



**AGENDA
AUGUST 4, 2020
1:40 PM OR SOON THEREAFTER
REGULAR MEETING
VIA TELECONFERENCE
ALTURAS CITY COUNCIL CHAMBERS
200 W. NORTH ST. ALTURAS, CA 96101**

<http://sagestage.com>

NOTICE OF TEMPORARY PROCEDURES FOR MTA MEETINGS

On March 17, 2020 California Governor Gavin Newsom issued **Executive Order N-29-20**. This order removes the requirement that a location be made available for the public to gather for purposes of observing and commenting at the meeting. In response to the COVID-19 pandemic, Modoc Transportation Agency will be enacting social distancing procedures for the MTA Board, the public, and staff. Additionally, members of the Board are allowed to attend the meeting via teleconference and to participate in the meeting to the same extent as if they were present.

To protect the public, staff, and the MTA Board, members of the public are encouraged to participate in Board Meetings Via Teleconference.

To participate in the meeting:

Teleconference Number (712) 451-0647

Access Code 113785



108 S. Main Street
Alturas, CA 96101
(530) 233-6410 Phone

Meets First Tuesday
even-numbered months
after MCTC meeting
or about 2:00 p.m.

Board of Directors

John Dederick
Chairman
City Representative

Kathie Rhoads
Vice Chair
County Supervisor
District III

Bobby Ray
Director
City Representative

Elizabeth Cavasso
Director
County Supervisor
District IV

Danny Parker
Director
City at Large Member

Jim Wills
Director
County at Large Member

Ned Coe
Alternate
County Supervisor
District I

Cheryl Nelson
Alternate
City Councilman

Staff

Debbie Pedersen
Executive Director

Niki Lemke
Chief Fiscal Officer

Cindy Imbach
Sr. Transportation Planner

Michelle Cox
Assistant Secretary II

AGENDA

REGULAR MEETING

AUGUST 4, 2020

ALTURAS CITY COUNCIL CHAMBERS

200 W North St.
Alturas, CA 96101

Teleconference Number (712) 451-0647
Access Code 113785

Following the MCTC meeting at or about 1:40 p.m, or soon thereafter

1. Call to Order –

a. Roll Call

2. Public Forum - Citizens may address the Commission with matters that are related directly to Commission responsibilities. If any matters call for action by the Commission, they will be placed on subsequent agendas. Because the Chairman may limit speakers to five (5) minutes each, citizens are encouraged to contact the Chairman or staff for assistance before the meeting.

3. Confirm Agenda

Action

4. Consent Agenda

Action

- a. Approve the minutes from the 06/02/20 MTA Regular Meeting.
- b. Financial Transactions 05/01/20 through 06/30/20.
- c. YTD expenditures through 06/30/20.

5. Regular Business

Information/Action

- a. Update regarding delivery service and Coronavirus Aid, Relief, and Economic Security Act (CARES). Consider adopting Resolution 20-02 for the CARES funding and authorized signatories.
- b. Authorize withdrawal(s) from the Local Agency Investment Fund to cover expenditures until CARES reimbursements are received.
- c. Consider adopting the MTA COVID Protocol and Workplace Health and Safety COVID-19 Plan.
- d. Consider adopting the American’s with Disabilities Act Plan and Complaint Procedure in compliance with Federal Transit Administration.
- e. Consider declaring T16 Dodge Chrysler mini van surplus; authorize Executive Director to transfer title to the Fort Bidwell Indian Reservation (VIN 2D4RN4DE6AR296724).

6. Staff Updates and Calendar of Events

Information

- a. Staff updates
- b. Calendar of Events

7. Adjourn until next regular MTA meeting, scheduled for October 6, 2020, (Tuesday) in the City Council Chambers, 200 W North Street, Alturas, CA, at about 2:00 p.m., following the MCTC meeting.

Report to Modoc Transportation Agency Board Members	
Subject Consent Agenda	Meeting Date August 4, 2020
Presented by MTA Staff	Agenda Item 4

Consent Agenda - Note: Attachments shown in **bold** type

- a. Approve minutes from the **04/21/19 MTA Regular Meeting**
- b. **Financial Transactions – 05/01/2020 through 06/30/20**

Summary of incidental expenditures

Vendor	Transaction	Amount	Explanation
None			

- c. **Year to Date revenue and expenditure (through 06/30/20) report.**

**Modoc Transportation Agency
Transactions by Account
As of June 30, 2020**

Date	Num	Source Name	Amount	Balance
LAIF-8025001 (\$620K)				635,186.34
Total LAIF-8025001 (\$620K)				635,186.34
Plumas Operating MTA-0477				156,667.73
Reserve - LTF / LCTOP Exchange				19,421.00
05/12/2020		Tehama Transp Commission	19,070.00	38,491.00
Total Reserve - LTF / LCTOP Exchange				19,070.00 38,491.00
Reserve - Vehicles				23,175.00
06/30/2020		Vehicle Capital Reserve	23,175.00	46,350.00
Total Reserve - Vehicles				23,175.00 46,350.00
Reserve - Building Improvements				11,218.26
06/30/2020		Building Capital Reserve	6,625.00	17,843.26
Total Reserve - Building Improvements				6,625.00 17,843.26
Plumas Operating MTA-0477 - Other				102,853.47
05/01/2020	42520	Tnet Broadband Internet, LLC	-48.00	102,805.47
05/04/2020	3109	Teams By Design, Inc	-449.25	102,356.22
05/05/2020	50520	Basys Processing, Inc.	-71.24	102,284.98
05/05/2020	3110	Apex Technology Management, Inc.	-1,227.00	101,057.98
05/05/2020	3111	Modoc County Transportation Commission	-15,493.76	85,564.22
05/05/2020	3112	Ed Staub & Sons	-199.04	85,365.18
05/05/2020	3113	EDI Media	-150.00	85,215.18
05/05/2020	3114	Pepsi-Cola Bottling Company	-39.99	85,175.19
05/05/2020	3115	Frontier Communications	-105.16	85,070.03
05/05/2020	3116	Modoc County Record	-479.26	84,590.77
05/05/2020	3117	First Transit, Inc.	-15,436.72	69,154.05
05/05/2020	50520	Amazon	-50.97	69,103.08
05/05/2020	50520	TCE Communications	-49.61	69,053.47
05/06/2020	50521	Maxwell's Nursery	-453.51	68,599.96
05/11/2020	51120	Four Seasons Supply	-29.99	68,569.97
05/12/2020	3118	Ray Morgan Company	-188.99	68,380.98
05/12/2020	3119	Waste Management	-64.48	68,316.50
05/12/2020	51220	Wal Mart	-77.71	68,238.79
05/12/2020	3120	Debbie Pedersen	-75.33	68,163.46
05/12/2020	3121	Perry's Automotive	-458.42	67,705.04
05/18/2020	3122	Frontier Communications	-108.33	67,596.71
05/22/2020	3123	Fredrick Janitorial	-275.00	67,321.71
05/27/2020	3124	Modoc County Record	-48.00	67,273.71
05/27/2020	3125	Pacific Power	-478.98	66,794.73
05/27/2020	3126	Verizon Wireless	-182.90	66,611.83
05/27/2020		FTA 5311 (18/19)	55,488.00	122,099.83
05/27/2020	52720	Four Seasons Supply	-31.07	122,068.76
05/27/2020	52720	Four Seasons Supply	-6.44	122,062.32
05/28/2020	3128	APTA	-250.00	121,812.32
05/28/2020	52820	Amazon	-30.00	121,782.32

**Modoc Transportation Agency
Transactions by Account
As of June 30, 2020**

Date	Num	Source Name	Amount	Balance
05/28/2020	52821	Amazon	-74.96	121,707.36
05/28/2020	52822	Amazon	-291.60	121,415.76
05/29/2020	3127	Modoc County Transportation Commission	-22,604.99	98,810.77
05/31/2020		Interest	4.08	98,814.85
06/01/2020	52520	Tnet Broadband Internet, LLC	-48.00	98,766.85
06/02/2020	3129	Apex Technology Management, Inc.	-1,227.00	97,539.85
06/02/2020	3130	City Of Alturas	-82.88	97,456.97
06/02/2020	3131	First Transit, Inc.	-18,100.23	79,356.74
06/02/2020	3132	Modoc County Record	-479.26	78,877.48
06/02/2020	60220	shopPOPdisplays	-302.13	78,575.35
06/02/2020		AP Tech	423.00	78,998.35
06/03/2020	60320	Basys Processing, Inc.	-70.40	78,927.95
06/03/2020	3133	EDI Media	-150.00	78,777.95
06/04/2020		Modoc Harvest	2.00	78,779.95
06/08/2020	3134	Frontier Communications	-105.16	78,674.79
06/09/2020	3135	Ed Staub & Sons	-113.61	78,561.18
06/09/2020	3136	Modoc County Record	-479.26	78,081.92
06/09/2020	3137	Pepsi-Cola Bottling Company	-39.99	78,041.93
06/09/2020	3138	Ray Morgan Company	-97.48	77,944.45
06/09/2020	3139	Waste Management	-64.48	77,879.97
06/09/2020	3140	Ed Staub & Sons	-121.13	77,758.84
06/09/2020	60920	TCE Communications	-49.61	77,709.23
06/10/2020		MCTC	4,282.35	81,991.58
06/11/2020	61120	Four Corner's Market	-16.78	81,974.80
06/15/2020	61520	Holiday Market	-39.83	81,934.97
06/16/2020	3141	Frontier Communications	-113.78	81,821.19
06/22/2020	62220	Four Corner's Market	-21.44	81,799.75
06/23/2020	3142	Fredrick Janitorial	-275.00	81,524.75
06/30/2020	3143	Verizon Wireless	-177.90	81,346.85
06/30/2020	3144	City Of Alturas	-85.10	81,261.75
06/30/2020	3145	Pacific Power	-484.95	80,776.80
06/30/2020	3146	Tnet Broadband Internet, LLC	-48.00	80,728.80
06/30/2020		Interest	4.20	80,733.00
06/30/2020		Vehicle Capital Reserve	-23,175.00	57,558.00
06/30/2020		Building Capital Reserve	-6,625.00	50,933.00
Total Plumas Operating MTA-0477 - Other			-51,920.47	50,933.00
Total Plumas Operating MTA-0477			-3,050.47	153,617.26
Treasurer Operating MTA-650				0.00
Total Treasurer Operating MTA-650				0.00
TOTAL			-3,050.47	788,803.60



