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# Paratransit Services Reporter

Paratransit Services is a private, nonprofit company headquartered in Bremerton, Washington.

We have been providing high quality, accessible public transportation services since 1980.

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## Paratransit Services Now In California "Jumping Frog" County

*Paratransit Services has been awarded a six-year contract to operate Calaveras Transit, serving Calaveras County in central California.*

**H**umorist Mark Twain wrote a fictional short story in 1855 that would become perhaps his best known work, "The Celebrated Jumping Frog of Calaveras County." The story, set in the mining town of Angels Camp, California during the Gold Rush days of the mid 1800s, brought the author national attention.

As the story goes, a man travels through gold country on a mission to locate one Simon Wheeler whom he finds in "the old, dilapidated tavern in the ancient mining camp of Angel's," and who recounts the famous jumping frog story.

Happily, the Angels Camp of today is a picturesque, thriving community. It has embraced the author and his tall tale—visitors to this fun destination will have no difficulty locating a wide variety of frog paraphernalia, and if they happen to be there during the third week in May, they can enjoy the annual Calaveras County Fair and Jumping Frog Jubilee!

Other communities within Calaveras County that share a rich history stemming from the Gold Rush era include San Andreas (the County Seat), Murphys, Vallecito, Douglas Flat, Mokelumne Hill, and, noted for a different mineral mined

there at the time, Cop-peropolis.

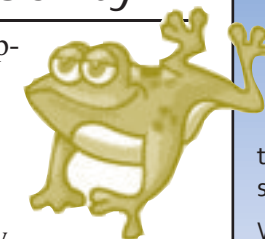
Paratransit Services is excited and proud to be a part of the Calaveras County community as the new operator of Calaveras Transit, a deviated fixed route public transit system serving communities within Calaveras County, and extending to Columbia College in neighboring Tuolumne County.

Award of the six-year contract was the outcome of a competitive procurement process that began in December 2010. The selection of Paratransit Services was made official by the Calaveras County Board of Supervisors last May, and the new contract began July 1.

Calaveras Transit is a welcome addition to Paratransit Services' other locations in California, where we currently operate public transit systems for the Counties of Tehama, Glenn, Lake, and Lassen, and we provide specialized transportation service in the city of Redding.

We also operate accessible public transit systems in the states of Washington and Oregon, and have been a Non-Emergency Medical Transportation broker for the State of Washington since 1988.

Internet link (University of Virginia) to text of "Jumping Frog" story:  
<http://etext.virginia.edu/railton/projects/price/frog.htm>



### The "Paratransit Services Way"

**O**ur approach to transit operations contracts is based in large part on the understanding that they are essentially human resources management contracts.

We have developed technical systems for transit management, and policies and procedures that have passed the test of time. But successful implementation of public transit systems, particularly accessible systems who serve those who have special transportation needs, is dependent on the skill and sensitivity of the people who run them.

At Paratransit Services we hire people who have a thoughtful appreciation for public service and we provide them with the direction, support, and tools they need to succeed. Paratransit Services employees are coached that the service we provide requires that we do the very best we can every day.

By providing competitive wages and benefits, providing recognition for meritorious job performance, and ensuring that all employees are treated fairly, Paratransit Services staff tend to stay with us for a long time, becoming very good at their jobs, and our transit ridership receives exceptional service as a result.

That is the "Paratransit Services Way." It starts and ends with our employees, and we are blessed with the best in the business!

David Baker, President/CEO  
Paratransit Services

## Meet Betsy DeSpain, Our GM in Longview!



Betsy DeSpain manages "CUBS Paratransit" in Longview, Washington.

Safety Institute and the National Safety Council as an Instructor, and in 2005 she was awarded a Certified Community Transit Manager certification (CCTM).

**B**etsy says this is "a very exciting time" in Longview, as CUBS implements strategic Transit Enhancement Plan recommendations that include route redesign and new marketing plans. Betsy enjoys working with her staff, as well as with the City of Longview, to ensure that CUBS provides public transportation that is safe, comfortable, and on time. "We are all dedicated transit employees who make a difference in our community," she says. "It is a pleasure to work alongside of them!"

