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# Reporter

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

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

2017 California Trade Show Edition

## TRUCKEE TRANSIT

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

**T**ruckee 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.

**P**aratransit Services began operating Truckee Transit during a challenging time. With the future of the transit program itself in doubt in 2015, 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.

## Public Transit as a Social Service

**P**aratransit Services was formed in northwestern Washington 37 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

## 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.

**W**e 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 Susanville Depot, and we'll take them and their bikes to one of the trailheads.



Providing quality transportation services since 1980

## Meet Our Calaveras County GM!



Cynthia Lawrence is our General Manager for Calaveras Transit.

**G**uided by Cynthia Lawrence, our General Manager in San Andreas, California, our Calaveras Transit team provides, in partnership with Calaveras County, a very high level of transit service that is responsive to the needs of the community.

Ms. Lawrence is a current member (and former Chair) of the Social Services Transit Advisory Board, a member of the Interagency Transit Committee, and a member of the regional disaster plan-

ning and response team.

During the “Butte Fire” that raged in Calaveras and Amador Counties in 2015, Cynthia and her staff worked with first responders by assisting with evacuations and setting up a shelter at the Angels Camp fairground. As the wildfire progressed, threatening shelters at the fairground and the San Andreas Town Hall, Cynthia and her crew relocated evacuees to a third shelter in Valley Springs.

For their part in assisting with the evacuation efforts, Calaveras Transit was a recipient of the Q’Strait 2016 *Above and Beyond Award* at the CalACT Conference and Expo.

Cynthia has been with Paratransit Services since 1999. She is a dedicated professional. “The thing that I like the most is coming to work and seeing my drivers and knowing that I am teaching them to go out and change lives,” She explains. “So, I have a great job.”

## Contact us...

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## CALAVERAS TRANSIT

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

Calaveras Transit is a deviated fixed route public transit system serving communities within Calaveras County, and extending to Columbia College in Tuolumne County, and to the city of Stockton in San Joaquin County. Paratransit Services became the operator of Calaveras Transit in 2011.

The home of Mark Twain "Jumping Frog" fame, Calaveras County is located about 60 miles southeast of Sacramento. Paratransit Services operates Calaveras Transit from a facility in San Andreas, California.

In partnership with the County Public Works Department, our team in San Andreas, led by General Manager Cynthia Lawrence (see write-up on

back page) has started new services to Jackson, Burson, and Rancho Calaveras within Calaveras County.

We have also introduced the "Delta Gold Line," a connector service between Calaveras County and the city of Stockton. This service has improved access for County residents to medical facilities, employment opportunities, and to Delta College. Stockton is also a valuable transportation hub to other destinations in the State.

### Above and Beyond Award!

For outstanding evacuation efforts during the "Butte Fire" that raged in Amador and Calaveras Counties during the late summer and fall of 2015, Calaveras Transit was honored during the CalACT 2016 Spring Conference and Expo with an "Above and Beyond Award."

## GLENN RIDE

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

From 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

Glenn Ride provides 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

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

### Volunteer Medical Transport

For the VMT program, our staff in Willows recruits volunteer drivers, coordinates transportation, and administers mileage reimbursements and stipend payments to the volunteers. We also monitor volunteer driver usage by each client, and track the trip costs each month for each client. This is a great service for Glenn County residents who are in need of transportation to their medical appointments!

To promote public transit, and to gain a sense of connectivity with the public, our team in Glenn County takes part in community activities, such as the Lamb Derby Parade, the Glenn County Parade, and the annual Kindred Adult Spirits of Glenn County Saint Patrick's Day Celebration for adults with developmental disabilities.

## LAKE TRANSIT

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

Operated by Paratransit Services for Lake Transit Authority (LTA) since 2007, 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 Lake Transit fleet.

### "Lake Links"

Paratransit Services is working closely with Lake Transit Authority and the Area Planning Council to establish a mobility management service in Lake County. "Lake Links" will address the transportation difficulties faced by residents in remote areas of the county in getting to their medical appointments.

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.

### Community Involvement

Our Lake County personnel participate

in many annual events, such as "Stuff a Bus" with the Hunger Task Force, Clearlake Cleanup Day, and Veteran Stand-down events. They also work informational booths at the Lake County Fair, Yuba College in Clearlake, and Mendocino College in Lakeport. These activities help to raise local awareness of the public transit program, and to demonstrate that our Lake Transit team is an active part of the community.

### 2016 CalACT Honors!

The close relationship we have built with the local community was very helpful during the "Rocky Fire" and "Valley Fire" wildfires in 2015. Our Lake Transit people responded quickly, professionally, and by working with local first responders and other community groups, moved people to safety and assisted with the establishment of shelters for those who could not return to their homes.

As a result of these efforts during the wildfires, Paratransit Services and Lake Transit Authority received "2016 Above and Beyond" Awards at the CalACT 2016 Spring Conference. In addition, Wanda Gray, Paratransit Services' Regional Manager and, at the time, also our Lake Transit Project Manager, received a CalACT "2016 Transportation Manager of the Year Award."



Lake Transit bus stop in Lakeport, California.

## GOLD COUNTRY LIFT

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

Western 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.



### System Rebranding

Previously, the service was provided using vehicles owned by the transit contractor, and branded predominantly as a service of that company. When we were brought in, we encouraged the County to take the opportunity to acquire their own fleet, with our assistance, and to rebrand the Dial-A-Ride service in a way that linked it to Gold Country Stage, the fixed route system operated by the County. Thus was born: "Gold Country LIFT."

Our work during the transition and rebranding process was rewarded by the overwhelmingly positive feedback we received from the community, local facilities, and the County Board of Supervisors.

We are very proud to be a part of Gold Country LIFT!

## TRAX, PARATRAX, AND METS

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

Paratransit Services operates 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. We provide this service from a facility in Red Bluff, where we also maintain the public transit fleet.

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.

In addition, we manage the Medical Transportation Service (METS) program, which coordinates volunteer drivers with Tehama County residents who need transportation to medical appointments, and we administer the ADA certification program.

### Bus Shelter Project

Paratransit Services was heavily involved with setting up 27 new bus shelters in the County, including the City of Red Bluff. We made sure they were ADA compliant, with room for a wheelchair beneath the shelter, and plenty of space for the ParaTRAX bus to deploy its lift.

We have a great staff in Red Bluff. They are wonderful with our passengers, take pride in their work, and are committed to the service we provide to the community.