MODOC TRANSPORTATION AGENCY

108 South Main, Alturas, CA 96101
Phone (530) 233-6410

MINUTES
Regular Meeting
June 2, 2020

Board Members Present

John Dederick, Chair
Kathie Rhoads, Vice Chair
Elizabeth Cavasso
Bobby Ray
Danny Parker
Jim Wills

Representative, City of Alturas
Board of Supervisors, District III, Modoc County
Board of Supervisors District IV, Modoc County
Representative, City of Alturas
City At-Large Member
County At-Large Member

Board Members Absent

Ned Coe (Alternate)
Cheryl Nelson (Alternate)

Board of Supervisors, District 1, Modoc County
Councilmember, City of Alturas

Staff Present

Debbie Pedersen
Niki Lemke
Michelle Cox

Executive Director
Chief Fiscal Officer
Assistant Secretary 2

Public Present

None

1. **Call to Order** – Chair Dederick called the teleconference meeting to order at 2:24 p.m. in the Sage Stage Conference Room, 108 S. Main Street, Alturas, CA.
 - a. Roll call was taken.
2. **Public Forum** –There were no public comments.
3. **Confirm Agenda** –Motion by Board Member Parker to confirm agenda, seconded by Board Member Wills. Roll call was taken, all present. All Ayes; motion carried.
4. **Consent Agenda**
 - a. Approve minutes from 04/21/20 MTA Regular Meeting.
 - b. Financial Transactions 03/01/20 through 04/30/20.

Summary of Incidental Expenditures:

Vendor	Transaction	Amount	Explanation
None			

- c. Year-To-Date revenue and expenditure report through 04/30/20.

Motion by Board Member Ray to approve consent agenda items a through c above, seconded by Board Member Rhoads. Roll call was taken, all present. Ayes by Board Members Dederick, Ray, Parker, Rhoads, Cavasso, Board Member Wills abstained; motion carried.

5. Regular Business

- a.** Update regarding delivery service and Coronavirus Aid, Relief, and Economic Security Act (CARES). Ratify authorizing the Executive Director to sign Amendments to the contract with First Transit, Inc.

Executive Director, Debbie Pedersen reported that Sage Stage is still delivering groceries and prescriptions. We will continue to offer the delivery service until the Governor declares the emergency over.

Pedersen reported that the Coronavirus Aid, Relief and Economic Security Act (CARES Act) Funding covers 100% of costs. The 5311 CARES will be \$60,594 and the 5311f CARES will be \$195,669. These amounts are for the first House funding; the House authorized an additional \$15.75 billion for public transit.

Our amended contract was approved by Caltrans May 20, 2020 which allows us to pay drivers' administrative leave from the time passenger services were suspended. Expediting the contract was necessary to obtain reimbursement.

Motion by Board Member Wills to ratify authorizing Executive Director Pedersen to sign amendments to the contract with First Transit, seconded by Board Member Ray. Roll call was taken, all present. All Ayes; motion carried.

- b.** Consider adopting Resolution 19-01b Fiscal Year 2019/20 Budget.

Chief Fiscal Officer, Niki Lemke explained the changes in the 2019/20 final budget. Grant money from the COVID-19 CARES Act, zero income from farebox's during COVID-19 suspension, and the LCTOP exchange with Tehama County are the only major changes.

Motion by Board Member Ray to adopt Resolution 19-01b Fiscal Year 2019/20 Budget, seconded by Board Member Cavasso. Roll call was taken, all present. All Ayes; motion carried.

- c.** Consider adopting First Transit's Federal Transit Administration Safety Plan.

Executive Director, Pedersen explained it is typical to adopt our third-party contractor's safety plan because they employ the drivers.

Motion by Board Member Wills to adopt First Transit's Federal Transit Administration Safety Plan, seconded by Board Member Ray. Roll call was taken, all present. All Ayes; motion carried.

- d.** Consider approving the Fixed Asset Inventory and Disposition.

Lemke reported there are no changes to the Fixed Asset Inventory and Disposition other than depreciation.

Motion by Board Member Ray to approve the Fixed Asset Inventory and Disposition, seconded by Board Member Parker. Roll call was taken, all present. All Ayes; motion carried.

- e.** Consider adopting an Americans Disability Act Complaint Procedure.

The American Disability Act Complaint Procedure adoption was tabled until the August 4, 2020 Board Meeting.

6. System Update, Communications, and Calendar

- a. Staff updates**

There were no staff updates.

b. Other Information

Calendar – consider future dates and events of interest:

07/03/20 Independence Day Holiday – MCTC office is closed – No Sage Stage Bus Service

09/07/20 Labor Day Holiday – MCTC office is closed – No Sage Stage Bus Service

7. Adjournment

Motion to adjourn by Board Member Parker at 2:39 p.m. seconded by Board Member Wills. Roll call was taken, all present. All Ayes, motion carried. The next regular meeting will be Tuesday, August 4, 2020, in the Alturas City Council Chambers, 200 W. North Street, Alturas at 1:45 p.m. or soon thereafter.

Submitted by,

Michelle Cox
Assistant Secretary 2

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Total Plumas Operating MTA-0477 - Other			-51,920.47	50,933.00
Total Plumas Operating MTA-0477			-3,050.47	153,617.26
Treasurer Operating MTA-650				0.00
Total Treasurer Operating MTA-650				0.00
TOTAL			-3,050.47	788,803.60

Modoc Transportation Agency

Profit & Loss

07/23/20

July 2019 through June 2020

Accrual Basis

	Jul '19 - Jun 20
Ordinary Income/Expense	
Income	
CoVID - 5311 Reimb.	15,863.00
LTF / LCTOP Exchange	38,491.00
Farebox	
Dial A Ride Fares	9,702.16
Klamath Falls Fares	3,140.27
Redding Fares	2,867.38
Reno Fares	20,749.92
Total Farebox	36,459.73
FTA 5311	55,488.00
FTA 5311(f)	100,798.00
Interest	14,897.18
Lassen Transit Service Agency	26,894.00
LTF	4,324.43
Rents/Leases	21,696.40
STAF	88,759.00
Total Income	403,670.74
Expense	
Fund Transfer - Year End	14,000.00
Building Maint / Improve	7,093.19
Depreciation	
Depreciation-Building	38,677.72
Depreciation-Office Equipment	4,285.24
Depreciation-Vehicles	84,851.40
Total Depreciation	127,814.36
Insurance	2,000.00
Labor (Contract Admin)	114,853.98
Legal Notices	208.50
Marketing/Promotions	5,810.69
Materials/Supplies Consumed	
Fuel/Lubricants	25,481.88
Office Supplies	2,771.28
Shop & Bus Supplies	1,261.04
Total Materials/Supplies Consumed	29,514.20
Purchased Transportation	235,919.55
Services - Prof./Specialized	
Accounting / Auditor Services	7,100.00
IT Service & Support	7,267.00
Legal Services	132.50
Services - Other (Misc.)	4,797.36
Vehicle Maintenance	41,030.78
Total Services - Prof./Specialized	60,327.64
Travel/Staff Training	500.00
Uniforms	449.25
Utilities	17,311.14
Total Expense	615,802.50
Net Ordinary Income	-212,131.76
Net Income	-212,131.76

Modoc Transportation Agency Company Snapshots (As of 07-23-20)



Report to Modoc Transportation Agency Board Members	
Subject Regular Business	Meeting Date August 4, 2020
Presented by MTA Staff	Agenda Item 5

Items with attachments, shown in bold:

- a. Update regarding delivery service and Coronavirus Aid, Relief, and Economic Security Act (CARES). Consider adopting **Resolution 20-02 CARES 5311 funding and authorized signatories**.

Deliveries are being made to repeat customers and some new each week. Sneeze guards and touchless sanitizer dispensers have been installed in most of the buses. Passenger services have resumed for local doctor and physical therapy appointments. Social distancing measures have been implemented; most of the fleet will carry 3 passengers at a time, one will accommodate 4, and one bus only 1 passenger. Passengers will be required to wear masks to board and while on the bus.

We have our first and second reimbursement request prepared. We will submit them for reimbursement when Caltrans has signed our contract and provided instructions on requesting reimbursement.

A resolution to authorize signatories is required for the CARES 5311 funding; staff recommends adoption of Resolution 20-02.

- b. Authorize withdrawl(s) from MTA’s Local Agency Investment Fund to cover expenditures until CARES reimbursements are received.

As a precautionary measure staff is requesting authorization to temporarily use the LAIF reserves to carry over until the State reimburses outstanding CARES costs. Any LAIF withdrawl(s) will be paid back when MTA receives CARES reimbursement.

- c. Consider adopting the **MTA COVID Protocol and Workplace Health and Safety COVID-19 Plan**.

Both the plan and protocol have been reviewed by Health Services and Dr. Richert; minor changes were incorporated into each as requested. Staff recommends approval of the Protocol and Health and Safety Plan.

- d. Consider adopting the **American’s with Disabilities Act (ADA) Plan and ADA Complaint Procedure** in compliance with Federal Transit Administration.

