

Summary of Exhibits

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Exhibit A

Sample Trip Denial Form



Trip Denial Form

To be completed and submitted immediately following a denied or rejected trip

Today's date:

Date of requested trip:

Requested pick-up time at origin:

Requested pick-up time at destination:

Reason for Denial (see definitions below):

- Capacity denial
- Adversarial denial
- Eligibility denial
- Suspended eligibility
- Same day trip request

Negotiated time:

Suspension start date:

Client name:

Client-ID:

Comments:

Form completed by:

Submit completed form to: sct-paratransit@sonomacounty.gov

Capacity Denials	The rider is eligible for the trip but the agency can't fit them in – either no vehicles, drivers or space at the requested time.
Adversarial Denials	The agency can provide the trip, but the rider turns it down. For example, the rider asks for 10:00 AM, the agency offers 10:30 AM, and the rider declines (within the allowed 1 hour negotiation window).
Eligibility Denials	<p>The trip itself doesn't qualify under ADA paratransit rules. This happens when:</p> <ul style="list-style-type: none"> • The destination is outside the required service area (more than ¾ mile from a fixed routes) • The trip is requested outside of service hours or days • The rider has conditional eligibility and the trip doesn't meet their conditions (e.g., a night-only rider requesting a midday trip)

Sample Passenger Complaint Form

Sonoma County Paratransit Customer Service System

Submit Issue 🔖

Issue Template:

Submit Date: dd-mmm-yyyy

Time: :

*** Issue Type:** add

Subtype 1:

*** Incident Date:**

*** Complainant Name:**

*** Complainant Contact Info:**
7800 characters left

Driver Name / Vehicle No.:

Issue Status: add

Submitter: add | details | history

*** Subject:**

*** Full Description:**

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Exhibit C

Payment Request Form

County of Sonoma Agreement - Invoice for Services

Exhibit "C"

Operator: Center for Volunteer & Nonprofit Leadership

For the period of: _____

	Budget	Current	YTD
Fixed-Monthly Administration Fee: \$80,859 x _____ month	\$970,308	\$0	\$0
Vehicle Insurance	\$318,814	\$0	\$0
Paid Driver Hours (PDH) _____ hours at \$36.91	\$1,738,844	\$0	\$0
	\$3,027,966		
Fees Due:		\$0	

Less Cash Fares received

Less Fees for Vacant Positions

Expenses Prior to Current Billing (above) \$0

Fees Received - Prior to Current Billing (above) \$0

Fee Adjustment* \$0

* if negative number, subtract from payment

Total Reimbursement Due: \$0

By: _____

Date: _____

Exhibit D

Monthly Management Report Format

Sonoma County Paratransit

Monthly Operations Report for:

July 2026

1. Summary of Operating Data/Management Review of Performance:

For the month of July, Sonoma County Paratransit transported XXX passengers, traveled XXXX miles and operated XXXX in-service hours. Compared with July, 2024, overall ridership increased/decreased XX%.

During the month, there were X preventable and X unpreventable accidents. These accidents were reported to Sonoma County Transit within 24 hours of their occurrence as required by the current Volunteer Center/Sonoma County agreement.

During the month, there were X preventable and X incidents. These incidents were reported to Sonoma County Transit within 24 hours of their occurrence as required by the current Volunteer Center/Sonoma County agreement.

During the month, there were X trip denials and X missed trips. At the end of the month the percentage of subscription trips was at XX%.

2. NTD Report

Attached find the stats required for monthly NTD reporting purposes.

3. Monthly Incident/Accident Summary

As noted in section 1 above, there were X preventable and X non-preventable accidents for the month of July 2026. There were no reported passenger injuries.

As a result of these accidents, x drivers received retraining and one driver was terminated.

4. Customer Service Complaint Summary

During the month, X passenger complaints were received and entered into IssueTrak. Complaints received were in the categories of on-time performance, trip length and missed trips.

All complaints have been followed up and resolved and closed-out in IssueTrak.

5. Customer Service Compliment Summary

During the month, x passenger compliments were received and entered into IssueTrak. Compliments received were in the categories of passenger accommodation and driver performance.

All compliments have been entered into IssueTrak.

6. Office Staff Meeting Agenda and Attendance Record

July's office staff meeting was held on the XXth at Xpm. This month's meeting focused on customer service and use of TripSpark.