"I love what I do!" says Betsy DeSpain, our General Manager in Longview, Washington, where we have operated Community Urban Bus Service (CUBS) Paratransit for the City of Longview since 1996. Betsy has been on our team since 2000, and our General Manager in Longview since 2005. She is certified by both the Transportation

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## PARATRANSIT SERVICES RECEIVES AWARD FROM UNITED WAY OF KITSAP COUNTY

*Paratransit Services corporate staff in Bremerton, Washington is recognized for charitable contributions*

Paratransit Services United Way Giving Committee at corporate headquarters in Bremerton, Washington, was recently honored at the United Way of Kitsap County's 2011 Community Celebration dinner for their participation in the 2010-11 United Way fund-raising campaign.



Paratransit Services supports the mission of our local United Way to identify and address community needs, and encourages employee-generated efforts to organize annual fund-raising activities.

This year the company's "Giving Committee" members were (left to right in photo): Chris Eldridge, Judy Rodgers, C.J. Chin, Jacque Johns, and Dee Maxwell.

On behalf of Paratransit Services they accepted the 2010 Campaign Chair Challenge Private Sector Business Award for nonprofit companies for their "Extraordinary Efforts With The United Way Campaign" in raising \$11,525.

United Way of Kitsap County is an nonprofit affiliate of United Way of America.

## Hello Susanville!

*Paratransit Services begins new transit contract in northeastern California*

Lassen Transit Service Agency (LTSA) has awarded Paratransit Services a five-year contract to operate Lassen Rural Bus, the public transit system serving Lassen County, California. The award followed a competitive procurement process that began last February.

Under the new contract, which took effect July 1, Paratransit Services personnel operate Lassen Rural Bus from a facility in Susanville, the County Seat, approximately 80 miles northwest of Reno.

Lassen Rural Bus provides fixed route bus service and Americans with Disabilities Act (ADA) transportation within the city of

Susanville, and commuter routes that extend to rural areas of Lassen County.

Lassen County, home to Lassen National Forest and Lassen Volcanic National Park, is the eighth largest county in California. Paratransit Services is thrilled to be there, and we look forward to a long and productive relationship with LTSA.



*Lassen Historical Museum in Susanville, California.*

## SHORT ENTRIES

### RVTD Renews Contract with Paratransit Services

Paratransit Services has operated Valley Lift, the ADA Dial-A Ride complement to the Rogue Valley Transportation District (RVTD) fixed route public transit system, since December 2005. RVTD provides public transportation services within the city of Medford (the largest city in Jackson County, Oregon) as well as connecting service to the cities of Central Point, White City, Jacksonville, Phoenix, Talent, and Ashland.

Paratransit Services operates this accessible transit program from a location in Medford. Earlier this spring, RVTD awarded Paratransit Services an additional seven-year contract following a competitive procurement that began in January.

### Four Counties Added to Interpreter Services Contract

Paratransit Services has been a regional broker for the State of Washington Interpreter Services (IS) program since the broker model was initiated in 2003. Under this program, Medicaid clients who have limited proficiency in English may receive the services of an interpreter for their medical appointments, as no cost to them.

The role of regional brokers is to develop a roster of certified subcontracted interpreters and schedule their appointments with doctors and Medicaid clients. This approach has proven to be a cost effective way to providing this important social service.

Originally serving nine Western Washington Counties, Paratransit Services added Snohomish County in 2004, and this August we were asked by the State of Washington Department of Social and Health Services to also cover Whatcom, Skagit, Island, and San Juan Counties. We are now the largest IS broker in the state, serving 14 counties.

### President's Merit Award

Paratransit Services recently honored three of its employees with the company's annual "President's Merit Award." Two of the award winners work at Paratransit Services' transit offices in Oregon: Edoardo Turati is a Driver for Bend Area Transit in Bend Oregon; and Dennis Orwig is a Valley Lift Driver in Medford, Oregon. The third award recipient is from company headquarters in Bremerton, Washington: Randy Grove, Director of Operations and Human Resources.

