



AGENDA

Mason Transit Authority Board
Regular Meeting
November 17, 2020, 4:00 p.m.
Mason Transit Authority
MTA Transit-Community Center
Conference Room
601 West Franklin Street
Shelton

OR

Pursuant to Governor's Proclamation 20-28.8, the public meeting held virtually using the following WebEx credentials

To join by phone: 1-408-418-9388

Meeting number (access code): 126 143 9816 (Password) 0790

Mason County is currently in Phase 3, therefore members of the public may also attend in person.

OPENING PROTOCOL

CALL TO ORDER

ROLL CALL AND DETERMINATION OF QUORUM

ACCEPTANCE OF AGENDA – *ACTION*

PUBLIC COMMENT – *Limit of five (5) minutes per person*

CONSENT AGENDA – *ACTION*

1. Pg. 003: Approval of Minutes: Approval of the minutes of the October 20, 2020 MTA regular Board meeting.
2. Pg. 007: Financial Reports: October, 2020
3. Pg. 014: Check Approval: October 15 – November 12, 2020

REGULAR AGENDA

UNFINISHED BUSINESS:

1. Pg. 019: Second View of 2021 Budget – *DISCUSSION* – (Danette and LeeAnn)
2. Pg. 025: Second View of 2021 Regular Meeting Calendar – Resolution No. 2020-35 – *ACTIONABLE* – (Tracy)

NEW BUSINESS:

1. Pg. 030: Surplus Inventory - Resolution No. 2020-36 – *ACTIONABLE* (LeeAnn)
2. Pg. 034: Records Management Policy (POL-206) - Resolution No. 2020-37 – *ACTIONABLE* – (Tracy)
3. Pg. 047: Performance Counseling Policy (POL-304) - Resolution No. 2020-38 – *ACTIONABLE* - (LeeAnn)
4. Pg. 058: Special Event Service Policy (POL-503) - Resolution No. 2020-39 – *ACTIONABLE* – (Mike R.)
5. Pg. 071: Volunteer Driver Policy (POL-1000) - Resolution No. 2020-40 – *ACTIONABLE* – (LeeAnn)
6. Pg. 124: Contract for Public Relations - Resolution No. 2020-41 – *ACTIONABLE* - (Danette)

INFORMATIONAL

Reports

1. Pg. 158: Park and Ride Update
2. Pg. 159: Management Reports
3. Pg. 168: Operational Statistics

GENERAL MANAGER'S REPORT

COMMENTS BY BOARD

ADJOURNMENT

UPCOMING MEETINGS:

PUBLIC HEARING

Proposed 2021 Budget

MTA Transit-Community Center
Conference Room
601 West Franklin Street
Shelton

**Tuesday, December 1, 2020
4:00PM**

MTA Board Meeting

**Mason Transit Authority
Regular Meeting**

December 15, 2020 at 4:00 p.m.

Transit-Community Center Conference Room
601 West Franklin Street
Shelton

All participants are welcome. The meeting locations are ADA accessible. If you anticipate needing any type of accommodation or have questions about the physical access provided, please call 360-426-9434 in advance. We will make every effort to meet accommodation requests.

**Mason Transit Authority
Minutes of the Regular Board Meeting
October 20, 2020
Port of Allyn
18560 E State Route 3
Allyn**



Pursuant to Governor's Proclamation 20-28.8, the public meeting was held virtually using WebEx with the public being able to attend in listen-only mode as well as in person.

OPENING PROTOCOL

CALL TO ORDER: 4:00 p.m.

ROLL CALL AND DETERMINATION OF QUORUM

Authority Voting Board Members Present: Wes Martin, Chair; Sharon Trask, Vice Chair; John Campbell, Kevin Dorcy, Matt Jewett, Randy Neatherlin, Kevin Shutty and Sandy Tarzwell. **Quorum met, Randy Neatherlin attended in person and all other named Board members were present via WebEx virtual conference.**

Authority Voting Board Members Not Present: [Vacant Position through remainder of 2020].

Authority Non-voting Board Member Not Present: Greg Heidal, Business Representative, IAM and AW, District Lodge 160.

Citizen Advisor to the Board Present in Person: John Piety

Others Present in Person: Tracy Becht, Clerk of the Board

Others Present via WebEx virtual conference: Danette Brannin, General Manager, LeeAnn McNulty, Administrative Services Manager; Marshall Krier, Maintenance and Facilities Manager; and Mike Ringgenberg, Operations Manager.

Others Present via WebEx virtual conference:
Robert Johnson, MTA Legal Counsel; Elizabeth Safsten, WSDOT liaison.

ACCEPTANCE OF AGENDA

Moved that the agenda for the October 20, 2020 Mason Transit Authority (MTA) regular board meeting be approved. **Campbell/Trask. Motion carried.**

CONSENT AGENDA

Moved to approve Consent Agenda items 1 – 3, as follows:

1. **Moved** to approve the minutes of the MTA regular Board meeting of September 15, 2020.

2. **Moved** that the Mason Transit Authority Board approve the financial reports for September, 2020 as presented.
3. **Moved** that the Mason Transit Authority Board approve the payments of September 12, 2020 through October 14, 2020 financial obligations on checks #34493 through #34594, as presented for a total of \$719,120.99.

Campbell/Neatherlin. Motion carried.

REGULAR AGENDA

UNFINISHED BUSINESS [None]

NEW BUSINESS

1. **First View of 2021 Budget** – LeeAnn McNulty, Administrative Services Manager, shared highlights of the preparation of the 2021 budget, such as:
 - a. MTA continues to be conservative on sales tax revenue. While it has been higher than normal, MTA is not anticipating that it will continue to be sustainable.
 - b. The revenue perspective is mostly based on the second period of the biennium.
 - c. Any excess sales tax revenue will be contributed toward grant revenue.
 - d. If sales tax is above budget, that excess amount will be placed into reserves.
 - e. Funds have been set aside for professional and technical services funds for public relations being outsourced with the recent retirement of Kathy Geist.
 - f. Staffing in the amount of \$60,000 has been set aside, which may eventually be moved to wages.
 - g. Safety supplies are due to COVID-19 which are soft supplies.

The Board Chair inquired about unemployment insurance not being charged. Ms. McNulty responded that if there are continued reductions, the budget is structured for worst case scenario.

Board member Tarzwell asked if enough money was set aside for the costs. Operations Manager, Mike Ringgenberg, indicated that \$20,000 has been spent on masks which are anticipated to last approximately 6 months to a year. Currently MTA is going through 600 masks a week.

2. **First View of 2021 Regular Meeting Calendar** – Tracy Becht, Clerk of the Authority Board, indicated that this annual matter was being brought to the Board for discussion. Given the COVID-19 environment, she was looking for feedback as to whether or not the Board would like to have all Board meetings at T-CC during the pandemic, or the remote locations of Hoodspoint and Port of Allyn. The Board would like to hold one meeting in Hoodspoint and another in Allyn. The Clerk will inquire as to availabilities for the months of April and October and bring the matter to the Board in November.
3. **Surplus vehicles** – Marshall Krier, Maintenance and Facilities Manager, explained to the Board that MTA has six (6) coaches that have exceeded their useful life and are ready for surplus. He indicated that the approximate value of each bus is \$2,500. Once they are declared surplus, he will check with other transit agencies to see if they would like to purchase them. After that outreach, any coaches remaining shall be auctioned. The

Board Chair asked why Vehicle 806 was being surplused when it had fewer miles. Mr. Krier shared that the 806 is an older bus, it is difficult to get parts and it has corrosion issues as it spends much time parked near Kitsap Transit where it is exposed to elements of being near the saltwater. It is made of older diesel technology, so the fuel mileage and exhaust is not the best. **Moved** that the Mason Transit Authority Board adopt Resolution No. 2020-32 declaring and approving the surplus and disposal of the vehicles as set forth therein. **Campbell/Shutty. Motion carried.**

4. **Public Comment Using WebEx** – Danette Brannin, MTA's General Manager, shared with the Board that MTA had been contacted by a citizen requesting that citizens should be able to make verbal public comments in the Board meeting during the COVID-19 pandemic. Legal Counsel indicated that public comment is only required for public hearings, but not for Board meetings. Legal Counsel also stated that it is good public policy to provide an opportunity for citizens to make comments and by dialing in by telephone, not by video. The Board Chair asked if any Board members were against having the public comment returned to the agenda, to which there was no reply. This is a no action item and the Board Chair instructed the Clerk to add the public comment back into the agenda.
5. **Second Amendment to WSDOT Agreement PTD0044** – Ms. Brannin shared with the Board that MTA received notice of the Sales Tax Equalization formula award from WSDOT. Staff will be allocating \$1,601,895 to operating for 2021-2023, as captured by Consolidated Grant Agreement PTD0044. These Sales Tax Equalization funds do not require a match. Board member Tarzwell requested clarification of the agreements, which Ms. Brannin provided. **Moved** that the Mason Transit Authority Board approve Resolution No. 2020-33 that approves the Second Amendment to Agreement PTD0044 between WSDOT and MTA and authorizes the General Manager to sign that Second Amendment. **Trask/Campbell. Motion carried.**
6. **First Amendment to WSDOT Agreement PTD0081** – Ms. Brannin explained that with the \$153,950 remaining of the total amount of Sales Tax Equalization funds, these would be used for the capital purchases to purchase a mini cutaway, scissor lift and roof for the Radich building. **Moved** that the Mason Transit Authority Board approve Resolution No. 2020-34 that approves the First Amendment to Agreement PTD0081 between WSDOT and MTA and authorizes the General Manager to sign that First Amendment. **Jewett/Campbell. Motion carried.**
7. **Consolidated Grant Application** – Ms. Brannin is requesting approval to submit a grant application through the WSDOT Consolidated Grant Program for 2021-2023 to secure funding for purchasing a 35' coach and six cutaways to replace vehicles that are beyond their useful life. A 25% match of \$317,381 is proposed. Board member Tarzwell asked if the 35' bus was a traditional bus. Mr. Krier responded that it is a conventional diesel/biodiesel with clean technology. The six cutaways are automotive gas engines. Ms. Brannin shared that MTA does not need to submit an operating grant, as the last operating grant application submitted by MTA was for a four-year period. **Moved** that the Mason Transit Authority Board approve the General Manager to submit a grant application for vehicles to the Washington State Department of Transportation Public Transportation Division. **Campbell/Shutty. Motion carried.**

8. **Operations and Maintenance Board Subcommittee Report.** Ms. Brannin explained the events that have led to a T-CC tenant moving to the Johns Prairie base and the Administration offices moving to the Transit-Community Center. She also said that it provided MTA with the opportunity to streamline more of the operations and administration teams, as well as providing the drivers access to speak with administration staff when on their break. The move to Johns Prairie provides a rent amount in line with what the tenant can afford as well as the cost savings to MTA of staffing only one facility. Staff has previously considered and explored other options, but it would cost more money to remodel existing space or pay the cost of constructing a new building. The committee recommended moving forward with the Admin move to the T-CC and leasing the JP space to the tenant. Board member Tarzwell inquired as to who at MTA will be remaining at the Johns Prairie base. The remaining staff will be the Facilities and Maintenance group, IT, one dispatcher, from time to time and the Operations Manager.

INFORMATIONAL – Ms. Brannin provided an overview of the status of the various park and ride projects.

GENERAL MANAGER’S REPORT – Ms. Brannin informed the Board that I-695 was overturned and that she will be part of a legislative group to explore ways to protect transit funding from initiatives. She will be working with a lobbyist with WSTA.

MANAGEMENT REPORT – Ms. Brannin reported that MTA received four bids for public relations. One of the bidders, JayRay, has worked with other transits on transit promotional projects. Additionally, she spoke of paying for a feasibility study for parking in Allyn and Hoodspott. The feasibility study will explore what the need is and land availability. Board member Neatherlin voiced that he would rather set up a committee to explore, share ideas and look at leasing land, rather than purchasing it, as well as look at what the costs would be.

Ms. Brannin also stated that the ridership went up slightly in September.

COMMENTS BY THE BOARD – The Board Chair stated he is constantly impressed by the professionalism and staff taking their job seriously – and conveyed his thanks.

Moved that the meeting be adjourned.

ADJOURNED 5:02 p.m.

UPCOMING PUBLIC HEARING AND MEETING

PUBLIC HEARING

Proposed 2021 Budget
Tuesday, December 1, 2020 at 4:00PM
MTA Transit-Community Center
601 West Franklin Street
Shelton

BOARD MEETING

Mason Transit Authority
Regular Meeting
December 15, 2020 at 4:00PM
On-line via WebEx and in person at
the Transit-Community Center
601 West Franklin Street
Shelton

Mason Transit Authority Regular Board Meeting

Agenda Item: Consent Agenda – Item 2 – *Actionable*
Subject: Financial Reports – October 2020
Prepared by: LeeAnn McNulty, Administrative Services Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Summary for Discussion Purposes:

Included is the October 2020 Financial Reports with a breakout of T-CC revenue and expenses that shows cost allocation between Transit and Community Center.

Highlights:

Sales Tax Revenue

Sales tax revenue for August 2020 (received October 31, 2020) was \$525,644 7% above August 2019 and 33% higher than the budgeted sales tax revenue for August 2020.

Year-to-Date Revenue & Expenses

It is expected that YTD revenue and expenses would be at 83% (10/12) of the budget through the end of the year. Total YTD Revenue is over budget at 105.26%. The percentage of Total YTD Operating Expenses are under budget at 73.22%.

- Year-to-date sales tax revenue remains up 4% through August 2020 and 42% above the budgeted amount.
- MTA has spent \$97,691 YTD on Covid related safety supplies and equipment, legal services, training, public messaging, and unemployment insurance.
- MTA continues to reserve sales tax revenues in excess of budget to operating and capital project reserves.
- Accounting for the bus technology project was recorded upon receiving settlement from Doublemap. There was an expense impact of \$80,051.09, representing implementation costs since early 2018. In addition, \$80,449 was capitalized - Ecolane five-year software licensing.
- Increased Wages and Benefits are the result of three pay periods in the month of October.