Attached is an agenda and sign-in list of attendees.

7. Driver In-Service/Safety Meeting Agenda and Attendance Record

July's driver Safety Meetings were held on July XX and XX at Xpm. This month's meeting focused on wheelchair lift safety and passenger securement.

Attached is an agenda and sign-in list of attendees.

8. Driver Training/Retraining for the Month

During the month, three new drivers received training and two existing drivers received retraining.

9. Monthly Phone Log Report

Attached find phone report logs for the month of July. The largest number of calls generally occurred on Wednesdays and the least number of calls generally occurred on Saturdays.

For the month, XX% of calls were answered within a three-minute period. The average time on the phone with a passenger was X minutes.

10. FTA/DOT Drug Testing Report (quarterly reports required in months of October, January, April and July)

During the quarter, the required number of random drug tests were conducted as reflected on the attached report.

11. Staffing Report (quarterly reports required in months of October, January, April and July)

Attached find the quarterly staffing reports are required in the current Volunteer Center/Sonoma County agreement. At the end of the quarter, all positions were filled with the exception of one full-time driver.

12. SCT Provided CSR/dispatch training

During the month of July, there were no dispatch/CSR training sessions held.

Exhibit E

Passenger Fare Structure

CHART A - Fixed-Route Intercity Fares
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Effective	Fare Type	Base or 1st Zone	2nd Zone	3rd Zone	4th Zone	5th Zone	Additional Zone Rate
-----------	-----------	------------------	----------	----------	----------	----------	----------------------

Effective 01-17-2016	Adult	1.50	2.10	3.00	----	----	0.90 *
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* applies to trips beyond 3 zones

Effective 01-17-2016	Youth	1.25	1.85	2.75			0.90 *
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* applies to trips beyond 3 zones

Effective 01-17-2016	Senior/Disabled	0.75	1.05	1.50			0.45 *
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* applies to trips beyond 3 zones

CHART B - ADA Paratransit Intercity Fares
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Effective		Base or 1st Zone	2nd Zone	3rd Zone	4th Zone	5th Zone	Additional Zone Rate
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Effective 01-17-2016		3.00	4.20	6.00			1.80 *
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* applies to trips beyond 3 zones

Exhibit F

Quarterly Staffing Report

1st Quarter Staffing Report - September 2026

Position	Contracted Positions	Fulltime Equivalent	Positions Filled	Positions Vacant
Operations				
Director	1	100.00%		
Operations Manager	1	100.00%		
Customer Service Representative I	2	100.00%		
Customer Service Representative II	3	100.00%		
Paid Van Drivers - Full Time	21	100.00%		
Paid Van Drivers - Part Time	3	Varies		
Volunteer Drivers	4	Varies		
Volunteer Office Support	2	Varies		
Administrative Support				
Executive Director	1	Varies		
Finance Director	1	Varies		
Managing Director	1	Varies		
Human Resources Director	1	Varies		
Executive Secretary	1	Varies		
Receptionist	1	Varies		

2nd Quarter Staffing Report - December 2026

Position	Contracted Positions	Fulltime Equivalent	Positions Filled	Positions Vacant
Operations				
Director	1	100.00%		
Operations Manager	1	100.00%		
Customer Service Representative I	2	100.00%		
Customer Service Representative II	3	100.00%		
Paid Van Drivers - Full Time	21	100.00%		
Paid Van Drivers - Part Time	3	Varies		
Volunteer Drivers	4	Varies		
Volunteer Office Support	2	Varies		
Administrative Support				
Executive Director	1	Varies		
Finance Director	1	Varies		
Managing Director	1	Varies		
Human Resources Director	1	Varies		
Executive Secretary	1	Varies		

3rd Quarter Staffing Report - March 2027

Position	Contracted Positions	Fulltime Equivalent	Positions Filled	Positions Vacant
Operations				
Director	1	100.00%		
Operations Manager	1	100.00%		
Customer Service Representative I	2	100.00%		
Customer Service Representative II	3	100.00%		
Paid Van Drivers - Full Time	21	100.00%		
Paid Van Drivers - Part Time	3	Varies		
Volunteer Drivers	4	Varies		
Volunteer Office Support	2	Varies		
Administrative Support				
Executive Director	1	Varies		
Finance Director	1	Varies		
Managing Director	1	Varies		
Human Resources Director	1	Varies		
Executive Secretary	1	Varies		

