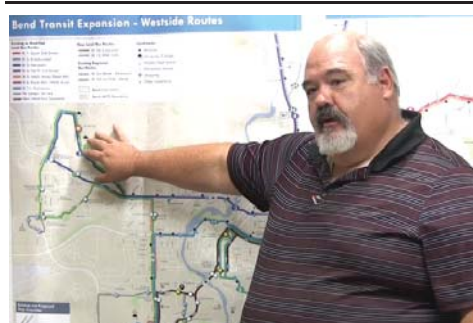


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## Meet Our Bend, Oregon GM!



Ronnie Burnett is our General Manager in Bend, Oregon.

Since joining the Paratransit Services team in Bend, Oregon in 2006, Ronnie Burnett has proven to be a stellar addition to our management group. He immediately provided valuable input into the redesign of the bus routes, helping to increase ridership and on-time performance, and he works tirelessly to improve ridership satisfaction and the efficiency of the transit program.

Ronnie has been involved in the transit industry since 1992, when he started as a school bus driver in Stockton, California. He later became a Field Supervisor/Driver Trainer for Lodi Transit in Lodi, California, and eventually made his way up to Bend.

“To me this is a community service,” he says. “It’s giving back to our community, right at the ‘boots on the ground’ level. We have a lot of folks out there who are transit dependent and they rely on us for a means to get back and forth to work, to get to the doctors appointments, and that’s a great value to me. I really appreciate that—I am a people person first!”

A great problem solver and a dedicated transit professional (and, incidentally, an accomplished bass player), Ronnie is a nice reflection of “The Paratransit Services Way.”

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# Reporter

Paratransit Services

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

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

Trade Show 2016 Portland Edition

## CASCADES EAST TRANSIT - BEND, OREGON

Paratransit Services operates Cascades East Transit - Bend for Central Oregon Intergovernmental Council.

Paratransit Services began transit operations in the City of Bend, Oregon, in 2003. As we efficiently managed the Dial-A-Ride system, we also worked with the City to establish a successful fixed route service. This new system became Bend Area Transit. In 2010 the City transferred the transit program to Central Oregon Intergovernmental Council, and the Bend service became part of the Cascades East Transit system. Throughout, Paratransit Services has been a steady, reliable transit operations partner.

In addition to the Fixed Route and complementary Dial-a-Ride services we provide in the City of Bend, Para-

transit Services also operates a very popular summer transit program in Bend: “Ride the River.” It’s a great way for people who enjoy leisurely floats downstream along the Deschutes River, which winds through Bend, to get back upstream when the trip is over. They simply load their inner tubes onto a trailer attached to one of our buses, get on board, and *voila!* Let’s do it again!



## VALLEY LIFT - MEDFORD, OREGON

Paratransit Services operates Valley Lift for Rogue Valley Transportation District.

Paratransit Services operates Valley Lift, the ADA complement to the Rogue Valley Transportation District (RVTD) fixed route public transit system.

We provides public 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, and we have recently added service to Eagle Point and Shady Cove.

In addition to the ADA service, we provide rides under the DD 53 program, which is administered by the Oregon State Office of Developmental Disabilities.

We also provide “Valley Lift Plus” service for low income people.

Paratransit Services loves providing this type of service. One of our Valley Lift drivers says it best, “It’s good karma. What I get from the clients makes it all worthwhile. We are their link to the outside world, and to maintaining an independent life. And that’s huge.”

## Public Transit as a Social Service

Paratransit Services was formed in northwestern Washington 36 years ago in response to a need for accessible transportation services, ten years before the Americans with Disabilities act was signed into law.

We are a private, nonprofit 501(c)(3) transportation company headquartered in the Puget Sound city of Bremerton. 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 Medical Transportation (NEMT), special event transportation, and various combinations of these services.

Paratransit Services sees public transit as a vital social service. In many cases, we have been instrumental in getting local transit programs started. In all cases, we provide transportation marked by quality, safety, and sensitivity. 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.

David Baker, President/CEO Paratransit Services



## TEHAMA COUNTY

*Paratransit Services operates TRAX, ParaTRAX, and METS for the County of Tehama. We have been in Red Bluff since 2002.*

**P**aratransit Services operates Tehama County's public Fixed Route service (TRAX) and General Public Dial-a-Ride service (ParaTRAX) for the County of Tehama in Northern California. We provide service within the city of Red Bluff, and we also operate rural routes to Corning, Tehama, Los Molinos, Gerber, Dairyville, and surrounding areas within the County.

We also administer the ADA certification program, as well as the Medical Transportation Service (METS) program, which coordinates volunteer drivers with Tehama County residents who need transportation to medical appointments.



Our team in Red Bluff is great with our passengers, takes pride in their work, and is committed to the service we provide to the community.

## GLENN RIDE

*Paratransit Services operates Glenn Ride for Glenn Transit Service.*

**F**rom a facility in Willows, California, Paratransit Services operates Glenn Ride deviated fixed route service, Glenn Dial-A-Ride, and the Volunteer Medical Transport (VMT) program for Glenn Transit Service.

Glenn Ride provides 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.

Glenn Dial-A-Ride provides service in the incorporated cities of Willows and Orland.

Our staff in Willows recruits volunteer drivers for the VMT program, and coordinates transportation, and administers mileage reimbursements and stipend payments to the volunteers. This is a great service for Glenn County residents who are in need of transportation to their medical appointments!