Fiscal Impact:

The October fiscal impact reflects total revenues of \$786,471 and operating expenses of \$775,783 for a net income of \$10,688.

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve the financial reports for the period of October 2020, as presented.

Mason Transit Authority Statement of Financial Activities

% through the year: 83%

November 2020 Board Report

October Statement of Financial Activities	October Actual	2020 YTD Actual	2020 Budget	Notes	Percentage of Budget Used
Revenue					
Passenger Fares	\$ 2,763	\$ 33,662	\$ 105,000		32.06%
PSNS Worker/Driver & Vanpool Fares	11,693	137,574	260,000		52.91%
Total Operating Revenue (Fares)	14,456	171,236	365,000		46.91%
Sales Tax	334,940	4,497,313	4,054,264	(1)	110.93%
Operating Grants	376,723	3,235,052	3,049,288	(2)	106.09%
Rental Income	11,828	123,250	179,520		68.66%
Investment Income	1,727	70,482	50,000		140.96%
Other Non-operating Revenue	46,797	70,181	61,510	(3)	114.10%
Total Revenue	786,471	8,167,514	7,759,582		105.26%
Expenses					
Wages and Benefits	575,902	4,523,388	6,223,621		72.68%
Contracted services	17,973	192,955	180,475		106.92%
Fuel	19,060	190,199	377,450	(4)	50.39%
Vehicle/Facility Repair & Maintenance	17,630	142,666	325,354		43.85%
Insurance	20,217	202,171	242,605		83.33%
Intergovernmental - Audit Fees	16,286	25,165	33,000		76.26%
Rent - Facilities and Park & Ride	2,667	28,661	32,500		88.19%
Utilities	11,922	104,273	137,508		75.83%
Supplies & Small Equipment	90,246	260,591	122,801	(5)	212.21%
Training & Meetings	47	6,985	47,035		14.85%
Other operating expenses	3,833	99,611	167,639	(6)	59.42%
Total Operating Expenses	775,783	5,776,665	7,889,988		73.22%
Net Income (Deficit) from Operations	\$ 10,688	\$ 2,390,849	\$ (130,406)		

NOTES

(1)	Monthly sales tax amounts are based upon seasonally-adjusted budget accruals and may not reflect the Percentage of Budget used.
(2)	Operating grant revenue equals Q1 - Q3 actuals, plus October accrual. Operating grant revenue adjusted to account for sales tax equalization award added.
(3)	Includes LMTAAA Volunteer program revenue - \$17,075, Volunteer Donations - \$682, Sale of Maintenance Services \$1,852, Community Van - \$912, Sales Tax Interest Income - \$4,563 and Insurance Recoveries - \$77, \$1,400 credit card rebate, Gain/Loss on Disp of Asset (sale of 9 cutaways) \$38,875, and other misc.
(4)	Average diesel price per gallon year to date is \$1.76. Average gasoline price per gallon year to date is \$2.29.
(5)	Printing with a total cost of \$16,888; TCC Ops Office cabinets, countertops, and lockers totaling \$9,747; furniture Admin office \$3,632; Tablets for Ecolane totaling \$11,742; Cleaning/sanitation/safety supplies totaling \$85,779; Bulk advertising - pandemic related public messaging - \$1,800. Small Tools & Equipment: Lawn mower bagger & blades, disinfecting equipment for fleet totaling \$2,322 and other misc small equipment, \$80,051 implementation costs for bus technology.
(6)	Includes budget line items from Vehicle Licensing, Copier lease, Advertising/Promotion, Volunteer Driver Reimbursement, Dues, Memberships, and Subscriptions. Expenses through the year include: Volunteer Driver Program reimbursements \$18,125, Advertising \$24,845, Merchant/credit card fees \$4,346, Rent-Equipment \$633, Office Equipment Lease \$2,369, Dues, Memberships, Subscriptions \$28,398, plus other misc. expenses.

Mason Transit Authority Statement of Financial Activities - TCC

% through the year: 83.00%

November 2020 Board Report

October Statement of Financial Activities	2020 Combined October Actual	2020 YTD Actual	2020 Budget	Notes	% of Budget Used	YTD - Community Center	YTD - Transit Operations
Revenue							
T-CC Rental	\$ 10,173	\$ 106,696	\$ 158,020	(1)	67.52%	\$ 106,696	\$ -
Other Revenue	-	49	-			49	-
Total Revenue	10,173.00	106,745	158,020		67.55%	106,745	-
Expenses							
Wages and Benefits	13,498	108,093	140,365		77.01%	108,093	-
Contracted services	741	8,857	20,823		42.53%	7,793	1,064
Repair & Maintenance	292	11,207	15,354		72.99%	6,578	4,629
Insurance	1,347	13,468	16,161		83.34%	13,468	-
Utilities	3,399	38,082	50,174		75.90%	27,087	10,995
Supplies & Small Equipment	539	7,696	8,011	(2)	96.07%	5,319	2,377
Other Operating Expenses	250	1,386	2,112		65.63%	1,386	-
Total Operating Expenses	20,065.75	188,789	253,000		74.62%	169,724	19,065
Net Income (Deficit) from Operations	\$ (9,893)	\$ (82,044)	\$ (94,980)			\$ (62,979)	\$ (19,065)

NOTES

(1)	T-CC Event rental revenue has been reduced due to cancelled event rentals during the pandemic.
(2)	Office supplies - \$1,385; Pandemic related Cleaning/Sanitation & Safety Supplies totaling \$5,495 YTD; plus other misc. supplies & small equipment.

Mason Transit Authority Cash and Investments

November 2020 Board Report

Cash Balances

	9/30/2020	10/31/2020	Change
Cash - MC Treasurer	\$ 1,142,054.97	\$ 1,523,508.03	\$ 381,453.06
Investments - MC Treasurer	10,500,000.00	10,500,000.00	-
Payroll - ACH Columbia Bank	320,961.54	\$ 193,828.93	\$ (127,132.61)
Petty Cash/Cash Drawers	500.00	500.00	\$ -
TOTAL	\$ 11,963,516.51	\$ 12,217,836.96	\$ 254,320.45

Cash Encumbrances

Grant Related:

Purchase two coaches. Received award of \$468,636 - 5339 Fed 25% Match. Encumbered funds to be used for the match and balance exceeding the award amount.	\$ 564,416
Park & Ride Development Project RMG 2015-2019 Match	950,000
Purchase 1 - 35' coach and 6 cutaways. Contingent on grant application award. 25% match	317,381
Total Grant Match	1,831,797

Reserves:

Total Grant Match	1,831,797
General Leave Liability	207,249
Emergency Operating Reserves	2,000,000
Facility Repair Reserve	150,000
Emergency/Insurance Reserves	100,000
Future Operating Reserves	3,100,000
Capital Project Reserves ¹ /Park and Ride Projects	2,900,000
Fuel Reserves	120,000
IT Investments	40,000
Total Encumbered	\$ 10,449,046

Total of Cash	\$ 12,217,836.96
Less Encumbrances	10,449,046.00
Undesignated Cash Balance Total (Including Reserves)	1,768,790.96
Investments - MC Treasurer (Reserves)	10,500,000.00
Less Encumbrances	10,449,046.00
Undesignated Cash Reserves	\$ 50,954.00

Future Sales Tax Revenue received in excess of the budgeted amount will be reserved in Capital Project Reserves while we await the status of park and ride grant funding for the 2021-2023 biennium.

Mason Transit Authority Capital Budget

November 2020 Board Report

As of October 31, 2020

Capital Projects	Budget	Grants	MTA Funding	Contingent Projects	YTD	Project Costs to Date	Purpose
T-CC Parking Lot	302,500	250,000	177,500	-	216,313	221,928	Parking lot behind TCC
Park & Ride Development - 2015-2019 RMG Funds	6,371,134	5,617,000	950,000	-	2,517,013	4,467,077	Construct Belfair P&R; upgrade other P&Rs
JP Copy Machine	7,000	-	7,000	-	5,412	5,412	Purchase new copy machine rather than leasing over 5-year term.
JP Exterior Paint	85,000	-	-	85,000	-	-	
Radich building roof repair	35,000	40,000	-	-	-	-	<i>Applied 2020/2021 Sales Tax Equalization \$ to complete</i>
Scissor Lift - TCC	15,000	17,300	-	-	-	-	Lift for atrium and gymnasium maintenance. <i>Applied 2020/2021 Sales Tax Equalization \$ to</i>
HVAC Units	50,000	-	-	50,000	-	-	Replace units in Buildings 1 and 2
Bus Technology	30,915	-	30,915	-	80,449	-	YTD represents technology costs capitalized.
Coach Repairs	116,500	116,500	-	-	82,559	113,455	Rebuild engines and transmissions in 3 coaches to extend life. Funded by Sales Tax Equalization.
Total Miscellaneous Capital Projects	7,013,049	6,040,800	1,165,415	135,000	2,901,746	4,807,873	
2 Worker Driver Coaches	1,779,228	1,285,419	257,084	-	1,542,503	1,542,503	Replace low SGR ranking coaches
9 Cutaways	932,157	699,118	294,492	-	993,610	993,610	Replace low SGR ranking Cutaways
2 40' Coaches,	970,579	727,934	298,374	-	1,026,308	1,026,308	Replace low SGR ranking Coaches
Mini Cutaway	80,000	176,650	5,374	-	85,374	85,374	<i>Applied 2020/2021 Sales Tax Equalization \$ to purchase a 2nd mini-cutaway</i>
2 35' Coaches	510,000	468,636	564,416	-	-	-	Replace two coaches. <i>Update reflects 5339 award.</i>
Total Vehicle Replacements	4,271,964	3,357,757	1,419,740	-	3,647,795	3,647,795	
Total Capital Projects	\$ 11,285,013	\$ 9,398,557	\$ 2,585,155	\$ 135,000	\$ 6,549,541	\$ 8,455,668	


Capital Project Reserves - \$3,000,000 (A portion of sales tax revenue above budgeted amount set aside in Capital Project Reserves.)

Mason Transit Authority Sales Tax Receipts

November 2020 Board Report

Sales Tax Collected as of 10/31/2020 for 08/31/2020

Monthly Cash-Flow Trend (January - December)



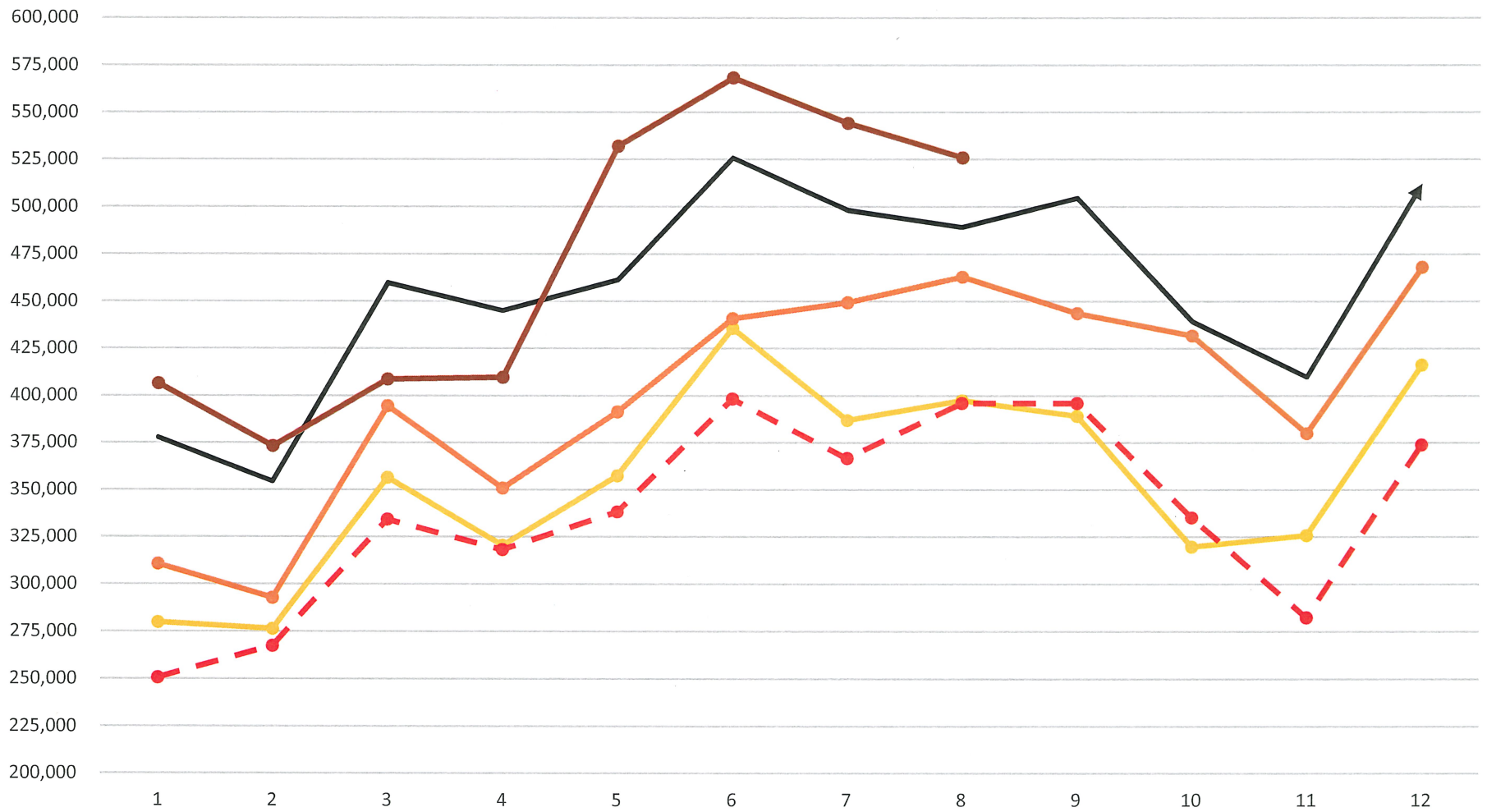
	2017	2018	2019	2020 Budget	2020 Actual	2019 Budget Variance	% Change 2019 - 2020 Actual
January	279,777	310,547	377,689	250,512	406,391	62%	8%
February	276,310	292,604	354,467	267,297	372,932	40%	5%
March	356,214	394,293	459,822	334,132	408,506	22%	-11%
April	320,241	350,586	445,171	317,834	409,532	29%	-8%
May	357,049	391,052	461,236	337,957	531,711	57%	15%
June	435,445	440,606	525,839	397,996	568,045	43%	8%
July	386,531	449,080	498,248	366,369	543,942	48%	9%
August	397,061	462,622	489,291	395,696	525,644	33%	7%
September	388,845	443,327	504,696	395,670			
October	319,477	431,530	439,534	334,940			
November	325,586	379,605	409,930	282,327			
December	416,254	467,960	512,346	373,534			
	4,258,790	4,813,813	5,478,270	4,054,264	3,766,703		

Budget Variance Average - YTD 42%

% Change 2019 vs 2020 Actual Average - YTD 4%

Monthly Sales Tax Trend

2017 2018 2019 2020 Budget 2020 Actual



Mason Transit Authority Board Meeting

Agenda Item: Consent Agenda – Item 3 – ***ACTION***
Subject: Check Approval
Prepared by: LeeAnn McNulty, Administrative Services Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Summary for Discussion Purposes:

Disbursements:

- *SCJ Alliance
 - Check #34658 – \$8,845.56 – Park & Ride Projects
- Gordon Thomas Honeywell LLP
 - Check #34648 – \$5,035.00 – Doublemap legal
- Department of Ecology
 - Check #34626 – \$1,689– TCC Parking Lot
- City of Shelton
 - Check #34623 – \$212,593.33 – TCC Parking Lot

*Disbursements capital grant eligible.