4th Quarter Staffing Report - June 2027

Position	Contracted Positions	Fulltime Equivalent	Positions Filled	Positions Vacant
Operations				
Director	1	100.00%		
Operations Manager	1	100.00%		
Customer Service Representative I	2	100.00%		
Customer Service Representative II	3	100.00%		
Paid Van Drivers - Full Time	21	100.00%		
Paid Van Drivers - Part Time	3	Varies		
Volunteer Drivers	4	Varies		
Volunteer Office Support	2	Varies		
Administrative Support				
Executive Director	1	Varies		
Finance Director	1	Varies		
Managing Director	1	Varies		
Human Resources Director	1	Varies		
Executive Secretary	1	Varies		

Exhibit G

Certification Regarding Lobbying

CERTIFICATION REGARDING LOBBYING

Consultant certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.]

The Consultant, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Consultant understands and agrees that the provisions of 31 U.S.C. A 3801, *et seq.*, apply to this certification and disclosure, if any.

_____ Signature of Consultant's Authorized Official

_____ Name and Title of Consultant's Authorized Official

_____ Date

Exhibit H

Contractor Performance Standards

Sonoma County Paratransit

Contractor Performance Standards Fiscal Year 2027

OVERVIEW

The performance standards detailed in this document were developed by Sonoma County staff to encourage its paratransit Contractor, to provide the highest quality of service. The guidelines described herein should be considered minimum standards of performance. Future contract extensions may be predicated on the Contractor's successful adherence to these standards.

County staff will issue quarterly performance evaluations based on the Contractor's monthly reports and the County's independent monitoring efforts. The purpose of these performance evaluations is to improve communication between County staff and the Contractor, as well as to document the Contractor's progress toward providing higher quality service. The Contractor may dispute any performance evaluation by submitting a written statement to the County within seven (7) days of the evaluation's issuance. County staff will meet with the Contractor to discuss the Contractor's concerns within seven (7) days after receiving the written dispute. The County Transit Systems Manager will make any final determinations regarding the dispute.

The standards, monitoring procedures and reporting procedures listed below are intended to support the following goal:

Sonoma County Paratransit, shall provide efficient, safe and professional quality service to its customers. The "customers" are the users of paratransit service as well as the agency of Sonoma County Transit.

1. Efficiency

Contractor shall implement scheduling practices to maximize service efficiency. Contractor shall maintain adequate staffing to ensure the following efficiency standards are met.

A. On-Time Performance

Standard 1.1: Contractor shall maintain 90% or greater on-time performance, defined as arrival at scheduled pick-up location within the thirty (30) minute scheduled pick-up window. Scheduler's advise the customers of the half hour pick-up window for the scheduled pick-up time when they perform call backs. Driver shall wait for a passenger for up to five minutes after vehicle arrives at the scheduled pick-up location and notifies customer of their presence, within the allotted window.

Monitoring Measure 1.1a: Contractor shall provide On-time Performance Reports generated from scheduling software on a monthly basis. All reports will have the following information recorded on a road supervision report:

- a) Date
- b) Vehicle Number

- c) Route Number
- d) Scheduled pick-up location (City)
- e) Scheduled departure time
- f) Actual departure time
- g) Difference between scheduled departure time and actual departure time

Monitoring Measure 1.1b: County staff may conduct its own road supervision to verify the on-time performance reported by the Contractor. Contractor may be asked to supply County staff with daily manifests for this purpose.

Standard 1.2: Trip duration shall not exceed the duration of the corresponding fixed route bus trip.

Monitoring Measure 1.2a: County will rely on Contractor reports to monitor this standard. Driver logs may be audited to verify Contractor reports.

B. Trip Denials

Standard 1.3: Contractor shall have a goal of zero ADA trip denials and. A “denial” is when the Contractor is unable to schedule a trip within one hour before or after the requested trip time due to a lack of capacity.

Monitoring Measure 1.3a: Contractor shall keep a daily log of all trips requested in TripSpark..

Monitoring Measure 1.3b: Contractor shall record all denied trips. Contractor will fax daily trip denial reports to the County the same day the denial is recorded.

Monitoring Measure 1.3c: Contractor shall provide recommendations on a quarterly basis regarding planned operational changes to reduce overall trip denials.