The plan and complaint procedure are a requirement of the federal funding we receive to operate our transit service. Staff recommends adoption of the ADA Plan and Complaint Procedure.

- e. Consider declaring T-16 Dodge Chrysler minivan surplus; authorize Executive Director to transfer title to the Fort Bidwell Indian Reservation (VIN 2D4RN4DE6AR296724).

T-16 has exceeded the useful life standard; the minivan is underutilized due to the small amount of passengers that can be transported. Staff recommends that T-16 be declared surplus and authorize the Executive Director to transfer title to the Fort Bidwell Indian Reservation. **Creative Bus estimates the current value at \$2,670.00.**

MODOC TRANSPORTATION AGENCY

RESOLUTION No. 20-02

CARES 5311 Authorized Signatories for Plans and Programs

WHEREAS, the Modoc Transportation Agency (MTA) is the public transit and intercity bus operator for the Modoc County region and the Consolidated Transportation Service Agency, serving travelers and residents of the County of Modoc and the incorporated City of Alturas;

WHEREAS, it is often required by various programs and funding sources to have a resolution that identifies MTA's designated signature authorities; and

WHEREAS, various agencies such as the California Department of Transportation (Caltrans), California Emergency Management Agency (CalEMA), Federal Transit Administration (FTA), Federal Highway Administration (FHWA), U.S. Department of Homeland Security (DHS) and other agencies require said resolution to be submitted; and

WHEREAS, the Board directs staff to perform or administer all related work, including but not limited to allocation requests, certificates of assurances, master agreements, fund transfer agreements, final expenditure reports, grant proposals and all related work, preparation of grant applications, fixed asset procurement, invoices, reports agency coordination, planning work, amendments, budget updates, and related correspondence.

NOW, THEREFORE, BE IT RESOLVED that the Modoc Transportation Agency Board of Directors does hereby authorize the Executive Director or Chairperson to serve as its designated signature authority(ies).

BE IT FURTHER RESOLVED that the MTA does hereby authorize such persons to act on behalf of the Agency and to execute documents related to any transportation funding program.

PASSED AND ADOPTED this 4th day of August 2020 by the following vote:

AYES: Board Members:

NOES: None

ABSENT: Board Members: None

John Dederick, Chair
Modoc Transportation Agency

ATTEST:

Debbie Pedersen, Executive Director
Modoc Transportation Agency



108 S Main St.
Alturas, CA 96101

Physical Distancing Protocol, August 1, 2020

Facility Address: 108 S. Main Street, Alturas, CA 96101

Public transit service on Modoc Transportation Agency Fleet

About COVID-19

Coronavirus disease 2019 (COVID-19) is a respiratory illness caused by a virus call SARS-CoV-2. Symptoms often include a fever, cough, or shortness of breath. The virus is thought to spread mainly from person-to-person between people who are in close contact with one another (within about 6 feet) and through respiratory droplets produced when an infected person coughs, sneezes, or talks. Recent studies indicate that the virus can be spread by people before they develop symptoms (pre-symptomatic) or who never develop symptoms (asymptomatic). It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. However, this is not thought to be the main way the virus spreads. Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications.

COVID-19 Symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Wearing cloth face or plastic face shield coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission. Cloth face coverings may prevent people unaware they have the virus from transmitting it to others.

This protocol has been developed to help prevent workers' exposure to the COVID-19. This protocol will be updated based on operational needs and/or safety and health agency updates.

First Transit and Sage Stage

The Modoc Transportation Agency has developed a COVID-19 health and safety plan to protect employees according to CDC Business Guidelines.

1. Institute measures to physically separate or force distance greater than 6 feet between bus transit operators and passengers. These may include use of physical partitions or visual cues (e.g., floor decals, colored tape, or signs to indicate to passengers where they should not sit or stand near the bus operator).
2. Block seats that are unavailable for passenger use and physically separate passengers greater than 6 feet.
3. Install clear plastic sneeze guards on all passenger buses.
4. Increase ventilation in the bus by keeping a window open.
5. Passengers are required to wear masks and will be provided disposable masks if they do not have one.
6. Stage 1 of reinstating transit services to provide essential trips for medical on the Local Bus service.
7. Not collect money for passenger trips to lessen the risk of potential COVID-19 transmittal.
8. Take steps to help prevent the spread of COVID-19 if an employee is sick. Actively encourage sick employees to stay home. Sick employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
9. If an employee becomes sick, they are required to contact Kathleen Cravens, First Transit General Manager and Debbie Pedersen, MTA Executive Director.
10. If an employee has sick people at home, they are encouraged to stay home. Sick employees should not return to work until the criteria to discontinue home isolation are met, as defined in this plan.
11. Implement flexible sick leave and supportive policies and practices.
12. Employees should contact Kathleen Cravens for concerns about COVID-19.
13. Conduct worksite assessments to identify COVID-19 prevention strategies.
14. Provide employees training on proper hand washing practices and other routine infection control precautions. This will help prevent the spread of many diseases, including COVID-19.
<https://www.cdc.gov/handwashing/index.html>
15. Provide employees access to soap, clean running water, and drying materials, or alcohol-based hand sanitizers containing at least 60% alcohol at their worksite.
16. Provide employees with appropriate gloves when necessary and provide training on properly using them.
17. Provide disposable disinfectant wipes or alcohol-based hand rubs with at least 60% alcohol, disinfectants, and disposable towels so that surfaces commonly touched by the bus operator can be wiped down. To disinfect, use products that meet EPA's criteria for use against SARS-CoV-2, diluted household bleach solutions, or alcohol solutions with at least 70% alcohol are appropriate

for the surface. Provide employees training on manufacturer's directions for use. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

18. Provide tissues and no-touch disposal receptacles for use by employees.
19. Place posters that encourage staying home when sick covering coughs and sneezes) and washing hands often at the entrance to the workplace and in other workplace areas where they are likely to be seen. <https://www.cdc.gov/nonpharmaceuticalinterventions/toolsresources/educational-materials.html>;
<https://www.cdc.gov/handwashing/materials.html>
https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html
20. Reach out to local public health officials to establish ongoing communications to facilitate access to relevant information before and during a local outbreak.
21. Follow all applicable federal regulations and public health agency guidelines.

Bus Transit Operators

For bus transit operators, potential sources of exposure include having close contact with a bus passenger with COVID-19, by contacting surfaces touched or handled by a person with COVID-19, or by touching your mouth, nose, or eyes.

1. Limit close contact with others by maintaining a distance of at least 6 feet, when possible.
2. Request passengers to avoid standing or sitting within 6 feet of the bus driver.
3. Avoid touching surfaces often touched by bus passengers.
4. Use gloves to touch surfaces contaminated by body fluids.
5. Practice routine cleaning and disinfection of frequently touched surfaces, including surfaces in the driver cockpit commonly touched by the operator.
6. Proper hand hygiene is an important infection control measure. Wash your hands regularly with soap and water for at least 20 seconds. If soap and water are not readily available, use an alcohol-based hand sanitizer containing at least 60% alcohol.
7. Key times to clean hands in general include:
 - Before, during, and after preparing food
 - Before eating food
 - After using the toilet
 - After blowing your nose, coughing, or sneezing
8. Additional times to clean hands on the job include:
 - Before and after work shifts
 - Before and after work breaks
 - After touching frequently touched surfaces, such as fareboxes and handrails
 - After putting on, touching, or removing cloth face coverings
9. Avoid touching your eyes, nose, or mouth.

Stay Informed

Talk to your employer, supervisor, or agency personnel who are responsible for responding to COVID-19 concerns. See these sources for more information on worker exposures to COVID-19:

CDC COVID-19 website: www.cdc.gov/coronavirus/2019-ncov/

NIOSH Workplace Safety and Health Topic website: www.cdc.gov/niosh/emres/2019_ncov.html

OSHA COVID-19 website: www.osha.gov/SLTC/covid-19/controlprevention.html

You may contact the following people with any questions or comments about this Protocol:

Kathleen Cravens, General Manager, First Transit, Inc.

kathleen.cravens@firstgroup.com

Cell: (530) 524-1245

Office: (530) 245-0180

Debbie Pedersen, Executive Director, Modoc Transportation Agency

dpedersen@modoctransportation.com

Cell: 530.605.5519

Office: 530.233.6410



108 S Main St.
Alturas, CA 96101

Workplace Health and Safety Plan for COVID-19

August 1, 2020

Mass transit is critical for many Americans to commute to and from work and to access essential goods and services. This guidance provides considerations for mass transit administrators to maintain healthy business operations and a safe and healthy work environment for employees, while reducing the risk of COVID-19 spread for both employees and passengers. Managers and employees should follow applicable guidance from the CDC and Occupational Safety and Health Administration (OSHA) for reducing workplace exposure. All decisions about following these recommendations should be made in collaboration with local health officials and other state and local authorities who can help assess the current level of mitigation needed based on levels of COVID-19 community transmission and the capacities of the local public health and healthcare systems.

Managers should take Information from the California Department of Public Health (CDPH), Federal Transit Assistance, and the Center for Disease Control (CDC) to implement proactive measures. Taking the following steps can reduce working days lost to illness and slow the spread of COVID-19 and other illnesses within our organization.

Cloth Masks

1. It is mandatory that all location personnel should wear a cloth face cover or plastic face shield when at a location or out in public, for example during food or school supply delivery or when there are multiple personnel at the work location. You could spread COVID-19 to others even if you do not feel sick.
2. Cloth face coverings should:
 - Fit snugly but comfortably against the side of the face
 - Be secured with ties or ear loops
 - Include multiple layers of fabric
 - Allow for breathing without restriction
 - Be able to be laundered and hang dried without damage or change to shape

- It is mandatory that operators wear face coverings when working in proximity with others and when meeting with external personnel, such as regulatory authorities during vehicle inspections.
3. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
 4. The cloth face cover is meant to protect other people in case you are infected.
 5. Do not use a facemask meant for a healthcare worker such as an N95.