October Fuel Prices: Diesel \$2.52, Unleaded \$2.78

General Manager Travel Expenditures:

- No Travel

Check Disbursement Fiscal Impact:

\$683,468.04

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve the payment of October 15, 2020 through November 12, 2020 financial obligations on checks #34595 through #34667, as presented for a total of \$683,468.04.



Mason Transit Authority
November 17, 2020 Disbursement Approval

The following checks for the period of October 15, 2020 through November 12, 2020 have been audited and processed for payment by the Finance Department in accordance with RCW 42.24.080 and are hereby recommended for Mason Transit Authority Board approval. Supporting invoices are in the Finance Department for review.

Description	Check Numbers	Total Amount
Accounts Payable Checks	34595 – 34667	\$683,468.04

Included within the checks were:		
	Check #	Amount
Payroll & DRS – 10/27/2020	34640	163,190.55
Payroll & DRS – 11/12/2020	34667	156,685.91
Payroll & DRS –		
City of Shelton	34623	212,593.33
SCJ Alliance	34658	8,845.56
State Auditor's Office	34614	16,286.40
Gordon Thomas Honeywell LLP	34648	5,035.00
Deno Electric Corporation	34625	3,230.86
<i>Check Spoilage</i>	34587	8,618.14

Submitted by: LeeAnn McNulty Date: 11-12-2020
LeeAnn McNulty, Administrative Services Manager

DocuSigned by:
Approved by: Danette Brannin Date: 11/13/2020
D36D24131762410
Danette Brannin, General Manager

Mason Transit Authority Check Register

November 2020 Board Report

Activity From 10/15/2020 Through 11/12/2020

Document Date	Check #	Vendor Name	Amount
10/16/2020	34587	US Bank - Void	\$ (8,618.14)
10/19/2020	34595	U.S. Bank	5,624.72
10/21/2020	34596	Aflac	941.14
10/21/2020	34597	AIG Retirement	240.00
10/21/2020	34598	Stanley Convergent Security Solutions	410.34
10/21/2020	34599	Aramark	155.08
10/21/2020	34600	Cascade Print Media	121.90
10/21/2020	34601	Cascade Natural Gas	16.43
10/21/2020	34602	Cummins Northwest, LLC	203.01
10/21/2020	34603	Department of Ecology	780.00
10/21/2020	34604	EMC - Mason Transit	116.65
10/21/2020	34605	Employment Security Department - WA State	840.55
10/21/2020	34606	Gillig, LLC	473.84
10/21/2020	34607	Northwest Cascade, Inc. DBA Honey Bucket	994.85
10/21/2020	34608	LegalShield	131.55
10/21/2020	34609	Les Schwab	30.46
10/21/2020	34610	Mountain Mist Water	171.93
10/21/2020	34611	Northwest Event Organizers DBA Image In Action Design	500.00
10/21/2020	34612	Olympic Lock & Key	18.44
10/21/2020	34613	Builders FirstSource	66.07
10/21/2020	34614	State Auditor's Office - WA	16,286.40
10/21/2020	34615	Staples Business Advantage	259.98
10/21/2020	34616	Tozier Brothers, Inc.	392.75
10/21/2020	34617	ULINE	74.84
10/21/2020	34618	United Way of Mason County	33.00
10/21/2020	34619	UniteGPS, LLC	800.00
10/21/2020	34620	Westbay Auto Parts	1,170.04
10/21/2020	34621	ZEP Manufacturing Company	160.00
10/29/2020	34622	Aramark	153.91
10/29/2020	34623	City of Shelton	212,593.33
10/29/2020	34624	Cummins Northwest, LLC	661.33
10/29/2020	34625	Deno Electric Corporation	3,230.86
10/29/2020	34626	Department of Ecology	1,689.00
10/29/2020	34627	Gillig, LLC	223.02
10/29/2020	34628	Mason County PUD #3	2,102.75
10/29/2020	34629	Mood Media	118.77
10/29/2020	34630	Office Depot, inc.	274.51
10/29/2020	34631	Pacific Mobile Structures, Inc.	1,076.88

Mason Transit Authority Check Register

November 2020 Board Report

Activity From 10/15/2020 Through 11/12/2020

Document Date	Check #	Vendor Name	Amount
10/29/2020	34632	Builders FirstSource	61.08
10/29/2020	34633	Ricoh USA, Inc	108.29
10/29/2020	34634	The Shoppers Weekly	196.60
10/29/2020	34635	Staples Business Advantage	601.85
10/29/2020	34636	Tozier Brothers, Inc.	18.49
10/29/2020	34637	AWC Employee Benefit Trust	81,726.76
10/29/2020	34638	Westbay Auto Parts	88.58
10/29/2020	34639	Westcare Clinic, Inc.	425.00
10/27/2020	34640	Mason Transit Authority - ACH Account	163,190.55
11/5/2020	34641	Advance Glass	131.71
11/5/2020	34642	AIG Retirement	90.00
11/5/2020	34643	Aramark	154.20
11/5/2020	34644	Bridge Church	90.00
11/5/2020	34645	Black Star	455.70
11/5/2020	34646	City of Shelton	784.36
11/5/2020	34647	EMC - Mason Transit	111.65
11/5/2020	34648	Gordon Thomas Honeywill LLP	5,035.00
11/5/2020	34649	Northwest Cascade, Inc. DBA Honey Bucket	1,250.35
11/5/2020	34650	Hood Canal Communications	1,597.33
11/5/2020	34651	Jim's Auto Repair & Towing	199.64
11/5/2020	34652	Eco Elite and Mathis Pest Management	146.48
11/5/2020	34653	Mountain Mist Water	46.62
11/5/2020	34654	Northridge Properties, LLC	1,500.00
11/5/2020	34655	Olympic Lock & Key	6.52
11/5/2020	34656	O'Reilly Auto Parts	52.87
11/5/2020	34657	Builders FirstSource	54.10
11/5/2020	34658	SCJ Alliance	8,845.56
11/5/2020	34659	Seattle Automotive Distributing	61.73
11/5/2020	34660	Mason County Journal	72.00
11/5/2020	34661	The Shoppers Weekly	938.31
11/5/2020	34662	Tozier Brothers, Inc.	3.74
11/5/2020	34663	United Way of Mason County	78.40
11/5/2020	34664	Westbay Auto Parts	621.85
11/5/2020	34665	Washington State Transit Insurance Pool	25.00
11/5/2020	34666	ZEP Manufacturing Company	4,873.48
11/12/2020	34667	Mason Transit Authority - ACH Account	156,685.91
Totals			<u>\$ 683,468.04</u>

Mason Transit Authority Credit Card Activity
 November 2020 Board Report

October Activity

GL Title	Transaction Description	Expenses
Uniform Allowance	Aramark - Partial order driver raincoats	\$ 338.38
Employee Recognition	Fred Meyer - Gift card	25.00
Employee Recognition	Fred Meyer - Retirement cake	31.99
Employee Recognition	Fred Meyer - Retirement party items	9.98
Postage	Shelton Mail & Ship - Return parts core	42.76
Facility Repair/Maintenance	Air Filters Delivered - 2020 Air filters	91.28
Facility Repair/Maintenance	Air Filters Delivered - 2020 Air filters	223.48
Facility Repair/Maintenance	Amazon - Privacy window frost	20.54
Facility Repair/Maintenance	Harbor Frieght - JP Moving supplies	79.84
Facility Repair/Maintenance	Home Depot - JP Door locks	130.31
Facility Repair/Maintenance	Home Depot - Light switch, drill bit	42.38
Facility Repair/Maintenance	Home Depot - Mailbox parts	120.30
Facility Repair/Maintenance	Lowes - Bathroom flooring	271.44
Facility Repair/Maintenance	Lowes - JP Doors	501.66
Facility Repair/Maintenance	Lowes - JP Doors	566.37
Facility Repair/Maintenance	McLendons - Belfair supplies	8.64
Facility Repair/Maintenance	McLendons - Sink part	6.50
Operating Supplies	Walmart - Misc items for Belfair	18.69
Office Supplies	USPS - Change of address	1.05
Cleaning/Sanitation Supplies	Amazon - Bissell deepclean	19.57
Cleaning/Sanitation Supplies	Amazon - Trigger sprayer nozzles	21.75
Cleaning/Sanitation Supplies	Walmart - Swiffer	25.00
Shelter Supplies	HandiHut- Shelter parts	158.89
IT Equipment	Amazon - Admin move	21.68
IT Equipment	Amazon - Admin move	54.14
IT Equipment	Amazon - Admin move	197.95
IT Equipment	Amazon - Admin move	213.72
IT Equipment	Amazon - Admin move	271.24
IT Equipment	Amazon - Admin work from home	323.34
Small Tools & Equipment	JPRO - Communication cable	194.76
Small Tools & Equipment	Lowes - Vacuum hose	68.18
Small Tools & Equipment	Lowes - Vacuum tools	159.35
Small Tools & Equipment	McLendons - Misc tools	50.53
Small Tools & Equipment	Tozier - Tools	48.05
Small Tools & Equipment	Toziers - Security bits	56.70
Small Tools & Equipment	Walmart - microwave	76.02
Safety Supplies	Amazon - Anti fog wipes	444.60
Safety Supplies	Amazon - Nitrile gloves	54.14
Safety Supplies	Amazon - Social distancing stickers	17.34
Safety Supplies	Tractor Supply - Hand truck MOW program	70.50
Safety Supplies	Walmart - Batteries	45.63
Safety Supplies	Walmart - Batteries	78.71
Safety Supplies	Walmart - Cleaning wipes	48.51
Small Equipment & Furniture	Walmart - New VAC	194.75
Training / Seminars	WSTIP - Mental Health Webinar	50.00
Credit Card Fees	US Bank - Sept late fee, to be credited next statement	73.58
Passenger Parking Facilities	Glacier - Parking	550.00
	Total	<u><u>6,119.22</u></u>

Mason Transit Authority Regular Board Meeting

Agenda Item: Unfinished Business – Item 1 – *Actionable*
Subject: Second View of 2021 Budget
Prepared by: LeeAnn McNulty, Administrative Services Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

A first view of the proposed 2021 budget was provided to the Board at its October 20, 2020 meeting. Since that version of the budget, the following items have been modified:

- Addition to Wages and Benefits for an Accounting Specialist position. An adjustment was made to reduce Professional and Technical Services that had been a place holder for this position in the first draft.
- Increased water fill and dump frequency for the temporary Belfair office.
- Facility Repair and Maintenance was increased to allow for more separation of leased spaces.
- \$7,900 added to Volunteer Driver Program to purchase excess liability insurance.
- Updated assumptions for staff with benefit open enrollment changes.

This second draft has projected revenue at \$7,477,706 and expenses of \$7,354,031, with \$50,000 allocated to Pooled Reserves for a projected Net Income of \$73,675.

The Capital Budget is attached.

Summary: Second view of 2021 Budget and first look at Capital Budget.

Fiscal Impact:

None at this time.

Staff Recommendation:

None at this time.