C. Incoming Calls Wait Time

Standard 1.5: Contractor’s goal shall be that 96% of all incoming calls shall be answered within five (5) minutes and a reservation for one (1) round trip should be completed within five (5) minutes.

Monitoring Measure 1.5a: Contractor shall include computerized call wait time reports in the Monthly Report

Monitoring Measure 1.5b: County staff will review customer complaints with regard to this standard.

D. Efficient Dispatching

Standard 1.6: The average number of passengers per vehicle revenue hour shall be at least 2.0.

Monitoring Measure 1.6a: The average number of passengers per vehicle revenue hour shall be included in the Monthly Report.

Standard 1.7: Contractor shall maximize efficient use of automated scheduling program.

Monitoring Measure 1.7a: Contractor shall report its training efforts with respect to this standard on a quarterly basis.

2. Safety

Contractor shall make every effort to operate Sonoma County Paratransit vehicles safely, to protect passengers and the public from injury, and to protect County property.

A. Accidents

Standard 2.1: Contractor shall achieve eighty thousand (80,000) average miles between preventable accidents. For the purposes of this standard, accidents shall be defined as events causing damage to any County-owned vehicle or property in excess of one hundred dollars (\$100). Contractor shall provide drivers with ongoing safety training, including monthly safety meetings for paid drivers and an annual meeting with volunteer drivers.

Monitoring 2.1a: Contractor shall report the dates and topic of safety meetings in its Monthly Reports, as well as an attendance record.

Standard 2.2: Contractor shall maintain drug testing procedures as prescribed in the Contract.

Monitoring 2.2a: Contractor shall document its drug testing procedures on a quarterly basis. Contractor may use the "Substance Abuse Certifications" in the *Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements*, which is published annually in the Federal Register." Contractor shall submit MIS report annually by due date established by FTA, also sending a copy to County upon submittal.

Standard 2.3: Contractor shall keep the County informed of all accidents and incidents.

Monitoring Measure 2.3a: Contractor shall notify County staff and the Operations Contractor's Maintenance Manager of all accidents / incidents within twenty-four (24) hours or by 9:00 a.m. the following business day, whichever is sooner. A report shall be submitted to the County via Issuetrak (or current reporting software) within two (2) business days after the date of the accident or incident. This report may be the same report the Contractor submits to its insurance agency. The report shall include the following information:

- a) County vehicle identification number
- b) Date of accident / incident
- c) Time of accident / incident
- d) Name of driver
- e) Brief description of the accident
- f) Determination of whether the accident was preventable
- g) Names and phone numbers of authorities consulted
- h) Names of passengers on board
- i) Names and addresses of witnesses

A preventable accident is one that reasonably could have been avoided by the operator. The County Transit Systems Manager will make any final decisions regarding whether an accident is preventable or non-preventable.

An incident is any other unusual occurrence that disrupted service, did not incur monetary damage to County property and is unlikely to result in a claim against the County.

Monitoring Measure 2.3b: Contractor shall include a summary of accidents / incidents in the Monthly Report. County staff will verify the number of accidents / incidents reported in the Monthly Report with the actual accident reports submitted throughout the month.

B. Wheelchair Lift Cycling

Standard 2.4: Contractor shall cycle the wheelchair lift on all vehicles daily to ensure that each lift is functional prior to in-service use. Dispatch must be notified immediately of any in-service wheelchair lift failures.

Monitoring Measure 2.4a: Contractor shall report all in-service wheelchair lift failures in the Monthly Report.

Standard 2.5: In the event of an in-service wheelchair lift failure, Contractor shall ensure that the passenger utilizing a wheelchair is given adequate transportation to his/her destination.

Monitoring Measure 2.5a: County staff will review customer complaints with regard to this standard.

3. Professionalism

Contractor shall make every effort to provide uniformly professional quality service. Further development of training curricula may be needed.