Put distance between yourself and others. Follow the CDC recommendations for social distancing and continue to keep 6 feet between yourself and others and do not gather in groups. The cloth face cover is not a substitute for social distancing.

Hygiene and Cleanliness

Make sure your workplaces are clean and hygienic.

- Surfaces (e.g. desks, arm rests, door handles, seat belt buckles, light and air controls, adjacent walls and windows, and grab handles) and objects (e.g. telephones, keyboards) need to be wiped down with disinfectant regularly. Contamination on surfaces touched by employees and customers is one of the main ways COVID-19 spreads. (Please see the High Touch Surfaces document in the First Transit Safety Resource Center.)
- At a minimum, clean and disinfect commonly touched surfaces in the vehicle at the beginning and end of each shift and between transporting passengers who are visibly sick.
- Promote regular and thorough handwashing
- Washing helps remove the virus on your hands and helps prevent the spread of the virus.
- Ensure restrooms are properly stocked with soap and paper towels.
- Display posters promoting handwashing

Follow these five steps every time.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Hand sanitizing rub dispensers are in prominent places around the workplace.

- Homemade sanitizer can be made and used ONLY when manufactured hand sanitizer is unavailable
- Use of homemade sanitizer should be limited to employees and shall not be made available to the general public.

- Properly label the bottles – employees must be made aware that the sanitizer does not come from a manufactured source.
- The use of hand sanitizer should not replace soap and water cleaning, which is much more effective. Again, use of hand sanitizer only when soap and water not available. We cannot stress this enough.
- Remind everyone to avoid touching his/her eyes, nose, and mouth if hands are not clean.
- Ask passengers to wear a cloth face covering and cover their mouth and nose with tissues if they cough or sneeze.
- Ask the passenger to dispose of the tissues after exiting the vehicle.
- Immediately report any passengers intentionally spreading their germs in bus interior to management.
- If an operator feels uncomfortable with providing transport to a visibly sick passenger for safety reasons, the operator can choose to refuse transport. However, discrimination against passengers based on race, national origin, or other reasons as described in your company's policies are not allowed.
- Avoid close contact with individuals as much as possible when picking up food, groceries, or other items at restaurants or grocery stores. This helps protect both the operator and the workers at the restaurants or grocery stores bringing the items to you.
- Practice contactless deliveries to the greatest extent possible. Contactless deliveries allow you to leave a delivery at a doorstep, move back to a distance greater than 6 feet away while verifying receipt of the delivery with the person getting the delivery, and try to do all interactions electronically (e.g., in an app or over a phone). This eliminates the need for close contact between you and the person getting the delivery.
- Limit your contact with frequently touched surfaces during pickups and deliveries, such as countertops, elevator buttons, doorbells, door handles, radio buttons, etc.
- Avoid sharing scanners, pens, or other tools with customers.
- Use a foot, shoulder, elbow, hip, or forearm instead of hands when opening doors at pick-up and delivery sites, if possible.
- Promote good respiratory etiquette, including covering coughs and sneezes.
- Ensure tissues are available for those who develop a runny nose or cough at work along with trash cans for disposal.
- Encourage employees to avoid close contact (6 feet or less for more than 15 minutes) with people who are unwell.
- Reach out to the Human Resources partner to report and seek guidance in any case involving an employee with COVID-19, suspected to have the virus, antibodies from the virus, or has potentially been exposed to someone who has the virus, including questions around time off, with or without pay.

Monitoring of Employees

Upon arrival at work and prior to entering the business, employees will be screened by a Supervisor or Manager by asking them the following questions while maintaining social distancing and wearing a facemask.

- Have you been in close contact with a confirmed case of COVID-19 in the previous 14 days?
- Have you had a fever or felt feverish in the last 72 hours?
- Are you experiencing any new respiratory symptoms including runny nose, sore throat, cough or shortness of breath?
- Are you experiencing any new muscle aches or chills?
- Have you experienced any new change in your sense of taste or smell?

Employees who respond “yes” to any of the question will be denied access to the facility and encouraged to seek medical attention.

Category of Risk

The category of risk for employees based upon positions has been established as follows:

- Bus Operators: Medium Risk
- Administrative: Low Risk
- Technicians: Low Risk

At Risk People

Identifying our vulnerable employees who may be at additional risk: While general hygiene measures are sufficient for the ‘healthy’ population, there are vulnerable groups who could be more susceptible to the virus and may either become ill more easily or could have more severe symptoms. According to the CDC, those at high risk for severe illness from COVID-19 are:

- People aged 65 years and older
- People who live in a nursing home or long-term care facility
- People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - People with chronic lung disease or moderate to severe asthma
 - People that have serious heart conditions
 - People who are immunocompromised
 - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
- People with severe obesity (body mass index [BMI] of 40 or higher)
- People with diabetes
- People with chronic kidney disease undergoing dialysis
- People with liver disease The CDC has provided additional information for extra precautions people who at higher risk should take.

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>.

Employees, especially those in high risk categories, may discuss concerns with Kathleen Cravens or Debbie Pedersen.

If an employee states they fall into a high-risk category, managers should follow the interactive process to determine if there are potential accommodation needs. It is the employee's decision to determine if they continue to work or not. They should be provided information from the CDC for guidance. Employees may be eligible for unemployment. Absolutely no disciplinary action will be taken against individuals who choose to shelter in place. Meetings and conversations will maintain the 6-foot social distancing policy.

Operation mitigation measures

- Adjust routes between areas experiencing different levels of transmission (between areas in different Steps), to the extent possible.
- Provide employees from higher transmission areas (earlier Step areas) telework and other options as feasible to eliminate travel to workplaces in lower transmission (later Step) areas and vice versa.
- Establish and maintain communication with State and local health officials to determine current mitigation levels in the communities served. Decisions about how and when to resume full service should be based on these levels.
- Follow CDC's guidance on what bus transit operators, rail transit operators, transit maintenance workers, and transit station workers need to know about COVID-19.
- Consider assigning workers at high risk of severe illness duties that minimize their contact with passengers and other employees
- Conduct worksite hazard assessments to identify COVID-19 prevention strategies, such as appropriate use of cloth face coverings or personal protective equipment (PPE), and follow the prevention strategies.

COVID-19 Reporting Requirements

In our effort to monitor the extent of reported cases of COVID-19 across our business, we will require each location manager to report any of the following cases to First Transit:

- Employee with a confirmed case of COVID-19
- Employee with a confirmed antibody case of COVID-19
- Employee who has had close contact with someone with a confirmed case of COVID-19 and required to self-isolate
- Any employee who has died because of COVID-19
- Any employee who has made a full recovery from COVID-19 and returned to work
- Employee who recently returned from one of the high-risk countries

Any of these cases should be reported to Allison.Omeara@firstgroup.com and Kathleen Cravens.

International Travel Requirements

The CDC has recently updated their recommendations regarding people returning from international travel. All international travelers should stay home for 14 days after returning from travel, monitor their health, and practice social distancing.

An employee returning to the United States from another country is required to self-quarantine for 14 days. During this 14-day period, these steps should be taken to monitor your health and practice social distancing:

- Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing. Use this temperature log to monitor your temperature.
- Stay home and avoid contact with others. Do not go to work or school.
- Do not take public transportation, taxis, or ride-shares.

Keep your distance from others (6 feet or 2 meters). If you get sick with fever or cough in the 14 days after you return from travel:

- Stay home. Avoid contact with others.
- You might have COVID-19; most people are able to recover at home without medical care.
- If you have trouble breathing or are worried about your symptoms, call or text a health care provider. Tell them about your recent travel and your symptoms.
- Call ahead before you go to a doctor's office or emergency room.
- If you need to seek essential medical care for other reasons, such as dialysis, call ahead to your doctor and tell them about your recent travel.

Exposure or Contracting COVID-19

If an employee thinks or knows they've had COVID-19 and symptoms. You can be around other employees after:

- ✓ 3 days with no fever and
- ✓ Symptoms improved and
- ✓ 10 days since symptoms first appeared

Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around others when you have no fever, symptoms have improved, and you receive two negative test results in a row, at least 24 hours apart.

If an employee has tested positive for COVID-19 but had no symptoms, the employee continues to have no symptoms, you can be with other employees after:

- ✓ 10 days have passed since test

Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around other employees after receiving two negative test results in a row, at least 24 hours apart.

If you develop symptoms after testing positive, follow the guidance above for the employee thinks or knows they've had COVID, and I have had symptoms.

It is important to remember that any employee that has close contact with someone with COVID-19 should stay home for 14 days after exposure based on the time it takes to develop illness.

Resuming Full Service (In all Steps)

CDC is releasing this interim guidance, laid out in a series of three steps, to inform a gradual scale up of activities towards pre-COVID-19 operating practices. The scope and nature of community mitigation suggested decreases from Step 1 to Step 3. Some amount of community mitigation is necessary across all steps until a vaccine or therapeutic drug becomes widely available.

Step 1: Restrict ridership to essential critical infrastructure workers external icon in areas needing significant mitigation and maintain strict social distancing as much as possible.

Step 2: Maintain social distancing between transit riders and employees as much as possible.

Step 3: Encourage social distancing as much as possible.

Before resuming service or increasing full service, consider the following questions:

1. Will increasing service be consistent with applicable state and local orders?
2. Are you ready to protect employees at higher risk for severe illness?

If YES, ensure ongoing monitoring is in place, and answer the following questions:

1. Has your agency developed and implemented procedures to check employees for signs and symptoms daily upon arrival, as feasible?
2. Does your agency encourage anyone who is sick to stay home?