## LASSEN RURAL BUS

*Paratransit Services operates Lassen Rural Bus for Lassen Transit Service Agency.*

**F**rom a facility in Susanville, California, Paratransit Services operates Lassen Rural Bus for Lassen Transit Service Agency.

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.

In addition, we provide Dial-A-Ride service for the Lassen Life Skills & Job Training center. Located in Susanville, this facility serves adults who are developmentally disabled. We are often called upon to transport this group to various destinations in the area, such as the library, or to Lassen College for their physical education class, or to WalMart. 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.

We also operate, in cooperation with the Bureau of Land Management, a transit service for bicycling enthusiasts who wish to ride the Bizz Johnson trail. Cyclists may park at the historic Susanville railroad depot, and we'll take them and their bikes to one of three trailheads.

## CALACT Q'STRAIT 2016 ABOVE AND BEYOND AWARD

### CALAVERAS TRANSIT

*Paratransit Services operates Calaveras Transit for Calaveras County Public Works Department.*

**C**alaveras Transit is a deviated fixed route public transit system serving communities within Calaveras County, and extending to Columbia College in neighboring Tuolumne County. Calaveras County is located about 60 miles southeast of Sacramento. Paratransit Services operates Calaveras Transit from a facility in San Andreas, California.

Our Calaveras Transit team provides, 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 we have recently introduced a new inter-county service, the *Delta Gold Line Calaveras*

*to Stockton Connector*, offering residents of Calaveras County with a much needed way to get to and from the large metropolitan area of Stockton, in San Joaquin County. This new service expands access for County residents to medical facilities, employment opportunities, and Delta College. Stockton is also a valuable transportation hub to other destinations in the State.

#### 2016 Above and Beyond Award

Calaveras Transit was named as a 2016 Q'Strait "Above and Beyond" Award recipient during the CalACT 2016 Spring Conference and Expo. The award recognized our San Andreas team for their outstanding assistance with evacuations and shelters during the Butte Fire that raged through Calaveras County last summer and fall.

## CALACT 2016 TRANSPORTATION MANAGER OF THE YEAR

### LAKE TRANSIT

*Paratransit Services has operated Lake Transit for Lake Transit Authority from a facility in Lower Lake, California, since 2007.*

**O**perated by Paratransit Services for 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. In addition to route operations, our responsibilities include maintenance for the fleet of 35 vehicles.

#### New NEMT Service

In the Summer of 2015 Paratransit

Services, working closely with Lake Transit Authority, established a non-emergency medical transportation (NEMT) program for Lake County residents.

This is an especially valuable service for County residents who need to travel to the cities of Santa Rosa and San Francisco for specialized medical care.

#### 2016 CalACT Awards

Wanda Gray, our General manager for Lake Transit, and Mark Wall, Lake Transit Authority General Manager, received CalACT's 2016 Transportation Manager of the Year honors. Mark and Wanda were honored at the Association's 2016 Spring Conference and Expo in La Jolla, California.



## GOLD COUNTRY LIFT

*Paratransit Services operates Gold Country LIFT for Nevada County Department of Public Works.*

**W**estern Nevada County is located in the foothills of the Sierra Nevada mountains in northeastern California. From our facility in Grass Valley, Paratransit Services operates Gold Country LIFT, an ADA door-to-door and specialized transit service, for the Nevada County Department of Public Works.

Previously, the service was provided by a contractor using their vehicles, and branded predominantly as a service of that company. When we were brought in, we encouraged the County to use the opportunity to acquire their own fleet, and to re-brand the service in a way that linked it to Gold Country Stage, the fixed route system operated by the County. This was the beginning of "Gold Country LIFT."

It was a successful transition, involving community outreach activities, and a service re-branding effort. Our work was rewarded by the overwhelmingly positive feedback we received from the community, local facilities, and the County Board of Supervisors. Paratransit Services is very proud of the part we played in "Gold Country LIFT"!

## LONGVIEW/KELSO

*Paratransit Services has provided ADA transit service in the Cities of Longview and Kelso since 1996.*

**S**ince 1996, 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. Today the services is called "RiverCities Lift."

During our tenure, Paratransit Services has implemented incentives and procedures that have increased the important

parameter of on-time performance. Our Longview/Kelso drivers have also 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.

Paratransit Services works closely with local social service organizations and maintains an open channel of communication with community service providers. This enables us to adapt quickly to the specific needs of agencies and their clients.

## TRUCKEE TRANSIT

*Paratransit Services operates Truckee Transit for the Town of Truckee, in Northern California near Lake Tahoe.*



**P**aratransit Services began operating Truckee Transit during a challenging time. With the future of the transit program itself in doubt last year, the Town of Truckee and Paratransit Services worked together to find a way to keep the buses running. The collaboration was successful, culminating in the award to Paratransit Services of a 5-year contract to operate this public transit system in the scenic mountain town of Truckee, California.

Truckee Transit is a fixed route and Dial-A-Ride system serving Truckee and surrounding areas, and it also provides a shuttle service for skiers in the winter months. Also, in collaboration with the Tahoe Transportation District, Truckee Transit operates "North Tahoe Truckee Transport" under a pilot project funded by Area 4 Agency on Aging.