A. Employee Conduct

Standard 3.1: Contractor shall provide employees who are likely to be in contact with the public with on-going sensitivity and customer service training, as well as an understanding of the Americans with Disabilities Act (ADA). Contractor shall train its employees to give customers accurate information regarding all Sonoma County Paratransit services. Employees also should have basic knowledge about Sonoma County Transit fixed route services. Additionally, paratransit drivers must conduct themselves in accordance with the following guidelines:

Customer Service

- a) Inform customers of driver's name upon the request of the customer;
- b) Verbally identify himself/herself to blind or visually impaired customers;
- c) Wear an identification badge on an outer garment during all service hours;
- d) Drivers shall present a common appearance including the uniform shirts issued with the Sonoma County Paratransit logo or other attire as approved by the Sonoma County Transit Systems Manager.
- e) Assist customers as needed and required by the Americans with Disabilities Act (ADA);
- f) Be aware of ADA requirements concerning service animals;
- g) Require all non-service animals to be contained while on-board;

- h) Be courteous and helpful to all customers and other persons encountered while on duty;
- i) Operate assigned vehicle in a safe and courteous manner;
- j) Do not use profane language;
- k) Do not allow soliciting on the vehicle;
- l) Do not accept monetary gratuities;
- m) Do not smoke aboard County vehicles;
- n) Do not eat or drink aboard County vehicles while there are passengers on-board;
- o) Do not play portable radios or wear headphones aboard vehicles whether moving or parked;
- p) Do not use cellular telephones while the vehicle is in motion;
- q) Use vehicles only for assigned duties;

Operational Guidelines

- r) Keep a daily driver manifest of departure times and the number of customers boarding at pick-up areas;
- s) Complete a vehicle inspection report before checking out a vehicle and after turning in a vehicle;
- t) Follow the route manifest, maintain time schedules to the extent possible, and notify dispatcher if it becomes necessary to alter the order of pick-ups and drop-offs, or if a schedule cannot be maintained;
- u) Honor special passes, collect fares/tickets, issue bulletins and other materials, and perform occasional surveys or other actions as required by the County;
- v) Keep the vehicle clean and sanitary during the work shift;
- w) Secure all wheelchairs and scooters using a four point tie down;
- x) Immediately report any vehicle defects to supervisor or dispatcher;
- y) Refrain from speaking to anyone concerning an accident or incident unless it is to the police, County staff, or Contractor supervisory personnel. All information regarding an accident involving Sonoma County Paratransit is confidential.

Monitoring Measure 3.1a: Contractor shall include in the Monthly Report a narrative of ongoing driver training/retraining programs.

Standard 3.2: Schedulers shall give each caller their full attention and observe high standards of telephone etiquette. Schedulers shall not function as dispatchers while taking reservations over the telephone. (Calls can be put on hold while the radio is used.)

Monitoring Measure 3.2a: County staff will review customer complaints with regard to this standard. Any complaints received directly by County staff will be forwarded to the Program Director for review and remedy.

B. Complaints

Standard 3.3: The number of service-related complaints against the Contractor shall not exceed five (5) per month.

Monitoring Measure 3.3a: Contractor shall record all passenger complaints on the Customer Service Form in Issuetrak (or current software), and copy all complaints to the County as soon as possible. The Contractor must respond within five (5) business days of receipt of the complaint.

Monitoring Measure 3.3b: Contractor shall provide a summary of passenger complaints in the Monthly Report and any written letters or responses sent to passengers by Contractor.

C. Public Relations

Standard 3.4: Contractor shall obtain approval from County staff prior to issuing press releases, including announcements in local newspapers, newsletters and marketing materials.

Monitoring Measure 3.4a: Publication of press releases without County approval shall be considered a violation of this standard.

4. Reporting

Standard 4.1: Contractor shall submit a Monthly Report by the 15th day of the following month as specified in the Contract. The Monthly Report should be in a standardized format and easily legible.

Standard 4.2: Contractor shall include the following information to the County in the **Monthly Report:**

- ✓ Total trip requests and total trip denials (Novus Report);
- ✓ Average trip duration (TripSpark Report);
- ✓ Computerized call wait time reports);
- ✓ Average number of passengers per vehicle hour (TripSpark Report);
- ✓ Date and attendance of monthly safety meeting (MM 1.7a);
- ✓ Summary of incidents and accidents;
- ✓ List of all in-service wheelchair lift failures;
- ✓ Narrative of ongoing driver training/retraining efforts;
- ✓ Summary of customer complaints and correspondence sent to customers;
- ✓ Summary of video system checks and status.

Standard 4.3: Contractor shall submit the following information to the County on a **quarterly basis:**

- ✓ Recommendations regarding planned operational changes to reduce overall trip denials (MM 1.3c);
- ✓ Summary of training provided to dispatch/scheduling staff (MM 1.7a);
- ✓ Documentation of drug testing (MM 2.2a).