IF YES, assess recommended health and safety actions in place to the extent locally possible, by answering the following questions:

1. Is your agency promoting healthy hygiene practices such as hand washing and employees wearing a cloth face covering, as feasible?
2. Is your agency intensifying cleaning, disinfection, and ventilation of facilities and transport vehicles/buses?
3. Is your agency encouraging social distancing by increasing spacing of passengers and employees, closing every other row of seats and using bus rear door entry/ exit, if feasible?
4. Is your agency limiting routes to and from high transmission areas?
5. Has your agency trained all employees on health and safety protocols?

If NO, address safeguards before increasing service.

If YES, ensure ongoing monitoring is in place, and answer the following questions:

1. Has your agency developed and implemented procedures to check employees for signs and symptoms daily upon arrival, as feasible?
2. Does your agency encourage anyone who is sick to stay home?
3. Does your agency have a plan for if an employee gets sick?
4. Does your agency regularly communicate and monitor developments with local authorities, employees, and the public?
5. Does your agency monitor employee absences and have flexible leave policies and practices, as feasible?
6. Is your agency ready to consult with the local health authorities if there are cases in the facility or an increase of cases in the local area?

If NO, address safeguards before increasing service.

If YES, increase service and monitor.

If YES, ensure ongoing monitoring is in place, and answer the following questions:

1. Has your agency developed and implemented procedures to check employees for signs and symptoms daily upon arrival, as feasible?
2. Does your agency encourage anyone who is sick to stay home?
3. Does your agency have a plan for if an employee gets sick?
4. Does your agency regularly communicate and monitor developments with local authorities, employees, and the public?
5. Does your agency monitor employee absences and have flexible leave policies and practices, as feasible?
6. Is your agency ready to consult with the local health authorities if there are cases in the facility or an increase of cases in the local area?

If NO, address safeguards before increasing service.

If YES, increase service and monitor.

Policy: Dispatch Procedures During an Infectious Disease Outbreak

Objective:	This policy explains what dispatching processes should be adjusted by management staff and dispatchers while working through an infectious disease outbreak, and help locations limit the spread of infection.
Scope:	First Transit management staff, dispatchers, employees who perform work as a dispatcher on an as-needed basis.
Responsibility:	It is the responsibility of all GMs, their management teams, and dispatchers (including employees who dispatch or perform work in the dispatch area on an as-needed basis) to incorporate the guidelines contained in this Policy during an infectious disease outbreak.
Background:	During an infectious disease outbreak or any time a heightened risk of contracting an infectious disease exists, the dispatch activities, precautions and behaviors outlined in this policy should become part of the daily routine.

Policy

1. Implement Measures to Limit the Spread of an Infectious Disease

During an infectious disease outbreak, or any time there is a heightened risk of contracting an infectious disease, the following activities, precautions and behaviors must become part of the daily routine.

- Frequent vigorous hand washing with soap and water for at least 20 seconds
- If soap and water are unavailable use hand sanitizer with minimum 60% alcohol content
- Additional hand-washing times include after blowing your nose, coughing, using the restroom, and before eating or preparing food
- Practice social distancing by maintaining a six-foot distance from people
- Sanitize work surfaces and office equipment often
- Use personal protective equipment (PPE) where appropriate
- Avoid touching your face or hair whether or not you are wearing gloves

2. Establish Physical Barriers and Social Distancing

2.1 Implement physical barriers between dispatch and operators such as adding a piece of Plexiglass or hanging a see-through curtain to help protect employees from exposure. Modifications to any structure should be discussed with the building owner prior to implementation.

2.2 All employees must maintain social distancing of six feet, especially drivers waiting to clock in or out, or extra boards waiting for assignment. Markings on the floor should be used to encourage the six-foot distance.

2.3 Discourage hand-to-hand transfer of objects like keys and manifests. Instead, slide objects across a table or counter rather than directly handing items to a person. Sharing pens, pencils, and so on, should be prohibited.

2.4 Discourage groups of people from forming by ensuring employee common areas have limited seating. Space chairs at least six feet apart. Extra board drivers should not gather in groups around Dispatch or in driver common areas while awaiting assignment.

3. Food and Beverages

3.1 Do not share food and beverages during an epidemic, whether they are individually packaged or not.

3.2 Do not allow open food to be eaten or open food prep to occur (e.g., prepping food on the countertops or using the microwave)

3.3 Shared or reusable items, like coffee mugs and spoons should not be permitted or used regardless of whether the location has a dishwasher

3.4 Use only disposable cups and stirrers in employee common areas.

3.5 Vending machines are permitted but should be scheduled for regular, daily cleaning and sanitizing.

4. Issuing Equipment, Handling Fares, and Heightened Sanitizing

4.1 During an infectious disease outbreak, Dispatch staff should sanitize equipment like keys, tablets, radios and so on between shifts and before redistributing to drivers, and at the end of the business day.

4.2 Dispatchers should sanitize work surfaces several times daily and all equipment in the Dispatch area in accordance with First Transit SOP *Dispatching Procedures During an Infectious Disease Outbreak*. This includes keyboards, desks, chair arms, telephones, radios, microphones, pens and pencils, and so on.

4.3 Fare collection should be done in a way that discourages hand-to-hand contact, and social distancing should be observed.

4.4 For **paratransit** locations, drivers should be supplied with one-time use, self-adhesive envelopes for fare gathering.

5. Driver Check-In

- 5.1 Add health-screening questions to the driver positive check-in process.
- 5.2 If your location is equipped with an infrared thermometer, temperature taking should be performed. Refer to Safety [SOP812 Employee Temperature Testing](#).
- 5.3 Make every attempt to avoid hand-to-hand contact when passing equipment like keys and manifests to drivers by sliding items across a desk or shelf.
- 5.4 Operators and other employees must not congregate in groups at the Dispatch area or in common areas

6. Attendance

An infectious disease outbreak can cause a variety of attendance issues at a location. If the current attendance policy does not address this, location management and region leadership should work together to establish how the location addresses attendance issues for this scenario.

7. Reporting Possible Exposure to an Infectious Disease

Possible exposures, whether reported by an employee or a passenger, must be reported.

- 7.1 If a dispatcher receives notice of a possible exposure, he or she must report it to the GM, AGM, or Safety manager.
- 7.2 The GM reports the possible exposure to:
 - First Transit Corporate HR office (Allison.Omeara@FirstGroup.com)
 - The region HR manager and region Safety director
 - The client

Policy: Fare Handling	
Objective:	This policy explains the safe and secure handling of fares, including cash and other fare media, by operations and other location staff responsible for the collection, counting, securement and reporting of fares.
Scope:	First Transit management staff, operators, dispatchers, and any other employees who are involved in the collection, counting, securing, and reporting of fares.
Responsibility:	<p>It is the responsibility of all GMs, their management teams and all personnel who come into contact with or are responsible for fare media to apply the guidelines contained in this Policy.</p> <p>This First Transit Policy should be enforced when documented and agreed-upon, client-mandated processes for fare collection and handling are either not in place, or do not address a material circumstance.</p> <p>Failure to maintain accurate documentation and correct cash counts can result in retraining or disciplinary action up to and including termination.</p>
Background:	During the course of conducting business, First Transit personnel may be responsible for collecting fares from passengers who use transportation services that are provided by First Transit on behalf of a client. Fare payment forms vary and can include cash, coupons or other fare media. Fare media represents a financial value. The value of fares collected is most often the property of First Transit's client. First Transit personnel should collect fares in accordance with the fare structure, reconcile fares to trips performed, report fares collected, and secure fares appropriately.

1. Fare Handling Policy

1.1 Collection of Cash Fares and Fare Media on the Vehicle During Service

- Operator must adhere to fare structures and ensure passengers submit fares for services rendered
- Operator must not handle fares or make change for a passenger
- Operator should wear instructed personal protective equipment (PPE)
- Operator must follow location-specific guidelines for *ride* or *no-ride* determinations
- Operator must not confront a passenger in a no-fare or insufficient-fare situation
- Operator must immediately notify Dispatch when:
 - There is any deviation from the schedule or manifest including cancellations, no-shows or other trip modifications
 - A passenger does not pay the complete fare
 - There is an issue or defect related to the farebox, including when the vehicle is already in service.
- Operators must note any farebox issues on the DVIR
- Operator should follow the location's guidelines to determine if the vehicle should be removed from service



NOTE: Only First Transit Dispatch or management staff can authorize the operator to place the farebox into by-pass mode. A by-pass log must be kept in Dispatch of these occurrences and the approvals. Management must review the farebox system generated bypass report daily and compare it to the Dispatch by-pass log to verify compliance and confirm the farebox is in working order.

1.2 Retrieval, Counting and Recording of Fare Receipts

1.2.1 Farebox Collection

Probing (electronic farebox system with a receiver unit)

- Probing of fareboxes must be completed daily and can be performed by one person, typically someone in a utility position
- Probing must be done in an area that is within the field of view of a security camera.
- Keep a probing log to record the bus number of each bus probed.
- Provide an explanation in the log for any vehicle that is not probed.
- Management should review the system report on probing alarms.

Alarms occur when an employee:

- o takes excessive time to probe the vehicle
- o leaves the vault area unlocked
- o misses a probe
- o performs a non-compliant probe

Vaulting Operations (mechanical fare box system with cash boxes)

- Complete farebox vaulting daily.
- Vaulting must be performed by two employees; typically, utility positions.
- In locations where a receiver vault is not in use, it is expected that there are at least two cash boxes per vehicle. This allows for a swap of the used cash box with the empty cash box during the vaulting process.
- Vaulters must not have access to cash inside the boxes.
- Vaulters must not have access to keys that unlock the cash boxes.
- Vaulters are encouraged to wear nitrile gloves.
- Keys to cash boxes are to be kept secure, preferably in a locked key box with limited access.
- The vaulting process must be visible by a camera system.
- Keep a vaulting log to record the bus number of each bus that has had the cash box exchanged.
- Provide an explanation in the log for any vehicle that is not vaulted.
- Vaulters must report any mechanical issues with the cash boxes, including the locking mechanism.
- Management should review the vaulting log to address any concerns with missed vaulting or non-compliant vaulting.
- Management inspects cash box self-closing mechanisms on a regular basis for signs of defects or vandalism.

