000	<input type="checkbox"/> F 1,000,001 - 2,000,000	<input type="checkbox"/> G 2,000,001 - 5,000,000	<input type="checkbox"/> H 5,000,001 - 10,000,000	<input type="checkbox"/> I MORE THAN 10,000,000
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OPERATING AUTHORITIES OR PERMITS

PUC <input type="checkbox"/> T	TCP <input type="checkbox"/> PSC 13250	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	IMS FITNESS EVALUATION <input type="checkbox"/> Yes <input type="checkbox"/> No
USDOT US DOT NUMBER 734765	MC 335676	MC MX	REASON FOR INSPECTION ANNUAL B BUS INSPECTION

INSPECTION FINDINGS	INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable			
REQUIREMENTS	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS
MAINTENANCE PROGRAM	1 UR 2 S 3 S 4 S	1 UR 2 S 3 S 4 S	1 UR 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A
DRIVER RECORDS	No. 3 Time 1.5	No. 14 Time 2.5	No. 3 Time 3.0	TIME TOTAL TIME 7.0
DRIVER HOURS	HAZARDOUS MATERIALS <input checked="" type="checkbox"/> No H/M Transported <input type="checkbox"/> No H/M violations noted		CONTAINERS/TANKS No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units
BRAKES	REMARKS HELPFUL WEB SITES: WWW.CHP.CA.GOV WWW.DMV.CA.GOV WWW.FMCSA.DOT.GOV			
LAMPS & SIGNALS				
CONNECTING DEVICES				
STEERING & SUSPENSION				
TIRES & WHEELS				
EQUIPMENT REQUIREMENTS				
CONTAINERS & TANKS				
HAZARDOUS MATERIALS				
BIT <input type="checkbox"/> I <input type="checkbox"/> R <input checked="" type="checkbox"/> NON-BIT	CPSS <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CHP 346 <input type="checkbox"/>	CHP 100D COL.	INSPECTION DATE(S) TIME IN 0700 TIME OUT 1400
INSPECTED BY (NAME(S)) LYLE MARKOWICH	ID NUMBER(S) A10881	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None		

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through 10), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at 916-731-6350 within 5 business days of the rating.

CURRENT TERMINAL RATING SATISFACTORY	CARRIER REPRESENTATIVE'S SIGNATURE 	DATE 8/1/2018
CARRIER REPRESENTATIVE'S PRINTED NAME TROY LARSEN	TITLE GENERAL MANAGER	DRIVER LICENSE NUMBER STATE

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Appendix E

Page 1 of _____ pages

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**

CHP 343 (Rev 12-17) OPI 062

NEW TERMINAL INFORMATION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CA NUMBER 162985	FILE CODE NUMBER 339363	COUNTY CODE 29	BED
TERMINAL TYPE <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus <input type="checkbox"/> Mod Limo	CODE B	OTHER PROGRAM(S)	LOCATION CODE 230	SUBAREA 76

CARRIER LEGAL NAME: **PARATRANSIT SERVICES**
TERMINAL NAME (IF DIFFERENT): **GOLD COUNTRY LIFT**
TELEPHONE NUMBER (W/ AREA CODE):

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE):
900 WHISPERING PINES LN GRASS VALLEY CA 95945

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE) (IF DIFFERENT FROM ABOVE):
INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY):

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT. REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEH. BY TYPE I- 8 II-	MOD. LIMO	DRIVERS 20	BIT FLEET SIZE POWERED
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CBAT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A		TOWED

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC
 Yes No

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME) TROY LAESEN	DAY TELEPHONE NO. (W/ AREA CODE) (641) 529-2745	NIGHT TELEPHONE NO. (W/ AREA CODE)
EMERGENCY CONTACT (NAME)	DAY TELEPHONE NO. (W/ AREA CODE)	NIGHT TELEPHONE NO. (W/ AREA CODE)

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2018]

<input type="checkbox"/> A UNDER 15,000	<input type="checkbox"/> B 15,001 - 50,000	<input checked="" type="checkbox"/> C 50,001 - 100,000	<input type="checkbox"/> D 100,001 - 500,000	<input type="checkbox"/> E 500,001 - 1,000,000	<input type="checkbox"/> F 1,000,001 - 2,000,000	<input type="checkbox"/> G 2,000,001 - 5,000,000	<input type="checkbox"/> H 5,000,001 - 10,000,000	<input type="checkbox"/> I MORE THAN 10,000,000
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OPERATING AUTHORITIES OR PERMITS