Consolidated 2021 Budget

								Budget %
					2020	2020 Budget	2021 Budget	Change YoY
					2017 Actual	2018 Actual	2019 Actual	Projection
Operating Revenue (Fares)								
Passenger Fares	1	98,224	101,791	96,358	40,746	105,000	32,500	-69%
WD/VP	2	265,129	254,753	243,169	165,294	260,000	150,500	-42%
		363,353	356,544	339,527	206,040	365,000	183,000	-50%
Non-Operating Revenue								
Sales Tax	4	4,258,175	4,807,028	5,478,270	5,110,538	4,054,264	4,054,264	0%
Operating Grants	5	2,913,315	3,378,164	3,447,207	2,992,851	3,049,288	2,992,852	-2%
Rental Income	6	181,205	180,439	175,574	145,691	179,520	144,180	-20%
Investment Income	7	44,156	106,978	178,661	87,138	50,000	50,000	0%
Other income	8	277,418	350,089	245,560	37,551	61,510	53,410	-13%
		7,674,269	8,822,698	9,525,272	8,373,769	7,394,582	7,294,706	-1%
Operating Reserves Allocation						130,406	-	
Total Revenue		8,037,622	9,179,242	9,864,799	8,579,809	7,889,988	7,477,706	-5%
Expenses								
Wages & Benefits	9	5,127,618	4,975,696	5,548,074	5,208,852	6,223,621	5,499,061	-12%
Contracted Services	10	254,849	353,117	223,619	211,710	180,475	274,132	52%
Fuel	12	331,502	389,011	384,880	216,896	377,450	300,750	-20%
Vehicle/Facility Repair & Maintenance	13	268,631	319,553	353,183	159,662	325,354	265,751	-18%
Insurance Premium	14	238,034	238,506	235,477	230,601	242,605	210,364	-13%
Intergovernmental - Audit Fees	15	26,604	29,411	31,649	32,115	33,000	33,000	0%
Facility Rent and Park & Ride	16	27,662	28,930	29,280	36,429	32,500	42,500	31%
Utilities	17	117,810	124,471	127,036	124,778	137,508	156,539	14%
Supplies	18	93,803	109,087	265,679	189,026	123,801	218,190	76%
Training & Meetings	19	26,433	29,439	37,271	8,719	47,035	37,737	-20%
Other Operating Expenses	20	131,735	253,846	121,710	118,908	166,639	316,007	90%
Total Expense		6,644,681	6,851,067	7,357,858	6,537,696	7,889,988	7,354,031	-7%
Net Income (Loss)		1,392,941	2,328,175	2,506,941	2,042,113	-	123,675	
Operating Reserves Allocation			(699,494)			-	50,000	
Net Income (Loss) Net Reserves Allocated		1,392,941	1,628,681	2,506,941	2,042,113	-	73,675	

2021 Budgeted Revenues	2017 Actual	2018 Actual	2019 Actual	2020 Budget	2021 Budget	Budget % Change YoY
Fares: Out of County	65,282	71,682	71,306	73,000	25,000	-66%
Fares: Adult Pass	28,544	26,265	21,255	28,000	6,000	-79%
Fares: Reduced Pass	2,394	2,486	2,266	2,500	1,000	-60%
Fares: Youth Pass	2,003	1,358	1,531	1,500	500	-67%
Fares: Vanpool	73,306	59,174	55,203	60,000	30,500	-49%
Fares: Worker/Driver	191,824	195,579	187,966	200,000	120,000	-40%
LMTAAA Volunteer Donations	2,798	2,429	1,090	1,000	1,000	0%
Sales of Maintenance Services	5,325	4,167	4,639	5,000	5,000	0%
Rental of Bldgs and Other Property	10,397	17,597	19,556	21,500	27,493	28%
TCC Event Rental	30,895	26,266	27,810	32,020	5,000	-84%
TCC Tenant Rental	139,913	136,577	128,208	126,000	111,687	-11%
Investment Interest Income	44,156	106,978	178,661	50,000	50,000	0%
Insurance Recoveries	11,104	36,346	14,589	2,500	-	
Sales Tax Interest Income	3,640	6,785	9,236	3,000	3,000	0%
Gain/Loss on Disp of Asset			26,385			
Other Non-Transportation Revenue	28,561	33,093	32,605	6,600	1,000	-85%
T-CC Paver Donations	-	-	-	-	-	
Sales and Use Tax Revenue	4,258,175	4,807,028	5,478,270	4,054,264	4,054,264	0%
WSTIP Safety, Training, Recognition	2,500	2,500	4,500	4,500	4,500	0%
Other Local Cash Grants			4,778	-	-	
GCB2088 2015-2017 Operating Grant -State Portion	957,934	-	-	-	-	
GCB2614 2017-2019 Operating Grant - State Portion	969,417	2,620,201	1,710,465	-	-	
PTD0044 2019-2021 Operating Grant - State Portion	-	-	740,431	3,049,288	2,992,852	-2%
Other State Grants	194,390	226,000	113,000	-	-	
GCB2088 2015-2017 Operating Grant-Fed Portion	499,834	-	-	-	-	
GCB2614 2017-2019 Operating Grant - Federal Portion	486,130	757,963	99,183	-	-	
PTD0044 2019-2021 Operating Grant - Federal Portion	-	-	897,127	-	-	
DSHS TitleIII LMTAAA Volunteer Program	29,100	38,768	34,689	38,910	38,910	0%
PTD0192 CARES					-	
	8,037,622	9,179,242	9,864,799	7,759,582	7,477,706	-4%
Operating Reserves Allocation				130,406		
Total Revenue	8,037,622	9,179,242	9,864,799	7,889,988	7,477,706	

2021 Budgeted Expenses	2017 Actual	2018 Actual	2019 Actual	2020 Budget	2021 Budget	Budget % Change YoY
Salaries and Wages	2,749,041	2,814,811	2,953,690	3,313,296	3,019,681	-9%
Salaries and Wages Overtime	53,634	64,833	58,505	56,604	24,618	-57%
Board Stipends	3,300	3,480	3,660	4,320	4,320	0%
Other Salaries and Wages	13,297	7,084	6,545	-	-	
Employer's FICA Expense	252,638	256,880	267,778	295,222	271,522	-8%
PERS Pension Plan	383,668	417,082	442,214	504,390	459,421	-9%
Medical Insurance	1,081,822	934,487	930,012	1,088,419	891,298	-18%
Dental /Vision Insurance	97,141	88,846	86,084	103,729	79,209	-24%
Life Insurance/LTD	18,524	18,382	19,083	22,121	19,190	-13%
Unemployment Insurance	22,187	40,925	9,092	15,000	100,000	567%
Labor and Industries Insurance	208,757	214,311	237,756	224,068	160,629	-28%
Vacation Pay	221,470	227,359	230,679	238,951	230,680	-3%
Holiday Pay	121,595	122,228	130,985	148,670	135,775	-9%
Sick Leave Pay	112,793	105,117	123,178	131,572	127,522	-3%
Employer's PFML Expense	-	-	-	5,791	5,324	-8%
Other Paid Absence	33,962	30,602	31,437	33,808	31,329	-7%
Wellness Expense	73	1,889	1,472	15,000	1,000	-93%
Uniform Allowance	14,385	19,570	16,846	15,220	15,470	2%
Driver Safety Training	-	-	-	100	100	0%
Tuition Reimbursement	-	-	-	2,500	2,500	0%
Tool Allowance	2,975	2,450	2,950	3,100	3,100	0%
Phone Allowance	1,719	200	-	-	-	
Employee Recognition	3,884	3,984	5,201	16,740	16,375	-2%
Publication Fees	2,773	3,502	3,060	2,850	1,700	-40%
Professional and Technical Services	25,032	128,731	51,093	40,300	60,100	49%
Legal Services	55,523	27,526	32,316	32,000	50,000	56%
Temporary Help	-	-	1,075	-	-	
Laundry	2,982	2,675	2,874	2,900	3,300	14%
Repair/Maintenance by Other	56,241	102,166	99,244	49,500	79,751	61%
Contract Services	142,916	162,598	106,627	76,119	130,600	72%
Security Service	900	2,007	508	475	400	-16%
Drug & Alcohol Testing	4,792	6,025	5,353	5,832	6,032	3%
Printing	27,339	37,058	19,348	15,025	23,475	56%
Postage	1,784	1,702	1,494	1,390	1,590	14%
CDL Testing/DMV Check	1,026	1,526	39	3,400	850	-75%
Other Services	3,938	5,185	4,208	5,440	4,760	-13%

2021 Budgeted Expenses	2017 Actual	2018 Actual	2019 Actual	2020 Budget	2021 Budget	Budget % Change YoY
Fuel and Lubricants	331,502	389,011	384,880	377,450	300,750	-20%
Tires and Tubes	38,251	33,082	46,263	41,600	25,800	-38%
Incidental Expense	6	-	-	250	-	
Facility Repair/Maintenance	13,907	30,555	33,419	24,854	33,700	36%
Operating Supplies	1,051	4,748	1,513	17,350	13,500	-22%
Office Supplies	8,910	10,313	15,292	12,600	13,000	3%
Shop Supplies	10,613	11,922	11,587	9,000	11,500	28%
Cleaning/Sanitation Supplies	8,933	10,954	11,401	11,050	21,600	95%
Safety Training Material & Supply	1,512	2,809	1,920	9,700	2,800	-71%
Shelter Supplies	978	558	11,080	2,000	1,500	-25%
Vehicle Maintenance Parts	160,233	153,751	174,256	209,400	126,500	-40%
Software	2,113	3,114	13,592	3,200	12,000	275%
Communications Equipment	(342)	1,236	6,226	2,000	2,000	0%
IT Equipment	17,475	9,526	127,555	21,125	21,125	0%
Small Tools & Equipment	7,709	4,713	26,669	10,501	9,600	-9%
Safety Supplies	2,297	1,634	3,452	2,751	64,850	2257%
Small Equipment & Furniture	3,209	7,463	11,610	5,109	17,850	249%
Small Tools Replacement/Repair	223	1,336	2,940	1,000	1,800	80%
Water and Sewer	10,115	10,542	10,868	11,308	29,260	159%
Mobile Radio Service	19,932	20,052	20,715	20,000	22,000	10%
Garbage	6,957	8,364	8,900	8,850	9,000	2%
Gas	18,381	19,933	21,154	23,809	25,500	7%
Electric	59,717	60,369	61,249	65,170	63,000	-3%
Telephone Service	19,334	21,597	20,932	23,441	24,729	5%
Internet Services	3,305	3,667	3,932	4,930	5,050	2%
Insurance Premium	238,034	238,506	235,477	242,605	210,364	-13%
Taxes	750	683	514	250	-	
Property Tax	54	54	72	125	210	68%
Veh License/Registration Fee	370	936	389	800	200	-75%
Leasehold Tax	618	141	-	-	-	
Dues, Memberships, Subscriptions	32,908	32,368	31,842	32,849	29,627	-10%
Travel & Meeting Expense MTA	18,378	22,039	28,302	32,905	22,012	-33%
Travel Expense - VD Program	35,653	39,366	35,447	42,000	42,000	0%
Conference Registration	2,330	5,145	4,683	7,200	6,550	-9%
Training / Seminars	5,725	2,255	4,286	6,930	9,175	32%
Advertising/Promotion Media	18,139	19,970	23,680	51,088	129,500	153%

2021 Budgeted Expenses

	2017 Actual	2018 Actual	2019 Actual	2020 Budget	2021 Budget	Budget % Change YoY
Intergovernmental Audit Fees	26,604	29,411	31,649	33,000	33,000	0%
Other Misc Expenses	1,301	100,072	4,466	3,500	4,050	16%
Bank Service Charges	851	-	-	-	-	
Credit Card Fees	6,729	6,699	7,202	6,800	4,110	-40%
Passenger Parking Facilities	24,062	25,054	25,590	28,000	29,000	4%
Rent - Equipment	-	277	-	-	-	
Rent - Office	3,600	3,600	3,690	4,500	13,500	200%
Office Equipment Lease	7,203	5,922	4,758	5,137	700	-86%
	6,644,681	6,851,067	7,357,858	7,889,988	7,354,031	-7%
Net Income	1,392,941	2,328,175	2,506,941	(130,406)	123,675	
Operating Reserves Allocation		(699,494)		130,406	(50,000)	
Net Income (Loss) Net Reserves Allocated	1,392,941	1,628,681	2,506,941	-	73,675	

Mason Transit Authority Regular Board Meeting

Agenda Item: Unfinished Business – Item 2 – *DISCUSSION*

Subject: 2021 MTA Regular Board Meeting Calendar

Prepared by: Tracy Becht, Clerk of the Board

Approved by: Danette Brannin, General Manager

Date: November 17, 2020

Summary for Discussion Purposes:

The 2021 regular meeting schedule of the Mason Transit Authority Board was presented for discussion at its October 20 meeting. The Board indicated that it would like to have the April meeting at the Hoodspport Fire Hall and the October meeting at the Port of Allyn.

I have been in contact with the individual that makes reservations at the Hoodspport Fire Hall. Currently the Hoodspport and Lake Cushman Fire Departments will be merging which will be effective January 1, 2021, with the Lake Cushman Fire Department assuming responsibility of the Fire Hall. At this point in time, it is unknown if the Fire Hall will be used for public use, social events or as a learning center and our contact has not received any other updates at this time.

I have checked with the Port of Allyn and both of those dates are available. Given that the Port of Allyn is centrally located in Mason County, having the remote Board meetings held at this location is a good option for 2021. The Port of Allyn conference room has been tentatively reserved for both those dates pending approval by the Board.

There is sufficient time for the Board to make another recommendation for location for future possible remote meeting site options so long as the calendar is approved at its December 15 meeting. I have checked with the Port of Hoodspport and their meeting room will not be able to accommodate a Board of 10 members. I also checked with Hoodspport Library and at this time they are not making meeting room reservations, however, perhaps in 2022, this might be another possible location.

Finally, I will check later in January, 2021 with the newly merged fire department to see if it will be possible for MTA to rent the fire hall in future years and will report back to the Board in 2021.

Summary: Approve the 2021 Regular Board meeting calendar as presented.

Fiscal Impact:

None.

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve Resolution No. 2020-35 establishing the 2021 schedule of regular MTA Authority Board meetings.



MASON TRANSIT AUTHORITY BOARD 2021 REGULAR MEETING SCHEDULE

(Adopted by Resolution No. 2020-35 on November 17, 2020)

TIME	DATE	MONTH	LOCATION
4:00 P.M.	19	January	MTA Transit-Community Center, 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	16	February	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	16	March	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	20	April	Port of Allyn 18560 East State Route 3, Allyn, WA 98524
4:00 P.M.	18	May	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	15	June	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	20	July	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	17	August	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA
4:00 P.M.	21	September	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	19	October	Port of Allyn 18560 East State Route 3, Allyn, WA 98524
4:00 P.M.	16	November	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584
4:00 P.M.	21	December	MTA Transit-Community Center 601 West Franklin Street, Shelton, WA 98584

MTA Administrative Office:
Phone:
Clerk of the Authority E-mail:

790 East Johns Prairie Road, Shelton, WA 98584
360-426-9434 or 800-374-3747
clerk@masontransit.org

RESOLUTION NO. 2020-35

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
ESTABLISHING THE 2021 SCHEDULE OF REGULAR MEETINGS FOR THE
MASON TRANSIT AUTHORITY BOARD.**

WHEREAS, the Mason Transit Authority (“MTA”) Board holds regular monthly meetings on the 3rd Tuesday of each month that are open to the public; and

WHEREAS, the need exists to establish a published schedule of said meetings.