1.2.2 Fare Envelope Collection

Where fareboxes or vaults are not available on a vehicle for which the service requires fare payment, operators must:

- Use a self-adhesive, one-time use envelope to store fare media while in service. Where applicable, use an envelope provided by the client. If the client provides reusable vinyl bags, disinfect the bag daily.
- Record receipt of cash and other fare media throughout the service day in compliance with documentation requirements.

Before exiting the vehicle, the operator must:

- Count collected fares
- Write the value of the fares collected on the outside of the fare collection envelope
- Ensure the amount recorded on the fare envelope is the same as the amount contained in the envelope
- Ensure the total cash fares and fare media collected reconcile to the expected fares (determined by the trips performed and/or the adjusted manifest, and/or passenger counts)
- Secure cash fares and fare media in the fare collection envelope
- Seal the envelope by removing adhesive strip
- Sign the envelope across the seal
- Complete required documentation accurately, including:
 - Operator name
 - Bus number
 - Route number
 - Date
 - Amount collected
 - Passenger count



NOTE: Fare envelopes should be self-adhesive, and not require moistening the envelope for purposes of sealing. Envelopes must **not** be reused. Reusable bags are also prohibited for the purpose of collecting fares.

1.2.3 Receiving and Recording Operator Fare Submissions

The dispatcher should receive fare submissions. If a dispatcher is unavailable, management should designate an employee to receive the submissions.

- All signed and sealed cash fare envelopes, including completed documentation, must be collected from operators.
- Fare collection envelopes (with proper seals and documentation) must be submitted to designated personnel and secured in an area designated for fare collection.
- First Transit personnel responsible for the collection of fares from operators should do so in a designated area of the facility. This collection is commonly performed in the Dispatch area by on-duty dispatchers.
- First Transit personnel responsible for the collection of fares from operators must verify documentation is complete, fare collection containers are properly sealed and envelopes, if applicable, are signed before accepting.
- Fare media not contained in a sealed collection container should not be received.

- First Transit personnel responsible for the collection of fares from operators must record the receipt of all fare envelopes and documentation.
 - Fare collection log must include the:
 - Time of collection from the operator
 - Date
 - Operator name
 - Vehicle number
 - Route
 - Value of the fares contained in the fare collection envelope.

- First Transit personnel responsible for the collection of fares envelopes from operators must deposit the sealed and signed envelope into the drop safe immediately upon receipt.

1.3 Counting Fares

1.3.1 Money Rooms

- All locations that collect cash fares and cash media must have a dedicated compliant room for counting cash
- At locations where the level of cash received warrants it, a dedicated money room must be established
- Money rooms must be kept secure at all times
- Money rooms must facilitate safe social distancing
- Money rooms must allow clear line of sight visibility to personnel within the room
- Access is restricted and a log should be in place for all sign-in and sign-out to the room
- This office must be equipped with a safe.
 - The safe in the money room must be bolted to the floor and large enough to hold several days of cash.
 - The safe in the money room must be kept locked except while adding or removing cash.
 - Keys/combinations to money room and safe must be kept in a secure lock box. ONLY management can have access to the box.

The money room must be equipped with the following:

- A one-way peep hole facing out to screen entry to the cash room.
- A camera system in place and adequately showing unrestricted view of the room and all cash counting stations.
- A clear plastic barrier must be installed between the cash handlers counting fares. This could be a plexiglass shield mounted to the tabletop or a transparent curtain suspended from the ceiling to the tabletop. (Modifications to any structure should be discussed with the building owner prior to implementation).

Management must ensure:

- The money room is clear of debris and clean.
- The room is not used for storage of any kind including cash counting supplies.
- Food, drinks, personal belongings such as cell phones, purses and back-packs are prohibited in the money room.
- Money rooms are sanitized before and after the money counting process is completed.
- Gloves are worn when sanitizing.

- Proper PPE is worn in the money room.
- It is recommended that cash handlers have access to lockers or a secure place to leave their personal belongings outside the money room.
- Proper counting documentation requirements must be followed
- Management must make sure cash counting machines are operational at all times and frequently calibrated.
- Management should only unlock the money room and the safe for cash counters and armored car pick-up service.

1.3.2 Counters

- Cash from the drop safe or mechanical vaults must be counted daily.
 - Weekend cash fares can be counted on Monday
 - Holiday cash fares can be counted the next office day
 - Small amounts of cash (defined as less than \$5,000 per month) can be dual counted two-to-three times a week
- There must be a minimum of two cash counters any time cash is present.
- For small cash fare collections (defined as less than \$5,000 per month), dual-person counting is permitted in the GM's or the AGM's office.
- Each party should stand six feet apart to allow for an unrestricted view of cash handling.
- Cash counters must wash hands and wear nitrile or vinyl gloves and a pocketless suit, smock or apron.
- Counters should wear any required PPE prior to handling any fare media including manifest reports, trip tickets, tokens, bills and coins or the envelopes they are provided in.
- Counters should avoid touching face or hair during the cash counting process.
- Cash counters must remove all required PPE and wash hands after handling any fare media including manifest reports, trip tickets, tokens, bills and coins or the envelopes they are provided in.
- Only management is authorized to open the drop safe, money room, and money room safe and only when needed.
- Keys can only be signed out provided there are two cash counters present.
- Cash counters will count cash fares and fare media and record the documentation required by the specific location or client requirements, preferably on a spreadsheet.
- Cash counters will prepare the cash for daily pick-up for deposit but will not complete the deposit slip.
- Fare media will be handled in accordance with specific client requirements and will be treated as cash.
- A manager must recount cash fares and complete the deposit slip.
 - It is acceptable to count bundles of cash, but a sampling of bundles should be opened or weighed to spot check for shortages.
- Deposit slips must contain the name of the individual completing the form.
- The manager completing the deposit slip seals the bags and places them in the safe.
- The safe is then locked and the money room vacated.

1.3.3 Reconciliation

- Reconciliation should be conducted by a person who was not involved in counting the fares.

- The cash/fare media collection spreadsheet is not to be altered once completed during the counting process
- Reconciliations are required to occur as often as cash deposits occur (daily in most cases, two to three times a week for small amounts, defined as less than \$5,000 per month)
- Reconciliation should be signed off by the GM

1.3.3.1 *Manifest Reconciliation*

- The cash/fare media collection spreadsheet must be reconciled against the fare or scheduling system reports. Where a system report does not exist, the cash/fare media collection spreadsheet must be reconciled against a tallying of the adjusted manifests.
- Action must be taken to remedy missing fares or inaccurate manifests through further operator training, discipline, or other remedies as appropriate.
- Management must discuss cash shortages in a timely manner with the operators whose fares had discrepancies.

1.3.3.2 *Passenger Count Reconciliation*

- Reports on passenger counts should be reviewed for expected cash collection and reconciled against actual cash/fare media collections.
- Significant discrepancies require review of all the cash handling processes, camera footage, and retraining of the operator on the farebox system.
- A review of the bypass report should also be conducted frequently and concerns immediately addressed.

1.3.4 Deposits

- Cash deposit procedures are set by region Finance leadership on a per location basis.
- For all other cash deposits, a third-party, bonded, security firm selected by Treasury should be engaged to pick up and deposit cash. The firm must supply receipts of completed deposits.
- Deposit frequency must be in accordance with corporate policy and based on average monthly cash collections.

1.3.4.1 *Weekly and Monthly Verification*

- Verify deposit slips against the daily cash reports and the monthly bank statements weekly and monthly.
- Management must review the reports and remedy discrepancies weekly and monthly



MODOC TRANSPORTATION AGENCY

Americans with Disabilities Act ADA Plan

The purpose of this document is to set policy in accordance with the Federal Transit Administration (FTA) regulations and Title II of the Americans with Disabilities Act (ADA), regarding Modoc Transportation Agency (MTA) / Sage Stage system for individual riders.

DRAFT

Approved:

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ADA Plan

Introduction

Modoc Transportation Agency (MTA) was established in 1997 to provide public transit services within the County and to nearby regional centers. The MTA was created as a Joint Power Authority between the County of Modoc and City of Alturas to operate the Sage Stage. The transit operation is handled by a third-party contract operator, which provides operators, driver training and licensing, mandated substance abuse testing, vehicle insurance, dispatch, and management services.

Mission Statement

Our mission is to provide the highest level of transportation service, that ensures equal access to all public transportation. To ensure that individuals with disabilities are afforded the same quality of service, to enhance citizens mobility, accessibility and create a sustainable transportation service with MTA / Sage Stage through a safe reliable and courteous transportation service.

Policy

The Americans with Disabilities Act (ADA) was signed into law July 26, 1990. The ADA is a civil rights legislation which requires that persons with disabilities receive transportation services equal to those available on Sage Stage intercity service as well as the local demand response Dial-a-Ride services. The ADA prohibits discrimination and ensures equal opportunity and access for persons with disabilities.