PUC T TCP PSC

MOTOR CARRIER OF PROPERTY PERMIT ACTIVE
 Yes No N/A

IMS FITNESS EVALUATION
 Yes No

USDOT US DOT NUMBER: **734765** MC: **335676** MC: **MX**

REASON FOR INSPECTION: **ANNUAL B BUS INSPECTION**

INSPECTION FINDINGS	VIOL	MAINTENANCE PROGRAM	DRIVER RECORDS	REG. EQUIPMENT	HAZARDOUS MATERIALS	TERMINAL
REQUIREMENTS						
MAINTENANCE PROGRAM	1	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 S 2 S 3 S 4 S	1 N/A 2 N/A 3 N/A 4 N/A	1 S 2 S 3 S 4 S
DRIVER RECORDS		No. 3 Time 1.0	No. 15 Time 2.0	No. 3 Time 3.0		TOTAL TIME 6.0
DRIVER HOURS		<input checked="" type="checkbox"/> No H/M Transported	<input type="checkbox"/> No H/M violations noted	No. Time	VEHICLES PLACED OUT-OF-SERVICE Vehicles Units	
BRAKES		REMARKS				
LAMPS & SIGNALS						
CONNECTING DEVICES						
STEERING & SUSPENSION						
TIRES & WHEELS						
EQUIPMENT REQUIREMENTS						
CONTAINERS & TANKS						
HAZARDOUS MATERIALS						

BIT <input checked="" type="checkbox"/> I <input type="checkbox"/> R	NON-BIT <input type="checkbox"/>	CPSS <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CHP 345 <input type="checkbox"/>	CHP 1000 COL <input type="checkbox"/>	INSPECTION DATE(S) 8/27/2019	TIME IN 0700	TIME OUT 1300
INSPECTED BY (NAME(S)) LYLE MARKOWICH					ID NUMBER(S) A10881	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None	

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through _____), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at 916-731-6350 within 5 business days of the rating.

CURRENT TERMINAL RATING: **SATISFACTORY**

CARRIER REPRESENTATIVE'S PRINTED NAME: **TROY LAESEN**

CARRIER REPRESENTATIVE'S SIGNATURE: *Troy Laesen*

TITLE: **GENERAL MANAGER**

DATE: **8/27/2019**

DRIVER LICENSE NUMBER STATE:





Appendix E

Page 1 of _____ pages

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

**SAFETY COMPLIANCE REPORT/
TERMINAL RECORD UPDATE**

CHP 343 (Rev 12-17) OPI 062

NEW TERMINAL INFORMATION <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		CA NUMBER 162985	FILE CODE NUMBER 339363	COUNTY CODE 29	BED
TERMINAL TYPE <input type="checkbox"/> Truck <input checked="" type="checkbox"/> Bus <input type="checkbox"/> Mod Limo		CODE B	OTHER PROGRAM(S)	LOCATION CODE 230	SUBAREA 76

ARRIER LEGAL NAME: PARATRANSIT SERVICES
TERMINAL NAME (IF DIFFERENT): GOLD COUNTRY LIFT
TELEPHONE NUMBER (W/ AREA CODE): (530) 272-1225

TERMINAL STREET ADDRESS (NUMBER, STREET, CITY, ZIP CODE): 900 WHISPERING PINES LN GRASS VALLEY CA 95945

MAILING ADDRESS (NUMBER, STREET, CITY, STATE, ZIP CODE) (IF DIFFERENT FROM ABOVE):
INSPECTION LOCATION (NUMBER, STREET, CITY OR COUNTY):

LICENSE, FLEET AND TERMINAL INFORMATION

HM LIC. NO.	HWT REG. NO.	IMS LIC. NO.	TRUCKS AND TYPES	TRAILERS AND TYPES	PASS VEH BY TYPE - 8 -	MOD LIMO	DRIVERS 18	BIT FLEET SIZE POWERED
EXP. DATE	EXP. DATE	EXP. DATE	REG. CT	HW VEH.	HW CONT.	PPB / CSAT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A		TOWED

TERMINALS IDENTIFIED IN SECTION 34515(b) CVC
 Yes No

EMERGENCY CONTACTS (In Calling Order of Preference)