NOW THEREFORE, BE IT RESOLVED by the Mason Transit Authority Board that the regular monthly meetings for the 2021 calendar year be held at the times and locations as outlined on the attached schedule. Meeting changes and special meetings will be published as required by law.

Adopted this 17th day of November, 2020.

Wes Martin, Chair

Sharon Trask, Vice-Chair

John Campbell, Authority Member

Kevin Dorcy, Authority Member

Matt Jewett, Authority Member

Randy Neatherlin, Authority Member

[Vacant], Authority Member

Kevin Shutty, Authority Member

Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: _____
Danette Brannin, General Manager

APPROVED AS TO FORM: _____
Robert W. Johnson, Legal Counsel

ATTEST: _____ DATE: _____
Tracy Becht, Clerk of the Board

Mason Transit Authority Regular Board Meeting

Agenda Item: New Business – Item 1 – *Actionable*
Subject: Surplus Inventory
Prepared by: LeeAnn McNulty, Administrative Services Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

Attached is a list of obsolete IT Equipment items no longer in use or useful. It is recommended to surplus the assets listed.

Description	Acquisition Date	Value
HP VM vSphere Std. Ed. + 3 yr Support	5/6/2013	\$ 3,636.62
Dell File Server - Controller	1/1/2000	\$ 9,996.00
Main SQL Server	1/1/2003	\$ 8,633.68
ABRA Software	11/1/2004	\$ 26,574.98
Fleet Net Software	1/1/2005	\$ 30,340.00
Voicemail - Olympic Telephone	7/1/2005	\$ 7,581.00
Sharp Color Copier	7/1/2003	\$ 21,577.02
Phone Switch Bldg 4	6/1/2005	\$ 8,122.50
		\$ 116,461.80

Summary: Approve surplusing certain obsolete/abandoned IT Equipment.

Fiscal Impact:

Reduction to fixed assets \$116,461.80.

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve Resolution No. 2020-36 regarding the disposal of the assets as set forth in Exhibit A to that resolution.

RESOLUTION NO. 2020-36

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
AUTHORIZING THE DISPOSAL OF SURPLUS EQUIPMENT.**

WHEREAS, the Mason Transit Authority Board has adopted policies to ensure the fair, impartial, responsible and practical disposition of surplus property of MTA and such policies ensure that the public shall receive the greatest value for such items; and

WHEREAS, certain equipment as set forth in Exhibit A attached hereto have been deemed no longer useful; and

WHEREAS, there is value to these items and by the disposal of such assets, MTA will be able to use the funds for other current needs of MTA;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that the items identified on Exhibit A attached hereto be deemed surplus and that the items to be sold pursuant to MTA's disposition of surplus property policy.

Adopted this 17th day of November, 2020.

Wes Martin, Chair

Sharon Trask, Vice-Chair

John Campbell, Authority Member

Kevin Dorcy, Authority Member

Matt Jewett, Authority Member

Randy Neatherlin, Authority Member

[Vacant], Authority Member

Kevin Shetty, Authority Member

Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: _____
Danette Brannin, General Manager

APPROVED AS TO FORM: _____
Robert W. Johnson, Legal Counsel

ATTEST: _____ DATE: _____
Tracy Becht, Clerk of the Board

EXHIBIT A

LIST OF ITEMS FOR SURPLUS

Description	Acquisition Date	Value
HP VM vSphere Std. Ed. + 3 yr Support	5/6/2013	\$ 3,636.62
Dell File Server - Controller	1/1/2000	\$ 9,996.00
Main SQL Server	1/1/2003	\$ 8,633.68
ABRA Software	11/1/2004	\$ 26,574.98
Fleet Net Software	1/1/2005	\$ 30,340.00
Voicemail - Olympic Telephone	7/1/2005	\$ 7,581.00
Sharp Color Copier	7/1/2003	\$ 21,577.02
Phone Switch Bldg 4	6/1/2005	\$ 8,122.50
		\$ 116,461.80

Mason Transit Authority Regular Board Meeting

Agenda Item: New Business – Item 2 – *Actionable*
Subject: Update of Records Management Policy (POL-206)
Prepared by: Tracy Becht, Public Records Officer
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

This policy, originally approved in 2019, is being updated to address WSDOT retention requirements for all records that relate to any WSDOT grant funded projects. WSDOT retention requirements shall override the requirements adopted by the Washington State Archivist & Local Records Committee when a record relates to any type of WSDOT grant funding.

This updated policy has been reviewed by the Policy Review Committee and Legal Counsel.

Summary: Approve the revised Records Management Policy (POL-206).

Fiscal Impact:


None.

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve and adopt Resolution No. 2020-37 that approves the revised Records Management Policy (POL-206).

	<p>Title: Records Management Policy</p> <p>Number: 206</p> <p>Effective: December 17 <u>November 17, 2019</u>20</p> <p>Cancel: N/A <u>Resolution No. 2019-36</u></p> <p>Prepared by: Tracy Becht, Public Records Officer</p> <p>Approved by: Authority Board Resolution No. 2019-36 <u>20-37</u></p>
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POL-206 RECORDS MANAGEMENT POLICY

This policy applies to all Mason Transit Authority (MTA) Board members, employees and volunteers and all Mason Transit Authority records, regardless of format.

1.0 Purpose

This records management policy provides requirements and guidelines for the creation, maintenance, use and disposition of Mason Transit Authority records. This policy is designed to:

- 1.1 Demonstrate and document compliance with laws, regulations and standards.
- 1.2 Facilitate and sustain day-to-day operations.
- 1.3 Support budgeting and planning.
- 1.4 Assist in answering questions about past decisions and activities.

2.0 Policy

Proper handling of records enables and supports Mason Transit Authority in fulfilling its mission and the responsibilities required by RCW 40.14 and RCW 42.56. An effective records management program ensures that records necessary for the effective functioning of MTA business are systematically controlled from creation through use, storage and/or disposition.

3.0 Responsibility/Authority:

- 3.1 Public Records Officer: The Public Records Officer is the designated public records officer appointed by resolution by the Authority Board of Mason Transit Authority. The Public Records Officer oversees all records management; advises departments regarding records retention, disposition, public disclosure; and provides records management training.
- 3.2 Acting Public Records Officer: The Acting Public Records Officer, also appointed by resolution by the Authority Board of Mason Transit Authority, shall carry out those duties of the Public Records Officer when absent.
- 3.3 Managers: The Managers will assist and comply with the Public Records Officer’s directions and manage individual department records. Individual departments are responsible for securely maintaining records for the retention period indicated on the retention schedule (as defined in Section 4.0 below). Department responsibilities include ensuring the physical safety of records and ensuring that confidential records are protected from inappropriate release and the day-to-day management of records in all forms and as set forth in RCW 40.14 and 42.56.



Title:	Records Management Policy
Number:	206
Effective:	December 17 <u>November 17, 2019</u> 20
Cancel:	N/A <u>Resolution No. 2019-36</u>
Prepared by:	Tracy Becht, Public Records Officer
Approved by:	Authority Board Resolution No. 2019-36 <u>20-37</u>

- 3.4 Staff: All employees create and use public records as a part of their regular job duties and are responsible for following this policy as well as in-house guidelines and procedures. Staff is expected to be responsible and will be held accountable in meeting Mason Transit Authority’s responsibilities under this policy. Failure to do so could result in disciplinary action.
- 3.5 All: Unless being terminated immediately, Managers and staff that are concluding their employment with Mason Transit Authority shall meet with the Public Records Officer and the Systems Administrator prior to their departure so that all paper and electronic records under that employee’s responsibility are transitioned as appropriate.

4.0 Definitions

4.1 As used in this policy, the following terms shall have the following meanings:

Active Record: An active record is used in an office on a routine basis and accessed at least several times a year. Active records are usually kept on-site.

Archival Record: Public records with the “archival” designation in the Retention Schedule (as defined below) are records which may possess enduring legal and/or historic value and must not be destroyed. Archival Records are to be transferred to the Public Records Officer for proper transference to the Washington State Archives for permanent retention.

Essential Record: Essential records are those records that MTA must have in order to resume core functions and maintain or resume business continuity following a disaster, and support MTA’s legal authority, responsibility, rights and financial status; are necessary to resume and restore operations; and document the rights and obligations of MTA employees and citizens. Essential records require extra care to ensure they are adequately backed up and recoverable in the event of a disaster, such as a fireproof cabinet or backup of electronic records on a remote server. While the retention requirements for essential records may range from very short-term to archival, security backup of these public records shall be created and may be deposited with Washington State Archives.

Inactive Record: A record used or accessed in an office infrequently or no longer used in the conduct of current business, but still required to be kept by the Retention Schedule for legal or historical purposes. Inactive records in other than electronic format shall be stored in the Records Vault until the assigned retention period has been satisfied and shall be transferred to the Washington State



Title:	Records Management Policy
Number:	206
Effective:	December 17 <u>November 17, 2019</u> 20
Cancel:	N/A <u>Resolution No. 2019-36</u>
Prepared by:	Tracy Becht, Public Records Officer
Approved by:	Authority Board Resolution No. 2019-36 <u>20-37</u>

Archives for permanent retention. Inactive records in electronic format shall be transferred electronically to the Washington State Archives.

Public Record: RCW 40.14.010 defines public records as “...any paper, correspondence, completed form, bound record book, photograph, film, sound recording, map drawing, machine-readable material, compact disc meeting current industry ISO specifications, or other document, regardless of physical form or characteristics, and including such copies thereof, that have been made or received by any agency of the state of Washington in connection with the transaction of public business...”; or as amended at any time.

Records Disposition: Actions taken with records when they are no longer required to be retained by Mason Transit Authority as set forth in the Retention Schedule. Possible disposition actions include transfer to archives and destruction.

Records Vault: That area of Mason Transit Authority that is secured by key entry and set aside for storage of all Inactive Records, unless custody is transferred to the Washington State Archives for historical preservation.

Retention Schedule: That document setting forth requirements adopted by the Washington State Archivist & Local Records Committee which specifies the length of time each record series will be retained by Mason Transit Authority, whether the record is designated essential, archival or potentially archival, and final disposition of the Public Record. *In the case of WSDOT grant fundings, all records relating to the project in which grant funding was received by MTA, whether Active, Inactive, Archival or Essential Records, shall be retained, at a minimum, for the term of the grant funded project plus six years thereafter. This requirement of WSDOT grant fundings shall override the schedule of the Washington State Archivist and Local Records Committee for those Public Records that relate to a grant funded project.*

Transitory Records: Transitory Records are those records identified in the Retention Schedule as such and only document information that is temporary, short-term value, provided that the Public Record is not needed as evidence of a business transaction and is not covered by a more specific record series on the Retention Schedule. Recording the destruction of transitory records is not required.

Record Series: Any group of Public Records that is used as a unit, filed as a unit and can be disposed of as a unit, *so long as any disposition is in alignment with the Retention Schedule as fully defined above.*



Title:	Records Management Policy
Number:	206
Effective:	December 17 <u>November 17, 2019</u> 20
Cancel:	N/A <u>Resolution No. 2019-36</u>
Prepared by:	Tracy Becht, Public Records Officer
Approved by:	Authority Board Resolution No. 2019-36 <u>20-37</u>

Disposition Authority Number: The State Archivist & Local Records Committee assigns a Disposition Authority Number or “DAN” to each Public Record, which is identified in the Retention Schedule. It is up to the person doing the archiving to look up the type of record, locate the DAN and place it on the archive label or work with the Public Records Officer to ensure that the correct DAN is assigned to each record.

5.0 Record Retention

5.1 For Public Records that do not relate to WSDOT grant fundings, the Washington State Archivist & Local Records Committee Retention Schedules and RCW 40.14 provides Mason Transit Authority with the legal authority to destroy Public Records only after the minimum retention period listed in the Retention Schedules has been met. The retention period is the minimum time that records must be kept.

5.15.2 -For any Public Records that relate to projects funded by WSDOT grants, those Public Records shall be retained during the term of the project and for six (6) years thereafter.

5.25.3 All destruction of any Public Records, except Transitory Documents, shall be performed and recorded by the Public Records Officer.


5.35.4 Confidential or sensitive records, including non-paper media, must be reduced to an illegible condition when destroyed.

6.0 Electronic Records

6.1 Electronic records must be retained in electronic format and remain useable, searchable, retrievable, and authentic for the applicable retention period. Printing and retaining a hard copy is not a substitute for the electronic version. Examples of electronic records include web pages, databases, records “born” in a digital format.

6.2 Electronic records must be retained and disposed of based on content rather than format. The Retention Schedule applies to all formats of records, as set forth in RCW 40.14.010

6.3 In making decisions about how long to retain electronic records, the Retention Schedule is the *minimum* requirement MTA must hold a record and should be used as a guide as much as possible. The Manager is responsible for determining whether or not it would be better for MTA to retain records for a longer period of time and notify the Public Records Officer for inventory, and if appropriate, storage purposes with a new destruction date to be determined.

	<p>Title: Records Management Policy</p> <p>Number: 206</p> <p>Effective: December 17 <u>November 17, 2019</u>20</p> <p>Cancel: N/A <u>Resolution No. 2019-36</u></p> <p>Prepared by: Tracy Becht, Public Records Officer</p> <p>Approved by: Authority Board</p> <p><u>Resolution No. 2019-3620-37</u></p>
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7.0 E-mail Employer’s Right to Access

Emails sent or received on MTA accounts, devices or equipment may be accessed and monitored in the normal course of business by system administrators, supervisors and support staff; may be releasable to the public, may require special measures for privacy protection; and are subject to discovery proceedings in legal actions. E-mail either sent from or received on MTA accounts, devices or equipment which relate to or contain information relating to the conduct of MTA business or the performance of any MTA governmental or proprietary function are public records subject to release. E-mails sent or received on personal devices are also public records if the subject of the e-mail is within the scope of employment of the individual. Any e-mails can qualify as public records if they contain any information that refers to or impacts the actions, processes, and functions of MTA. Employees may be required by MTA to search personal devices for any public records and turn over such records to the Public Records Officer.