It is the policy of the MTA that, when viewed in its entirety, services, facilities and communications provided by MTA / Sage Stage, directly or by a contracted service provider, are readily accessible and usable to individuals with disabilities to the maximum extent possible. (49 CFR 37.105)

Customer Service Notification

MTA will notify the public of the ADA policy on Sage Stage vehicles, rider guides, complaint forms and the website at www.sagestage.com. The following statement shall be included:

MTA is committed to a policy of non-discrimination in program services pursuant to the requirements of Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a complaint with MTA. To receive additional information on MTA's non-discrimination obligations, or to file a complaint, you can call the MTA office at (530) 233-6410 or write to:

Modoc Transportation Agency
108 S. Main St.
Alturas, CA 96101

Americans with Disabilities Complaint Form procedures are also available online at our website : www.sagestage.com

Requesting Dial-a-Ride Service

Sage Stage provides a demand response Dial-a-Ride service within a 10-mile radius of Alturas. Sage Stage has professionally trained operators with a fleet of seven (7) that are all ADA accessible vehicles. Individuals requesting Dial-a-Ride services may contact Sage Stage directly by calling 530 233-3883 or 530 233-6410.

Service Area

There are three (3) zones within the 10-mile radius of Alturas. Cost per ride are:

- ❖ Zone 1 \$1.00
- ❖ Zone 2 \$2.00
- ❖ Zone 3 \$3.00

All riders regardless of age must pay a fare. All fares must be paid upon boarding the vehicle.

Service Days / Hours

- ❖ Monday thru Friday: 7:45am – 5:15pm
- ❖ Saturday - Closed
- ❖ Sunday - Closed

Holidays Observed

Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve Day, Christmas Day, and New Year's Day

Operator Training

Operators shall be trained by Transportation Safety Institute (TSI) Certified Instructors in classroom and behind the wheel. All operators are trained to be proficient in the safe operation of vehicles and equipment. This includes training to properly assist persons with disabilities and treating every passenger in a respectful and courteous manner.

These training programs are designed to establish a comprehensive hands-on training, instructs operators on how to provide passenger assistance techniques and sensitivity skills appropriate for serving passengers with special needs prior to being released to revenue service.

Mandatory ADA refresher training is conducted annually for all classroom sensitivity training, and one hands-on check to evaluate operator expertise in the boarding, securement, and alighting of mobility devices.

Operators aid the disabled customer by using the securement devices, repositioning the person's wheelchair, storing a person's walker or crutches. Operators may recommend that customers transfer from their mobility device to a regular fixed seating in the vehicle. If the passenger chooses to move to fixed seating, the operator must assist with making the move and the mobility device must be completely secured with tie-downs.

What is a wheelchair or mobility device?

Wheelchairs and other mobility devices or aids are designed specifically for assisting individuals with disabilities in their personal mobility. A wheelchair is the most common mobility device used by individuals with disabilities. The ADA defines a wheelchair as, "a mobility aid belonging to any class of three or more-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered."

Any wheelchair which can safely fit on the bus ramp, enter the bus, and be positioned in the wheelchair securement area without blocking the aisles or doorway, will be transported.

Scooters are also considered wheelchairs; individuals are encouraged when using scooters to transfer to a seat as scooters have a high center of gravity and can be prone to tipping under normal operating conditions. The mobility device must be in good working order; with batteries charged, tires inflated, working brakes, footrests attached, and all parts secure. (49 CFR 37.3)

Most wheelchair types can be secured using the wheelchair securement devices. For the safety of both the passenger using the wheelchair and other passengers, all operators are trained to secure wheelchairs.

All transit vehicles can accommodate a variety of mobility devices.

Placement of Walkers and Other Mobility Aids

Mobility aids (i.e. walkers, etc.) which can be folded, must be folded, and kept secure with the passenger without blocking the aisle or doorways, or depriving another passenger of a seat. Walkers which cannot be folded may be secured in any available wheelchair securement area on buses, and the passenger may sit nearby, as seating allows. Passengers who cannot find a seat may ask the operator for assistance.

Please remember that individuals using walkers **may not sit** in their walker-equipped seat while on transit vehicles.

When might a Customer Using a Wheelchair be Unable to Board?

Overloaded bus - An individual with a disability using a wheelchair may be prevented from boarding if all seats and wheelchair securement areas are occupied. Please remember that operators may only request, not require, that customers vacate the wheelchair securement area.

Too many bags - When a wheelchair / mobility device or mobility aid has bags or other items attached, operators may decline to board them if the attached items prevent safe boarding, when items take up extra seats or block the aisle or a doorway, or if they interfere with the travel and safety of other customers.

Device not being used as intended - Mobility devices and mobility aids are designed specifically to assist people in their mobility. When they are not being used according to its design and purpose, such as using a wheelchair to transport only belongings, then operators may decline boarding.

Weight - The ADA allows transit operators the ability to prevent a customer using a wheelchair from boarding if the combined weight of the individual and the wheelchair exceeds the eight-hundred-pound ramp design load specification of a vehicle. In such cases, customers are allowed and encouraged to board separately from their wheelchair.

Size - The size of a wheelchair could be a determining factor in whether an individual with a disability using a wheelchair is able to board and/or ride buses. One such factor is if a wheelchair is too large to enter through the bus doors, vehicle specification of 33 inches x 51 inches.

Another factor is if the wheelchair, once in the wheelchair securement area, creates a safety hazard by blocking the aisle. The ADA requires that wheelchair securement areas be no less than 30 inches x 48 inches. Devices that exceed these measurements and/or block the aisle, with or without bags, may be prevented from using Sage Stage for certain trips.

Assistance for Individuals using a Wheelchair / Mobility Device

Individuals using wheelchairs are to be secured and wear vehicle-mounted lap and shoulder belts. Simply back up against the safety barrier, attach the anti-tip (seat belt) and set your wheel locks (if equipped) or turn off the power.

For your convenience, operators will:

- ❖ Provide assistance in boarding the bus
- ❖ Attempt to clear the wheelchair securement space when occupied
- ❖ Prepare the securement area for your use

- ❖ Request that your wheel locks be set, or power turned off (if equipped)
- ❖ Quickly and safely secure your mobility device
- ❖ Adjust lap and shoulder belt securement for increased safety
- ❖ Quickly release securement equipment and assist you in exiting the bus.

What is not a Wheelchair, Mobility Device or Aid

The best example of devices that are not considered a wheelchair or mobility device, and may be preventing from boarding vehicles, are shopping carts, non-folding strollers and wheeled-baskets, bicycles, and other devices not specifically designed to assist an individual with a disability with their mobility.

Lift Use Policy

Sage Stage strongly recommends that persons who wish to use the lift to board do so only when seated in a wheelchair. Persons who do not use wheelchairs but wish to use the lift to board or alight the vehicle, must inform the driver or when scheduling.

Mobility Device Brakes

When occupying a lift or securement area, passengers must apply the brakes on their mobility devices. With power chairs or scooters, it is recommended that the power switch be turned to the “off” position or "dial down" feature when boarding the bus.

Securement Policy

Transit vehicles are built in accordance with the guidelines of the Americans with Disabilities Act of 1990 (ADA). Operators will correctly use the appropriate number of securement devices provided by the manufacturer (including straps, harnesses, clamps, etc.) as they were intended to be used for all mobility aids.

Passengers in wheelchairs must allow the operator to secure the wheelchair or service may be denied. Operators must make every attempt to secure the wheelchair (or other mobility device) to the best of their ability. An operator cannot deny service to the passenger due to a wheelchair malfunction in which it cannot be secured.

Refusal Securement Policy

The operator may decline to provide service to a rider who refuses to allow his or her wheelchair to be secured. Should a passenger refuse securement of their mobility device, the device will NOT be transported. A mobility device not secured during transport may become a hazard in the event of an emergency, sudden braking, or an accident. Non-securement of the device creates a situation in which the safety of the driver and all other passengers will be jeopardized.

MTA Policy No.17-01 states that all ambulatory passengers are required to wear seatbelts while riding the bus and all passengers using a wheelchair shall be secured with a lap and shoulder harness or similar device as equipped by the bus manufacturer. If a passenger using a wheelchair is unable to wear a shoulder harness for medical reasons, they may be exempted from the use of a shoulder harness if the passenger provides a doctor’s note stating such. Sage Stage will honor the note and allow the passenger to ride with the lap seat belt only.

If any passenger refuses to use a restraining device (seat belt, lap belt, harness, etc.) Sage Stage will deny the passenger a ride in accordance with this policy.

Seat Belt Policy

On October 8, 2017, Senate Bill, SB-20-Bus Seat Belt Law was signed and went into effect on July 1, 2018. The United States has strict laws surrounding seat belt use, and the state of California is no exception. To curb accidents that may result in major injuries or fatalities, California makes it the law to wear a seat belt or restraint whenever you are in a moving automobile.

All vehicles are equipped with lap-type seat belts in permanent passenger seats. If a seat in a vehicle has both lap and shoulder belts, as a passenger you must use both when riding.

Luggage or Other Large Items

Passengers may carry on to the bus only bags or packages that they are able to manage independently without the assistance of the driver. The number of bags or packages must be easily handled by the rider without delaying the bus. All bags and packages must be placed in the luggage rack, carried on a rider's lap or under the seat without causing a tripping hazard in the aisle or causing an obstruction to others. Seats are not to be used for bags and packages. It is important to plan to have a friend or assistant to ride and help with bags or packages that you cannot manage alone. There is a limit of 2 carry-on bags (maximum 40 pounds each) per passenger. For each additional 2 bags, another general fare will be charged.

Portable Oxygen Use

Passengers with disabilities who use portable oxygen devices are allowed to travel. Portable oxygen supplies and respirators must be properly secured and cannot obstruct the aisle during transport. (49 CFR 37.167(h))

Internal/External Stop Announcements

Operators must announce major bus stops and transfer points. Operators will announce other stops upon request. (49 CFR 37.167 (a-c))

Personal Care Attendants

A Personal Care Attendant (PCA) is someone designated or employed to specifically help a disabled individual meet his/her needs, or travels with a rider who is not able to travel alone. A customer with a disability can only have one PCA, and must provide their own. A PCA must board the vehicle at the same location as the disabled person and they must have the identical destination as the disabled person. No fare is charged for the PCA.