EMERGENCY CONTACT (NAME): TROY LAESEN	DAY TELEPHONE NO. (W/ AREA CODE): (641) 529-2745	NIGHT TELEPHONE NO. (W/ AREA CODE):
EMERGENCY CONTACT (NAME):	DAY TELEPHONE NO. (W/ AREA CODE):	NIGHT TELEPHONE NO. (W/ AREA CODE):

ESTIMATED CALIFORNIA MILEAGE FOR THIS TERMINAL LAST YEAR [2019]

<input type="checkbox"/> A UNDER 15,000	<input type="checkbox"/> B 15,001 - 50,000	<input checked="" type="checkbox"/> C 50,001 - 100,000	<input type="checkbox"/> D 100,001 - 500,000	<input type="checkbox"/> E 500,001 - 1,000,000	<input type="checkbox"/> F 1,000,001 - 2,000,000	<input type="checkbox"/> G 2,000,001 - 5,000,000	<input type="checkbox"/> H 5,000,001 - 10,000,000	<input type="checkbox"/> I MORE THAN 10,000,000
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OPERATING AUTHORITIES OR PERMITS

PUC <input type="checkbox"/> T	<input checked="" type="checkbox"/> TCP <input type="checkbox"/> PSC	13250	MOTOR CARRIER OF PROPERTY PERMIT ACTIVE <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	IMS FITNESS EVALUATION <input type="checkbox"/> Yes <input type="checkbox"/> No
USDOT US DOT NUMBER 796358	<input checked="" type="checkbox"/> MC <input type="checkbox"/> MX	335676	<input type="checkbox"/> MC <input type="checkbox"/> MX	REASON FOR INSPECTION ANNUAL B BUS

INSPECTION FINDINGS REQUIREMENTS VIOL	INSPECTION RATINGS: S = Satisfactory U = Unsatisfactory C = Conditional UR = Unrated N/A = Not Applicable																			
	MAINTENANCE PROGRAM	1 S 2 S 3 S 4 S				DRIVER RECORDS	1 S 2 S 3 S 4 S				REG. EQUIPMENT	1 N/A 2 V/F 3 N/A 4 N/A				HAZARDOUS MATERIALS	1 S 2 S 3 S 4 S			
DRIVER RECORDS	No. 3 Time 1.0				No. 14 Time 2.0				No. 3 Time 3.0				TIME	6.0				TOTAL TIME		
DRIVER HOURS	<input checked="" type="checkbox"/> No HM Transported <input type="checkbox"/> No HM violations noted				CONTAINERS/TANKS				VEHICLES PLACED OUT-OF-SERVICE				Vehicles Units							
BRAKES	REMARKS																			
LAMPS & SIGNALS	Interstate: <input type="checkbox"/>																			
CONNECTING DEVICES	Intrastate: <input checked="" type="checkbox"/>																			
STEERING & SUSPENSION	ALL RECORDS INDICATE COMPLIANCE																			
TIRES & WHEELS	TIME RECORDS REDUCED BY 50 PERCENT																			
EQUIPMENT REQUIREMENTS																				
CONTAINERS & TANKS																				
HAZARDOUS MATERIALS																				
BIT <input type="checkbox"/> I <input type="checkbox"/> R	NON - BIT <input type="checkbox"/>	CPSS <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CHP 345 <input type="checkbox"/>	CHP 100D COL. <input type="checkbox"/>	INSPECTION DATE(S) 9/9/2020	TIME IN 0800	TIME OUT 1400													
INSPECTED BY (NAME(S)) LYLE MARKOWICH	ID NUMBER(S) A10881	SUSPENSE DATE <input checked="" type="checkbox"/> Auto <input type="checkbox"/> None																		

MOTOR CARRIER CERTIFICATION

I hereby certify that all violations described hereon and recorded on the attached pages (2 through _____), will be corrected in accordance with applicable provisions of the California Vehicle Code and the California Code of Regulations. I understand that I may request a review of an unsatisfactory rating by contacting the Motor Carrier Safety Unit Supervisor at 916-731-6350 within 5 business days of the rating.

CURRENT TERMINAL RATING SATISFACTORY	CARRIER REPRESENTATIVE'S SIGNATURE <i>Troy Laesen</i>	DATE 9/9/2020
CARRIER REPRESENTATIVE'S PRINTED NAME TROY LAESEN	TITLE GENERAL MANAGER	DRIVER LICENSE NUMBER STATE

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END OF DOCUMENT

PROPERTY OF:

**PARATRANSIT SERVICES
DEPARTMENT OF BUSINESS
DEVELOPMENT**

June 2022