8.0 Legal Holds and Public Records Requests

Records involved in litigation or reasonably anticipated or foreseeable litigation will be placed on legal hold and must be preserved until the legal hold is released by the Public Records Officer. If a record(s) covered by a public records request is scheduled for destruction, the record(s) must be retained until the request is fulfilled.

RESOLUTION NO. 2020-37

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
ADOPTING A REVISED RECORDS MANAGEMENT POLICY (POL-206)
AND SUPERSEDING AND REPLACING IN FULL ANY PREVIOUSLY
ADOPTED OR APPROVED RECORDS MANAGEMENT POLICY, INCLUDING
RESCINDING RESOLUTION NO. 2019-36.**

WHEREAS, the Records Management Policy (POL-206) was originally approved by the Mason Transit Authority Board in 2019; and

WHEREAS, it has been brought to the attention of MTA staff that WSDOT requires all records in connection with a project that has received WSDOT or federal grant funding, those records shall be retained for six (6) years after the project completion and funding;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that the revised Records Management Policy (POL-206), which is attached hereto and incorporated herein, be established and adopted; and

BE IT FURTHER RESOLVED that this Mason Transit Authority Records Management Policy (POL-206) shall supersede and replace in full any previously adopted or approved Mason Transit Authority Records Management Policy, including rescinding Resolution No. 2019-36.

Adopted this 17th day of November, 2020.

Wes Martin, Chair

Sharon Trask, Vice-Chair

John Campbell, Authority Member

Kevin Dorcy, Authority Member

Matt Jewett, Authority Member

Randy Neatherlin, Authority Member

[Vacant], Authority Member


Kevin Shutty, Authority Member

Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: _____
Danette Brannin, General Manager

APPROVED AS TO FORM: _____
Robert W. Johnson, Legal Counsel

ATTEST: _____ DATE: _____
Tracy Becht, Clerk of the Board

	<p>Title: Records Management Policy</p> <p>Number: 206</p> <p>Effective: November 17, 2020</p> <p>Cancel: Resolution No. 2019-36</p> <p>Prepared by: Tracy Becht, Public Records Officer</p> <p>Approved by: Authority Board Resolution No. 2020-37</p>
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POL-206 RECORDS MANAGEMENT POLICY

This policy applies to all Mason Transit Authority (MTA) Board members, employees and volunteers and all Mason Transit Authority records, regardless of format.

1.0 Purpose

This records management policy provides requirements and guidelines for the creation, maintenance, use and disposition of Mason Transit Authority records. This policy is designed to:

- 1.1 Demonstrate and document compliance with laws, regulations and standards.
- 1.2 Facilitate and sustain day-to-day operations.
- 1.3 Support budgeting and planning.
- 1.4 Assist in answering questions about past decisions and activities.

2.0 Policy

Proper handling of records enables and supports Mason Transit Authority in fulfilling its mission and the responsibilities required by RCW 40.14 and RCW 42.56. An effective records management program ensures that records necessary for the effective functioning of MTA business are systematically controlled from creation through use, storage and/or disposition.

3.0 Responsibility/Authority:

- 3.1 Public Records Officer: The Public Records Officer is the designated public records officer appointed by resolution by the Authority Board of Mason Transit Authority. The Public Records Officer oversees all records management; advises departments regarding records retention, disposition, public disclosure; and provides records management training.
- 3.2 Acting Public Records Officer: The Acting Public Records Officer, also appointed by resolution by the Authority Board of Mason Transit Authority, shall carry out those duties of the Public Records Officer when absent.
- 3.3 Managers: The Managers will assist and comply with the Public Records Officer’s directions and manage individual department records. Individual departments are responsible for securely maintaining records for the retention period indicated on the retention schedule (as defined in Section 4.0 below). Department responsibilities include ensuring the physical safety of records and ensuring that confidential records are protected from inappropriate release and the day-to-day management of records in all forms and as set forth in RCW 40.14 and 42.56.



Title:	Records Management Policy
Number:	206
Effective:	November 17, 2020
Cancel:	Resolution No. 2019-36
Prepared by:	Tracy Becht, Public Records Officer
Approved by:	Authority Board Resolution No. 2020-37

- 3.4 Staff: All employees create and use public records as a part of their regular job duties and are responsible for following this policy as well as in-house guidelines and procedures. Staff is expected to be responsible and will be held accountable in meeting Mason Transit Authority’s responsibilities under this policy. Failure to do so could result in disciplinary action.
- 3.5 All: Unless being terminated immediately, Managers and staff that are concluding their employment with Mason Transit Authority shall meet with the Public Records Officer and the Systems Administrator prior to their departure so that all paper and electronic records under that employee’s responsibility are transitioned as appropriate.

4.0 Definitions

4.1 As used in this policy, the following terms shall have the following meanings:

Active Record: An active record is used in an office on a routine basis and accessed at least several times a year. Active records are usually kept on-site.

Archival Record: Public records with the “archival” designation in the Retention Schedule (as defined below) are records which may possess enduring legal and/or historic value and must not be destroyed. Archival Records are to be transferred to the Public Records Officer for proper transference to the Washington State Archives for permanent retention.

Essential Record: Essential records are those records that MTA must have in order to resume core functions and maintain or resume business continuity following a disaster, and support MTA’s legal authority, responsibility, rights and financial status; are necessary to resume and restore operations; and document the rights and obligations of MTA employees and citizens. Essential records require extra care to ensure they are adequately backed up and recoverable in the event of a disaster, such as a fireproof cabinet or backup of electronic records on a remote server. While the retention requirements for essential records may range from very short-term to archival, security backup of these public records shall be created and may be deposited with Washington State Archives.

Inactive Record: A record used or accessed in an office infrequently or no longer used in the conduct of current business, but still required to be kept by the Retention Schedule for legal or historical purposes. Inactive records in other than electronic format shall be stored in the Records Vault until the assigned retention period has been satisfied and shall be transferred to the Washington State



Title:	Records Management Policy
Number:	206
Effective:	November 17, 2020
Cancel:	Resolution No. 2019-36
Prepared by:	Tracy Becht, Public Records Officer
Approved by:	Authority Board Resolution No. 2020-37

Archives for permanent retention. Inactive records in electronic format shall be transferred electronically to the Washington State Archives.

Public Record: RCW 40.14.010 defines public records as “...any paper, correspondence, completed form, bound record book, photograph, film, sound recording, map drawing, machine-readable material, compact disc meeting current industry ISO specifications, or other document, regardless of physical form or characteristics, and including such copies thereof, that have been made or received by any agency of the state of Washington in connection with the transaction of public business...”; or as amended at any time.

Records Disposition: Actions taken with records when they are no longer required to be retained by Mason Transit Authority as set forth in the Retention Schedule. Possible disposition actions include transfer to archives and destruction.

Records Vault: That area of Mason Transit Authority that is secured by key entry and set aside for storage of all Inactive Records, unless custody is transferred to the Washington State Archives for historical preservation.

Retention Schedule: That document setting forth requirements adopted by the Washington State Archivist & Local Records Committee which specifies the length of time each record series will be retained by Mason Transit Authority, whether the record is designated essential, archival or potentially archival, and final disposition of the Public Record. ***In the case of WSDOT grant funding, all records relating to the project in which grant funding was received by MTA, whether Active, Inactive, Archival or Essential Records, shall be retained, at a minimum, for the term of the grant funded project plus six years thereafter.*** This requirement of WSDOT grant funding shall override the schedule of the Washington State Archivist and Local Records Committee for those Public Records that relate to a grant funded project.

Transitory Records: Transitory Records are those records identified in the Retention Schedule as such and only document information that is temporary, short-term value, provided that the Public Record is not needed as evidence of a business transaction and is not covered by a more specific record series on the Retention Schedule. Recording the destruction of transitory records is not required.

Record Series: Any group of Public Records that is used as a unit, filed as a unit and can be disposed of as a unit, so long as any disposition is in alignment with the Retention Schedule as fully defined above.



Title:	Records Management Policy
Number:	206
Effective:	November 17, 2020
Cancel:	Resolution No. 2019-36
Prepared by:	Tracy Becht, Public Records Officer
Approved by:	Authority Board Resolution No. 2020-37


Disposition Authority Number: The State Archivist & Local Records Committee assigns a Disposition Authority Number or “DAN” to each Public Record, which is identified in the Retention Schedule. It is up to the person doing the archiving to look up the type of record, locate the DAN and place it on the archive label or work with the Public Records Officer to ensure that the correct DAN is assigned to each record.

5.0 Record Retention

- 5.1 For Public Records that **do not** relate to WSDOT grant fundings, the Washington State Archivist & Local Records Committee Retention Schedules and RCW 40.14 provides Mason Transit Authority with the legal authority to destroy Public Records only after the minimum retention period listed in the Retention Schedules has been met. The retention period is the minimum time that records must be kept.
- 5.2 For any Public Records that relate to projects funded by WSDOT grants, those Public Records shall be retained during the term of the project and for six (6) years thereafter.
- 5.3 All destruction of any Public Records, except Transitory Documents, shall be performed and recorded by the Public Records Officer.
- 5.4 Confidential or sensitive records, including non-paper media, must be reduced to an illegible condition when destroyed.

6.0 Electronic Records

- 6.1 Electronic records must be retained in electronic format and remain useable, searchable, retrievable, and authentic for the applicable retention period. Printing and retaining a hard copy is not a substitute for the electronic version. Examples of electronic records include web pages, databases, records “born” in a digital format.
- 6.2 Electronic records must be retained and disposed of based on content rather than format. The Retention Schedule applies to all formats of records, as set forth in RCW 40.14.010
- 6.3 In making decisions about how long to retain electronic records, the Retention Schedule is the *minimum* requirement MTA must hold a record and should be used as a guide as much as possible. The Manager is responsible for determining whether or not it would be better for MTA to retain records for a longer period of time and notify the Public Records Officer for inventory, and if appropriate, storage purposes with a new destruction date to be determined.

	<p>Title: Records Management Policy</p> <p>Number: 206</p> <p>Effective: November 17, 2020</p> <p> Cancels: Resolution No. 2019-36</p> <p>Prepared by: Tracy Becht, Public Records Officer</p> <p>Approved by: Authority Board Resolution No. 2020-37</p>
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7.0 E-mail Employer’s Right to Access

Emails sent or received on MTA accounts, devices or equipment may be accessed and monitored in the normal course of business by system administrators, supervisors and support staff; may be releasable to the public, may require special measures for privacy protection; and are subject to discovery proceedings in legal actions. E-mail either sent from or received on MTA accounts, devices or equipment which relate to or contain information relating to the conduct of MTA business or the performance of any MTA governmental or proprietary function are public records subject to release. E-mails sent or received on personal devices are also public records if the subject of the e-mail is within the scope of employment of the individual. Any e-mails can qualify as public records if they contain any information that refers to or impacts the actions, processes, and functions of MTA. Employees may be required by MTA to search personal devices for any public records and turn over such records to the Public Records Officer.

8.0 Legal Holds and Public Records Requests

Records involved in litigation or reasonably anticipated or foreseeable litigation will be placed on legal hold and must be preserved until the legal hold is released by the Public Records Officer. If a record(s) covered by a public records request is scheduled for destruction, the record(s) must be retained until the request is fulfilled.

Mason Transit Authority Regular Board Meeting

Agenda Item: New Business – Item 3 – *Actionable*
Subject: Update of Performance Counseling Policy (POL-304)
Prepared by: LeeAnn McNulty, Administrative Services Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

This policy was last updated in 2016. Edits include the following:

- Title changes;
- The Administrative Services Manager will review a recommended suspension or discharge, and provide notification to the General Manager; and
- Progressive discipline documentation submitted to an employee's personnel file will not be considered for disciplinary action after one (1) year rather than two (2) years. This change is in alignment with the recent Drivers collective bargaining agreement.

This updated policy has been reviewed by the Policy Review Committee and Legal Counsel.

Summary: Approve the revised Performance Counseling Policy (POL-304).

Fiscal Impact:

None.

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve and adopt Resolution No. 2020-38 that approves the revised Performance Counseling Policy (POL-304).



Title: Performance Counseling Policy
Number: 304
Effective: November ~~17, 2016~~2020
 Cancels: Resolution No. 2016-32
Prepared by: Rikki Johnson, Human Resources Manager
LeeAnn McNulty, Administrative Services Manager
Approved by: Authority Board
Resolution No. 2016-3220-38

POL-304 PERFORMANCE COUNSELING POLICY

This policy applies to all Mason Transit Authority (MTA) employees.

1.0 Purpose

MTA is obligated to provide the highest quality of service to its customers. In order to accomplish this, it is necessary to expect an acceptable level of performance from employees when fulfilling the requirements of the agency's rules, policies, and procedures. Because we expect employees to adhere to the rules, policies, and procedures, we strive to provide necessary training and assistance to aid in successfully fulfilling the job requirements. When an employee's performance fails to meet expectations, the agency will generally take appropriate action to assist the employee to return their performance to an acceptable level.

MTA's Performance Counseling Policy is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. It has been designed to be consistent with MTA's values, human resources best practices and employment laws.

Nothing in this policy is intended to create a contract of employment between any employee and MTA. The relationship between MTA and its non-represented employees is "at will," and thus may be terminated by either MTA or the employee at any time and for any reason. No representative of MTA, except the General Manager through a written contract, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above statements.

MTA uses an approach that emphasizes the opportunity for the employee and the supervisor to resolve performance problems through discussion and coaching, while recognizing that acceptable performance is the goal the employee must achieve. This approach utilizes the Report of Performance Counseling Form.