Guests and companions may also ride with the individual on Sage Stage. Guests and companions must pay regular fare. A companion is anyone who rides with the individual but is not designated as their PCA. (49 CFR 37 (d))

Service Animals

A service animal is any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, to ride Sage Stage.

- ❖ The animal must be on a leash or in a container, remain under control of the owner, and behave appropriately.
- ❖ Birds, reptiles, amphibians, rodents, and cats must be kept in an enclosed carrier/container.
- ❖ The animal must remain at the rider's feet. It may not sit on a vehicle seat.
- ❖ All carriers/containers cannot be placed on the seats
- ❖ The animal must not be aggressive toward people or other animals. (49 CFR 37.167 (d))
- ❖ Passenger is responsible for any damage or soiling caused by the animal

Boarding Assistance

Operators shall position the bus to make boarding and alighting as easy as possible for everyone. Operators shall provide assistance to passengers upon request. Passengers with disabilities shall be allowed adequate time to board and alight the vehicle.

Maintenance of Lifts or Ramps

Operators shall test the lift or ramp during daily pre-trip inspection and records are to be maintained. Break down of accessibility equipment shall be reported immediately. A vehicle with an inoperable lift or ramp will be removed from service as soon as possible and will not be returned to service until repaired. If there is a lift or ramp failure, alternate transportation must be provided to the disabled customer if the delay exceeds more than 30 minutes. (49.CFR 37.163)

Priority Seating

Mobility device securement areas on buses are reserved for passengers using common mobility aids and shall be boarded if the securement areas are not otherwise occupied by a mobility device, regardless of the number of passengers on the bus.

ADA Regulations § 37.167 (j)(1) require vehicle operators to ask people to move from priority seating and securement locations when an individual with a disability enters a vehicle and needs to sit in a seat or occupy a wheelchair securement location.

Operators shall not require individuals with disabilities to use designated priority seating if the person does not choose to do so. All priority seating areas and wheelchair securement areas must be labeled.

Abusive or Disruptive Behavior

Service may be denied on a long-term or indefinite basis to passengers who engage in violent, seriously disruptive, or illegal conduct directed at other riders or Sage Stage operators. Such conduct includes but is not limited to threats or fear of physical or verbal abuse.

Unlawful harassment including unwelcomed verbal, nonverbal or physical behavior having sexual or racial connotations, unauthorized use of equipment on the vehicle, voluntarily and repeatedly violating vehicle riding rules, including smoking in the vehicle, eating or drinking without medical indication, or defacing equipment.

Code of Conduct

Passengers are expected to follow this Code of Conduct to ensure a safe environment on all Sage Stage buses and facilities.

- ❖ Not evade payment of correct fare
- ❖ Not misuse any transfer, pass, ticket, or token with the intent to evade the payment of any fare
- ❖ Not play sound equipment on, or in, any Sage Stage facility or vehicle unless headphones are used, and the volume does not disturb other passengers or the driver
- ❖ No smoking or use of e-cigarettes or vaping in buses, transit facility, or bus stops unless in a designate smoking area – Smoking within 25 feet of a bus shelter is prohibited
- ❖ No consuming of an alcoholic beverage or being in possession of an open alcoholic beverage
- ❖ No eating of food or drink non-alcoholic beverages in open containers on trips less than one hour in duration

- ❖ Not willfully disturb others by engaging in boisterous or unruly behavior. Harassing behavior will not be tolerated
- ❖ Not carry any potential harmful concentration or quantities of any hazardous material including flammable liquid, fireworks, batteries, or gasoline
- ❖ Not block the free movement of another person in any Sage Stage vehicle
- ❖ Not physically or verbally assault or intimidate the driver or passengers
- ❖ Not steal property or panhandle from the driver or passengers
- ❖ Not carry weapons of any type onto a Sage Stage vehicle
- ❖ Not offend other passengers through unacceptable personal hygiene. For the health and safety of the driver and passengers, expelling bodily excrement, either voluntarily or involuntarily, is prohibited

Notification of Policy

MTA will notify the public of the ADA policy on the website at www.sagestage.com, and in rider guides

Complaint Process

MTA is committed to providing safe, reliable, courteous, and accessible transportation options for all citizens, and has established the customer complaint procedures for customers wishing to file a complaint as shown below.

How to File a Complaint

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.).

How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses. Other information that you deem significant.

The complaint form located on MTA's **website:** www.sagestage.com may be used to submit the complaint information. The complaint may be filed in writing with Modoc Transportation Agency at the following address:

**Modoc Transportation Agency
ADA Coordinator
108 S. Main St.
Alturas, CA 96101**

Note: Modoc Transportation Agency encourages all complainants to certify all mail that is sent and/or ensure that all written correspondence can be easily tracked.

What happens to the complaint after it is submitted

All complaints alleging discrimination, on the basis of disability, in a service or benefit provided by MTA, will be directly addressed by MTA and shall make every effort to address all complaints in an expeditious and thorough manner.

Within (7) seven calendar days after receipt of the complaint, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolution. Within (15) fifteen calendar days of the meeting, the ADA Coordinator will respond in writing, and where appropriate, in

a format accessible to the complainant. The response will explain MTA's position and offer options for substantive resolution of the complaint.

Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

MTA will send a final written response letter to the complainant. If the complainant is not satisfied with the outcome of the complaint, the complainant is advised of their right to:

- ❖ Appeal the decision within (7) seven calendar days or receipt of the final written response from MTA.
- ❖ File a complaint externally with the appropriate governing entity.

Complaint Tracking

All ADA complaints shall be tracked with the following information:

- ❖ Type of complaint, investigation, or lawsuit.
- ❖ Date of complaint, investigation, or lawsuit.
- ❖ Summary of the complaint, investigation, or lawsuit.
- ❖ The status of the complaint, investigation, or lawsuit.
- ❖ Action taken in response to the complaint, investigation, or lawsuit.

All written complaints received by the ADA Specialist or their designee, appeals to the FTA Office of Civil Rights, and responses from these two offices will be retained by the MTA for at least three (3) years following the final action regarding the complaint, investigation, or lawsuit.



108 S. Main St., Alturas, CA 96101

Americans with Disability Act Discrimination Complaint Procedure

Complaint Policy: Modoc Transportation Agency is committed to providing safe, reliable, and accessible transportation options for the community.

If you have a complaint against Modoc Transportation Agency, alleging an ADA discrimination – you may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include:

- ❖ Your name, mailing address, and preference for how to contact you (phone or email).
- ❖ How, when, where, and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- ❖ Other information that you may deem significant.

You may use the form on the following page to submit the complaint information. If you need assistance, please contact:

**Modoc Transportation Agency
ADA Coordinator
108 S. Main St.
Alturas, CA 96101
(530) 233-6410**

Please provide your complaint in writing to Modoc Transportation Agency (address above). It is recommended that you use certified mail for tracking purposes.

Once a complaint is received, Modoc Transportation Agency will make every effort to address it in an expeditious and thorough manner. Modoc Transportation Agency shall send you a letter acknowledging receipt of the complaint within (7) seven days. Then, you may be asked to provide additional information in order for the complaint to be processed. After Modoc Transportation Agency has completed processing the complaint, a final written response letter will be sent to you.

If you are not satisfied with the outcome of the complaint, you have the right to:

- ❖ Appeal the decision within (7) seven calendar days of receipt of the final written response from Modoc Transportation Agency.
- ❖ File a complaint externally with the appropriate governing entity



108 S. Main St., Alturas, CA 96101

ADA Discrimination Complaint Procedure

**For additional space to answer questions, please attach additional sheets of paper or use the back of this form.*

1. Complainant's Name: _____
2. Address: _____
3. City: _____ State: _____ Zip: _____
4. Preferred method of contact:
Phone: _____ Optional Phone: _____
Email: _____
5. Person discriminated against (if other than Complainant):
Name: _____ Address: _____
City: _____ State: _____ Zip: _____
6. Date of the incident resulting in ADA discrimination: _____
7. Describe the ADA discrimination as clearly as possible: what happened and how you were discriminated against. Indicate names and their contact information of those involved (if available):

8. Where did the incident happen: (location, bus route, driver's name, etc.)

9. Were there witnesses? Please provide their contact information:

Name: _____ Address: _____

City: _____ State: _____ Zip: _____

Name: _____ Address: _____

City: _____ State: _____ Zip: _____

10. Did you file this complaint with another agency? _____ Yes _____ No

If you answered yes, please check each agency this complaint was filed with:

_____ Federal Agency _____ Federal Court _____ State Agency _____ State Court

_____ Local Agency _____ Other (list: _____)

11. Provide information on the contact person for the agency you also filed the complaint with:

Name: _____ Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Date Filed: _____

12. Sign the complaint in the space below. You may attach any written materials or other information that supports your complaint.

Complainant's Signature

Date



Creative Bus Sales

07-16-2020

Cindy Imbach
Modoc Transportation Agency
108 South Main Street
Alturas, CA 96101

Dear Cindy,

After reviewing the information that you supplied to me; I would value the 2010 Braun Minivan, vehicle identification number 2D4RN4DE6AR296724 with 18,664 miles at a value of \$2,670.00. Should you have any further questions please contact me

Sincerely,

Dan Williams
Transit Sales
Creative Bus Sales

Report to Modoc Transportation Agency Board Members	
Subject Staff Updates and Calendar of Events	Meeting Date August 4, 2020
Presented by MTA Staff	Agenda Item 6

a. Staff Updates

There are no updates

b. Calendar of Events – MTA Meetings

- October 6, 2020
- December 1, 2020

Sage Stage Holiday Schedule

- September 7, 2020 – Labor Day observed by Sage Stage (driver holiday)