Paratransit Services established the President's Merit Award to acknowledge employees for outstanding performance and for making important contributions to the company's success. Each year the company President selects one or more awardees from nominations submitted by management staff throughout the organization, including locations in Washington State, Oregon, and Northern California.

### New Training Facility

Paratransit Services corporate Safety, Training, and Audit Department moved into its new driver training facility last summer. Located at corporate headquarters in Bremerton, Washington, the facility provides ample indoor space for classroom training, and an outdoor area for providing in-vehicle instruction.

In addition to providing driver training at this new facility, our Safety, Training, and Audit Manager Patricia Binns and her staff also take our safety program "on the road" to our transit locations in Washington, Oregon, and California, visiting each of our sites on a regular basis to review training records and update our on-site trainers in new developments in training.

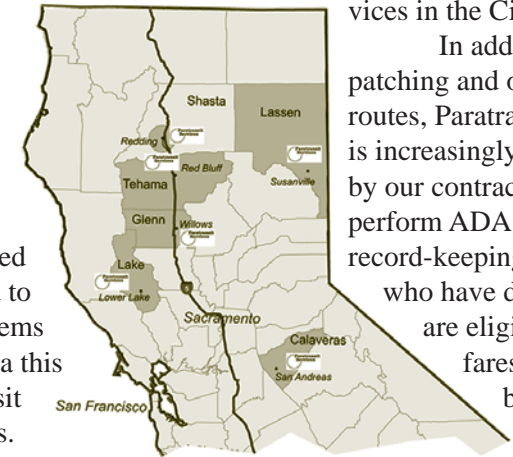
Ms. Binns is a certified Federal Transit Administration/Department of Transportation Driver Trainer, and a National Safety Council-Certified Instructor.

## Networking in "NorCal"

Paratransit Services is enjoying a resurgence in Northern California as more and more rural and small urban community transit agencies rely on us to provide their special blend of fixed route and accessible Dial-A-Ride services.

We specialize in operating community-based transit programs, and are honored to have been selected to operate two new systems in Northern California this year: Calaveras Transit and Lassen Rural Bus.

The new operations are part of a mutually supporting network of operations within close proximity to each other in the Golden State. The other operations are in Lake County,



where we operate Lake Transit; Glenn County where we operate Glenn Ride; and Tehama County, home of our TRAX and ParaTrax contract. We also provide specialized transportation services in the City of Redding.

In addition to dispatching and operating bus routes, Paratransit Services is increasingly being asked by our contracting partners to perform ADA screening and record-keeping for people who have disabilities and are eligible for reduced fares on the accessible Dial-A-Ride buses. We currently provide

this service for our Tehama, Glenn, and Lassen county contracts, and will begin doing the same for Calaveras County in October.

## Homeless Shelter Dedication

A formal dedication and ribbon-cutting ceremony for a new homeless shelter in West Bremerton, Washington, took place April 18. Named "Georgia's House" in honor of the late Georgia Mattson, a local resident who advocated for people who are homeless, the new shelter was established to provide housing for homeless women and their children.

The project was spearheaded by the Weaver Foundation in partnership with the Bremerton Rescue Mission.

Paratransit Services is leasing the building for the shelter for a nominal one dollar per month. Ceremonial presentation of the facility was given by Paratransit Services Board of Directors President Bill Mahan, who noted that the building was to be dedicated "for the purpose of providing shelter for those in our community who have temporary need for help."

Also representing Paratransit Services at the opening were Paratransit Services Directors Mary Ann Huntington and Lois Anderson.

Other speakers at the event were Bremerton Mayor Patty Lent, Weaver Foundation President Leann Weaver, and Cynthia Blinkinsop, daughter of the late Georgia Mattson.

Dedication of the Georgia's House shelter was given by Rev. Larry Eddings.



*l to r: Paratransit Services Board of Directors President Bill Mahan, Bremerton Mayor Patty Lent, Rev. Lawrence Eddings, and Weaver Foundation Executive Director Leann Weaver*