Title: Performance Counseling Policy
Number: 304
Effective: November ~~17, 2016~~2020
Cancel: Resolution No. 2016-32
Prepared by: Rikki Johnson, Human Resources Manager
LeeAnn McNulty, Administrative Services Manager
Approved by: Authority Board
Resolution No. 2016-3220-38

2.0 Performance Counseling & Definitions

Outlined below is the process of MTA’s Performance Counseling Policy. MTA reserves the right to combine or skip levels depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated, despite coaching, counseling or training, the employee’s work record, and the impact the conduct and performance issues have on the agency. The Performance Counsel Policy is designed to address performance issues through five levels depending on the severity of the issue:

1. **Counseling and Verbal Warning** – Creates an opportunity for the immediate supervisor to schedule a meeting with an employee or immediately bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the employee the nature of the problem or the violation of company policies and procedures. The supervisor is expected to clearly describe expectations and what the employee must do to improve performance or resolve the problem.

Within five business days of this meeting, the supervisor will prepare written documentation of the meeting. The employee will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action. The Counseling and Verbal Warning will be placed in the employee’s Working File for future reference and will accompany the Written Warning if further action is required. The Counseling and Verbal Warning will be removed from the Working File after one year if no further disciplinary actions occur.

2. **Written Warning** – Although MTA hopes that the employee will promptly correct any performance, conduct or attendance issues that were identified in the Counseling and Verbal Warning, MTA recognizes that this may not always occur. The Written Warning involves more formal documentation of the performance, conduct or attendance issues and consequences.

During the Written Warning, the immediate supervisor and manager or Human ResourcesAdministrative Services Manager will meet with the employee to review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. Management



Title: Performance Counseling Policy
Number: 304
Effective: November ~~17, 2016~~2020
 Cancels: Resolution No. 2016-32
Prepared by: Rikki Johnson, Human Resources
ManagerLeeAnn McNulty, Administrative Services
Manager
Approved by: Authority Board
Resolution No. 2016-3220-38

will outline the consequences for the employee of his or her continued failure to meet performance or conduct expectations.

A formal Coaching / Training or Performance Improvement Plan requiring the employee’s immediate and sustained corrective action will be issued within five days of the meeting. A warning outlining that the employee may be subject to additional discipline up to and including termination if immediate and sustained corrective action is not taken may also be included in the Written Warning.

- 3. Decision-Making Leave** – In cases where suspension seems too harsh, but the Written Warning has not been effective, a Decision-Making Leave can be invoked. This is up to a one-day, paid administrative day, for self-reflection to state how the employee will turn the bad behavior or performance around.
- 4. Suspension** – There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee and others, the immediate supervisor may suspend the employee pending the results of an investigation.

Suspensions that are recommended as part of the normal progression of this Performance Counseling Policy ~~are subject to approval from the~~will be reviewed by the Human ResourcesAdministrative Services Manager, who will ~~also provide notification to inform~~ the General Manager.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full-day increments consistent with federal, state and local wage-and-hour employment laws. Non-exempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. Due to Fair Labor Standards Act (FLSA) compliance issues, unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. HR will provide guidance so that the discipline is administered without jeopardizing the FLSA exemption status.



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Approved by: Authority Board
~~Resolution No. 2016-32~~20-38

5. Discharge – The last and most serious step in progressive discipline is termination. However, if the offense is so severe all steps may be waived. For example, a probationary employee may be discharged without going through all of the steps. Other severe offenses include, but are not limited to, intoxication or drug abuse while on duty, sexual harassment, fights, etc. Paid administrative leave may be provided while an investigation is being conducted. ~~Human Resources-The Administrative Services Manager will review~~ must approve all discharges ~~with and provide~~ notification to the General Manager prior to the discharge.

The program is generally administered progressively through the five stages described earlier unless individual circumstances merit otherwise. Such circumstances include cases where the violation is of such a serious nature that a written reminder, decision-making leave, suspension, or discharge is justifiable, even if on a first offense. This policy does not change the “at will” employee’s status.

A copy of the written warning, decision-making leave and suspension shall be placed within the employee's personnel file and will not be considered for disciplinary action beyond ~~one~~two (~~12~~) years from date of the warning, provided there is no additional disciplinary action within that period. If the employee is absent from work for a period greater than thirty (30) days, the ~~two~~one (~~21~~) year period shall be extended in proportion to the amount of time the employee remained absent from work.

In all cases of discharge, demotion or other discipline, the employee involved shall be notified, in writing, of the action and the reason for such action. Before imposition of discharge, demotion, or unpaid suspension, MTA will provide advance notice of the intended disciplinary action.

If the employee is in a union, the employee shall have the right to have a Union Steward present at formal disciplinary action, upon request, as stated in the union contracts.

RESOLUTION NO. 2020-38

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
ADOPTING A REVISED PERFORMANCE COUNSELING POLICY (POL-304)
AND SUPERSEDING AND REPLACING IN FULL ANY PREVIOUSLY
ADOPTED OR APPROVED PERFORMANCE COUNSELING POLICY,
INCLUDING RESCINDING RESOLUTION NO. 2016-32.**

WHEREAS, the Performance Counseling Policy (POL-304) was originally approved by the Mason Transit Authority Board in 2016; and

WHEREAS, minor edits are necessary due to title changes and procedural processes relating to recommended suspensions and retention of certain documents being held in personnel files of employees to be in alignment with recently negotiated collective bargaining unit agreements;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that the revised Performance Counseling Policy (POL-304), which is attached hereto and incorporated herein, be established and adopted; and

BE IT FURTHER RESOLVED that this Mason Transit Authority Performance Counseling Policy (POL-304) shall supersede and replace in full any previously adopted or approved Mason Transit Authority Performance Counseling Policy, including rescinding Resolution No. 2016-32.

Adopted this 17th day of November, 2020.

Wes Martin, Chair

Sharon Trask, Vice-Chair

John Campbell, Authority Member

Kevin Dorcy, Authority Member

Matt Jewett, Authority Member

Randy Neatherlin, Authority Member

[Vacant], Authority Member


Kevin Shutty, Authority Member

Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: _____
Danette Brannin, General Manager

APPROVED AS TO FORM: _____
Robert W. Johnson, Legal Counsel

ATTEST: _____ DATE: _____
Tracy Becht, Clerk of the Board

	<p>Title: Performance Counseling Policy</p> <p>Number: 304</p> <p>Effective: December 17, 2020</p> <p>Cancel: Resolution No. 2016-32</p> <p>Prepared by: LeeAnn McNulty, Administrative Services Manager</p> <p>Approved by: Authority Board Resolution No. 2020-38</p>
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POL-304 PERFORMANCE COUNSELING POLICY

This policy applies to all Mason Transit Authority (MTA) employees.

1.0 Purpose

MTA is obligated to provide the highest quality of service to its customers. In order to accomplish this, it is necessary to expect an acceptable level of performance from employees when fulfilling the requirements of the agency’s rules, policies, and procedures. Because we expect employees to adhere to the rules, policies, and procedures, we strive to provide necessary training and assistance to aid in successfully fulfilling the job requirements. When an employee’s performance fails to meet expectations, the agency will generally take appropriate action to assist the employee to return their performance to an acceptable level.

MTA’s Performance Counseling Policy is designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. It has been designed to be consistent with MTA’s values, human resources best practices and employment laws.

Nothing in this policy is intended to create a contract of employment between any employee and MTA. The relationship between MTA and its non-represented employees is "at will," and thus may be terminated by either MTA or the employee at any time and for any reason. No representative of MTA, except the General Manager through a written contract, has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the above statements.

MTA uses an approach that emphasizes the opportunity for the employee and the supervisor to resolve performance problems through discussion and coaching, while recognizing that acceptable performance is the goal the employee must achieve. This approach utilizes the Report of Performance Counseling Form.

2.0 Performance Counseling & Definitions

Outlined below is the process of MTA’s Performance Counseling Policy. MTA reserves the right to combine or skip levels depending on the facts of each situation and the



Title:	Performance Counseling Policy
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nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated, despite coaching, counseling or training, the employee’s work record, and the impact the conduct and performance issues have on the agency. The Performance Counsel Policy is designed to address performance issues through five levels depending on the severity of the issue:

- 1. Counseling and Verbal Warning** – Creates an opportunity for the immediate supervisor to schedule a meeting with an employee or immediately bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the employee the nature of the problem or the violation of company policies and procedures. The supervisor is expected to clearly describe expectations and what the employee must do to improve performance or resolve the problem.

Within five business days of this meeting, the supervisor will prepare written documentation of the meeting. The employee will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action. The Counseling and Verbal Warning will be placed in the employee’s Working File for future reference and will accompany the Written Warning if further action is required. The Counseling and Verbal Warning will be removed from the Working File after one year if no further disciplinary actions occur.

- 2. Written Warning** – Although MTA hopes that the employee will promptly correct any performance, conduct or attendance issues that were identified in the Counseling and Verbal Warning, MTA recognizes that this may not always occur. The Written Warning involves more formal documentation of the performance, conduct or attendance issues and consequences.

During the Written Warning, the immediate supervisor and manager or Administrative Services Manager will meet with the employee to review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. Management will outline the consequences for the employee of his or her continued failure to meet performance or conduct expectations.

A formal Coaching / Training or Performance Improvement Plan requiring the employee’s immediate and sustained corrective action will be issued within five days



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of the meeting. A warning outlining that the employee may be subject to additional discipline up to and including termination if immediate and sustained corrective action is not taken may also be included in the Written Warning.

- 3. Decision-Making Leave** – In cases where suspension seems too harsh, but the Written Warning has not been effective, a Decision-Making Leave can be invoked. This is up to a one-day, paid administrative day, for self-reflection to state how the employee will turn the bad behavior or performance around.
- 4. Suspension** – There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee and others, the immediate supervisor may suspend the employee pending the results of an investigation.

Suspensions that are recommended as part of the normal progression of this Performance Counseling Policy will be reviewed by the Administrative Services Manager, who will provide notification to the General Manager.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full-day increments consistent with federal, state and local wage-and-hour employment laws. Non-exempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. Due to Fair Labor Standards Act (FLSA) compliance issues, unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. HR will provide guidance so that the discipline is administered without jeopardizing the FLSA exemption status.

- 5. Discharge** – The last and most serious step in progressive discipline is termination. However, if the offense is so severe all steps may be waived. For example, a probationary employee may be discharged without going through all of the steps. Other severe offenses include, but are not limited to, intoxication or drug abuse while on duty, sexual harassment, fights, etc. Paid administrative leave may be provided while an investigation is being conducted. The Administrative Services Manager will review all discharges and provide notification to the General Manager prior to the discharge.



Title:	Performance Counseling Policy
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Prepared by:	LeeAnn McNulty, Administrative Services Manager
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The program is generally administered progressively through the five stages described earlier unless individual circumstances merit otherwise. Such circumstances include cases where the violation is of such a serious nature that a written reminder, decision-making leave, suspension, or discharge is justifiable, even if on a first offense. This policy does not change the “at will” employee’s status.

A copy of the written warning, decision-making leave and suspension shall be placed within the employee's personnel file and will not be considered for disciplinary action beyond one (1) year from date of the warning, provided there is no additional disciplinary action within that period. If the employee is absent from work for a period greater than thirty (30) days, the one (1) year period shall be extended in proportion to the amount of time the employee remained absent from work.

In all cases of discharge, demotion or other discipline, the employee involved shall be notified, in writing, of the action and the reason for such action. Before imposition of discharge, demotion, or unpaid suspension, MTA will provide advance notice of the intended disciplinary action.

If the employee is in a union, the employee shall have the right to have a Union Steward present at formal disciplinary action, upon request, as stated in the union contracts.

Mason Transit Authority Regular Board Meeting

Agenda Item: New Business – Item 4 – *Actionable*
Subject: Update of Special Event Policy (POL-503)
Prepared by: Mike Ringgenberg, Operations Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

This policy was last updated in 2016. Edits include proper referencing of citations in their entirety, rather than abbreviated versions. The citation in Section 3.2.1 as been updated to reference correct citation.

This updated policy has been reviewed by the Policy Review Committee and Legal Counsel.

Summary: Approve the revised Special Event Policy (POL-503).

Fiscal Impact:


None.

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve and adopt Resolution No. 2020-39 that approves the revised Special Event Policy (POL-503).

	<p>Title: Special Event Service Policy</p> <p>Number: 503</p> <p>Effective: November September 17th, 202016</p> <p>Cancel: N/A Resolution No. 2016-23</p> <p>Prepared by: Mike Ringgenberg Oliver, Operations Development Manager</p> <p>Approved by: Authority Board Resolution No. 202016-3923</p>
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1.0 POL-503 Special Event Service Policy

This policy applies to all “Special Event Service” requests made by the public, special interest groups, and government agencies. All future changes to the Charter Bus Final Rule, drafted, approved and implemented by the FTA, shall supersede this policy.

2.0 Purpose

The purpose of this policy is to prevent unfair competition and complaints from recognized charter providers in regards to any service performed as a result of a request or proposal that could be construed as “Charter Service.” Federal Transit Administration’s (FTA) s Charter Bus Service Rule, which implements 49 U.S.C. 5323(d), protects private charter operators from unauthorized competition from FTA grant recipients.

3.0 Definitions

3.1 Charter Service is (1) requested by an outside party (i.e., not the transit system’s own idea), (2) provided for exclusive use of some group, and (3) at a negotiated price.

3.2 The following information are services not considered to be Charter Service that included in the FTA Charter Bus Final Rule:

3.2.1 Demand responsive service – Demand responsive service is not covered by the new regulation ~~49 U.S.C. 5323(d)§604.3(g)~~.

3.2.2 Transit agency business – This allows transit agencies to transport their employees, employees of other transit systems, management officials, contractors, prospective contractors, or official guests to inspect, evaluate, or review transit projects or facilities in the agency’s service area (or proposed service area) ~~(49 U.S.C. 5323(d)§604.3(c))~~.

3.2.3 Emergency preparedness – This allows transit agencies to transport their employees, employees of other transit systems, management officials, contractors, prospective contractors, or official guests for emergency preparedness planning and operations ~~(49 U.S.C. 5323(d)§604.3(c))~~.



Title: Special Event Service Policy
Number: 503
Effective: ~~November 17th~~ September 17th, 2020~~16~~
 Cancels: ~~N/A~~ Resolution No. 2016-23
Prepared by: Mike Ringgenberg~~Oliver~~, Operations Development Manager
Approved by: Authority Board
Resolution No. ~~202016-39~~ 23

- 3.2.4 Section 5310, Section 5311, Job Access/Reverse Commute (JARC), and New Freedom programs – Services provided under the Section 5310 (elderly and persons with disabilities), Section 5311 (rural program), and New Freedom programs are not covered by regulation ~~(49 U.S.C. 5323(d)§604.3(c)).~~
- 3.2.5 Emergency response – This allows transit agencies to respond to emergency situations, whether declared by federal, state, or local officials, or take immediate actions necessary prior to a formal declaration for the first 45 days of the emergency situation (continuation past the 45 day mark will require formal FTA concurrence ~~(49 U.S.C. 5323(d)§604.3(c)).~~
- 3.2.6 Rural training – This allows rural transit agencies to transport their employees and contractors beyond their normal service areas for training ~~(49 U.S.C. 5323(d)§604.3(c)).~~
- 3.2.7 Services provided without third party payment or premium fare – Even exclusive service on what FTA refers to as an “irregular or limited basis” when it is not paid for (in whole or part) by a third party and where riders are not required to pay a “premium fare.” (Appendix A, Q&A 18 and 49 U.S.C. 5323(d)§604.3(c)(2)).

4.0 Determination of Exemption


4.1 Exceptions to the Charter Rule may allow MTA to perform the requested service. The following criteria is considered:

- 4.1.1 Non-transit “government business” – Under this exception, transit agencies may provide up to 80 hours per year total service hours, even where an agency supports multiple government bodies, of service in support of government business such as the City Council visiting a new sewage treatment plant site.
- 4.1.2 Services provided to Qualified Human Services Organizations (QHSO) – Whether qualified through one of the 64 federal programs or by registering at the web site, QHSO organizations are eligible for free or reduced price services under this exception. There is no hour limit.




Title: Special Event Service Policy
Number: 503
Effective: ~~November~~ ~~September 17²⁰~~, 20~~20~~~~16~~
 Cancels: ~~N/A~~ ~~Resolution No. 2016-23~~
Prepared by: Mike ~~Ringgenberg~~ ~~Oliver~~, ~~Operations~~
~~Development~~ Manager
Approved by: Authority Board
Resolution No. 20~~20~~~~16~~-~~39~~~~23~~

- 4.1.3 Leasing equipment to a Registered Charter Provider (RCP) – This exception allows transit agencies to lease equipment/drivers to private providers, but only when all of the private equipment of all of the RCP self-identified as providing service in the agency’s operating area has been exhausted. This provision requires the RCP to certify that all of the available vehicles of all registered charter providers in the recipient’s geographic service area and for the transit agency to verify that this certification is accurate by counting up all of the equipment of all RCPs in the area.
- 4.1.4 Agreement with all RCPs in the area – A transit agency may enter into an agreement with all of the RCPs registered in its geographic area. These agreements can allow any lawful use of transit agency equipment without regard to the regulation as long as all agree.
- 4.1.5 RCP responds to a notice – When a transit agency is asked to provide charter service that is not subject to an exception and wishes to do so, the agency shall consult the FTA internet site to get a list of RCP in the geographic service area. The agency notifies the RCPs of the request for service by e-mail or fax and must wait for responses (72 hours for service to be provided within 30 days, 14 days for service proposed more than 30 days out). If no RCP notes an interest in providing the service, the transit agency is free to do so. If any RCP notes an interest in providing the service, the transit agency may not provide it – even if the customer and RCP never come to agreement.
- 4.1.6 Petitions to the Administrator – The FTA recognizes the Administrator’s inherent authority to waive or modify the rule and provides circumstances where that might happen. There is a list of required information to be submitted in section 604.11. The first instance is for events of national or regional significance. The regulation requires, among other things, that the transit agency certify that all RCPs in the area have been “exhausted.” The second instance is for hardship – applicable only in rural or small urban areas and defined as deadhead time that exceeds the total trip time. The third instance is for “unique and time sensitive events.”

	<p>Title: Special Event Service Policy</p> <p>Number: 503</p> <p>Effective: November September 17²⁰, 202016</p> <p>Cancel: N/A Resolution No. 2016-23</p> <p>Prepared by: Mike Ringgenberg Oliver, Operations Development Manager</p> <p>Approved by: Authority Board Resolution No. 202016-3923</p>
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5.0 Policy

- 5.1 The special event service request must have the potential to generate ridership; the requesting entity must agree to provide adequate publicity and promotion to ensure that the special event service will be used.
- 5.2 The event for which special service is considered must be of a broad civic interest and open to the general public; the event must not be of a political nature.
- 5.3 The special event service should provide an opportunity to promote Mason Transit Authority (MTA) service to potential users.
- 5.4 The special event service must address a transportation problem experienced by individuals participating in the event, such as parking limitations, severe congestion, or for persons with special needs. Where severe congestion exists, clear access and egress to and from the event must be provided to MTA.
- 5.5 The special event service considered must be open to the general public and operate within the boundaries of the Public Transportation Benefit Area during existing hours of normal operations.
- 5.6 Provisions of the special event services shall not conflict with the Federal Transportation Administration Final Rule of 2008 implementing 49 U.S.C. 5323(d) and any future amendments to the final rule protecting private charter operators from unauthorized competition from FTA grant recipients.
- 5.7 Special Event service can only be considered after careful review of available agency equipment and staff for the period requested.
- 5.8 Special event services may be provided if their cost and operational demand can be managed, at no cost to the requestor, in accordance with 49 CFR Part 604, Appendix C to Part 604. MTA must be able to provide the special event service within the agency geographical operating area and during established operating hours or; within our normal "Scope of Work."

	<p>Title: Special Event Service Policy</p> <p>Number: 503</p> <p>Effective: November 17, 2016 September 17, 2020</p> <p>Cancel: N/A Resolution No. 2016-23</p> <p>Prepared by: Mike Ringgenberg Oliver, Operations Development Manager</p> <p>Approved by: Authority Board Resolution No. 2016-39 2020-39</p>
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5.9 Special event service requests which do not meet all of the aforementioned policy tests may be considered by the full Board of Directors, should it be determined that the request is in the “best” general public interest.

5.10 The special event service request must be received at least 60 days prior to the event to be considered.

6.0 References

6.1 Federal Transit Administration Charter Service Rule of December 13, 1982, Title 49 – Part 604 (updated March 16, 2016).

6.1.1 This reference implements 49 U.S.C. 5323(d) protecting private charter operators from unauthorized competition from recipients of federal financial assistance under Federal Transit Laws.

6.1.2 The reference specifies entities that shall comply with the charter service regulations; defines terms used; explains procedures for exemption from this reference; and sets out the contents of a service agreement.

RESOLUTION NO. 2020-39

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
ADOPTING A REVISED SPECIAL EVENT SERVICE POLICY (POL-503)
AND SUPERSEDING AND REPLACING IN FULL ANY PREVIOUSLY
ADOPTED OR APPROVED SPECIAL EVENT SERVICE POLICY,
INCLUDING RESCINDING RESOLUTION NO. 2016-23.**

WHEREAS the Special Event Service Policy (POL-503) was originally approved by the Mason Transit Authority Board in 2016; and

WHEREAS, previously the citations had been abbreviated and now the citations are fully referenced, as well as updating the citation in Section 3.2.1;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that the revised Special Event Service Policy (POL-503), which is attached hereto and incorporated herein, be established and adopted; and

BE IT FURTHER RESOLVED that this Mason Transit Authority Special Event Service Policy (POL-503) shall supersede and replace in full any previously adopted or approved Mason Transit Authority Special Event Policy, including rescinding Resolution No. 2016-23.

Adopted this 17th day of November, 2020.

Wes Martin, Chair

Sharon Trask, Vice-Chair

John Campbell, Authority Member

Kevin Dorcy, Authority Member

Matt Jewett, Authority Member

Randy Neatherlin, Authority Member

[Vacant], Authority Member

Kevin Shutty, Authority Member

Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: _____
Danette Brannin, General Manager

APPROVED AS TO FORM: _____
Robert W. Johnson, Legal Counsel

ATTEST: _____ DATE: _____
Tracy Becht, Clerk of the Board



Title:	Special Event Service Policy
Number:	503
Effective:	November 17, 2020
Cancel:	Resolution No. 2016-23
Prepared by:	Mike Ringgenberg, Operations Manager
Approved by:	Authority Board Resolution No. 2020-39

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2.0 Purpose

The purpose of this policy is to prevent unfair competition and complaints from recognized charter providers in regards to any service performed as a result of a request or proposal that could be construed as “Charter Service.” Federal Transit Administration’s (FTA) s Charter Bus Service Rule, which implements 49 U.S.C. 5323(d), protects private charter operators from unauthorized competition from FTA grant recipients.

3.0 Definitions

3.1 Charter Service is (1) requested by an outside party (i.e., not the transit system’s own idea), (2) provided for exclusive use of some group, and (3) at a negotiated price.

3.2 The following information are services not considered to be Charter Service that included in the FTA Charter Bus Final Rule:

3.2.1 Demand responsive service – Demand responsive service is not covered by the new regulation 49 U.S.C. 5323(d)§604.3(g).

3.2.2 Transit agency business – This allows transit agencies to transport their employees, employees of other transit systems, management officials, contractors, prospective contractors, or official guests to inspect, evaluate, or review transit projects or facilities in the agency’s service area (or proposed service area) 49 U.S.C. 5323(d)§604.3(c).

3.2.3 Emergency preparedness – This allows transit agencies to transport their employees, employees of other transit systems, management officials, contractors, prospective contractors, or official guests for emergency preparedness planning and operations 49 U.S.C. 5323(d)§604.3(c).

3.2.4 Section 5310, Section 5311, Job Access/Reverse Commute (JARC), and New Freedom programs – Services provided under the Section 5310



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- 3.2.5 Emergency response – This allows transit agencies to respond to emergency situations, whether declared by federal, state, or local officials, or take immediate actions necessary prior to a formal declaration for the first 45 days of the emergency situation (continuation past the 45 day mark will require formal FTA concurrence 49 U.S.C. 5323(d)§604.3(c).
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- 3.2.7 Services provided without third party payment or premium fare – Even exclusive service on what FTA refers to as an “irregular or limited basis” when it is not paid for (in whole or part) by a third party and where riders are not required to pay a “premium fare.” (Appendix A, Q&A 18 and 49 U.S.C. 5323(d)§604.3(c)(2).

4.0 Determination of Exemption

4.1 Exceptions to the Charter Rule may allow MTA to perform the requested service. The following criteria is considered:

- 4.1.1 Non-transit “government business” – Under this exception, transit agencies may provide up to 80 hours per year total service hours, even where an agency supports multiple government bodies, of service in support of government business such as the City Council visiting a new sewage treatment plant site.
- 4.1.2 Services provided to Qualified Human Services Organizations (QHSO) – Whether qualified through one of the 64 federal programs or by registering at the web site, QHSO organizations are eligible for free or reduced price services under this exception. There is no hour limit.
- 4.1.3 Leasing equipment to a Registered Charter Provider (RCP) – This exception allows transit agencies to lease equipment/drivers to private



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providers, but only when all of the private equipment of all of the RCP self-identified as providing service in the agency’s operating area has been exhausted. This provision requires the RCP to certify that all of the available vehicles of all registered charter providers in the recipient’s geographic service area and for the transit agency to verify that this certification is accurate by counting up all of the equipment of all RCPs in the area.


- 4.1.4 Agreement with all RCPs in the area – A transit agency may enter into an agreement with all of the RCPs registered in its geographic area. These agreements can allow any lawful use of transit agency equipment without regard to the regulation as long as all agree.
- 4.1.5 RCP responds to a notice – When a transit agency is asked to provide charter service that is not subject to an exception and wishes to do so, the agency shall consult the FTA internet site to get a list of RCP in the geographic service area. The agency notifies the RCPs of the request for service by e-mail or fax and must wait for responses (72 hours for service to be provided within 30 days, 14 days for service proposed more than 30 days out). If no RCP notes an interest in providing the service, the transit agency is free to do so. If any RCP notes an interest in providing the service, the transit agency may not provide it – even if the customer and RCP never come to agreement.
- 4.1.6 Petitions to the Administrator – The FTA recognizes the Administrator’s inherent authority to waive or modify the rule and provides circumstances where that might happen. There is a list of required information to be submitted in section 604.11. The first instance is for events of national or regional significance. The regulation requires, among other things, that the transit agency certify that all RCPs in the area have been “exhausted.” The second instance is for hardship – applicable only in rural or small urban areas and defined as deadhead time that exceeds the total trip time. The third instance is for “unique and time sensitive events.”

5.0 Policy



Title:	Special Event Service Policy
Number:	503
Effective:	November 17, 2020
Cancel:	Resolution No. 2016-23
Prepared by:	Mike Ringgenberg, Operations Manager
Approved by:	Authority Board Resolution No. 2020-39

- 5.1 The special event service request must have the potential to generate ridership; the requesting entity must agree to provide adequate publicity and promotion to ensure that the special event service will be used.
- 5.2 The event for which special service is considered must be of a broad civic interest and open to the general public; the event must not be of a political nature.
- 5.3 The special event service should provide an opportunity to promote Mason Transit Authority (MTA) service to potential users.
- 5.4 The special event service must address a transportation problem experienced by individuals participating in the event, such as parking limitations, severe congestion, or for persons with special needs. Where severe congestion exists, clear access and egress to and from the event must be provided to MTA.
- 5.5 The special event service considered must be open to the general public and operate within the boundaries of the Public Transportation Benefit Area during existing hours of normal operations.
- 5.6 Provisions of the special event services shall not conflict with the Federal Transportation Administration Final Rule of 2008 implementing 49 U.S.C. 5323(d) and any future amendments to the final rule protecting private charter operators from unauthorized competition from FTA grant recipients.
- 5.7 Special Event service can only be considered after careful review of available agency equipment and staff for the period requested.
- 5.8 Special event services may be provided if their cost and operational demand can be managed, at no cost to the requestor, in accordance with 49 CFR Part 604, Appendix C to Part 604. MTA must be able to provide the special event service within the agency geographical operating area and during established operating hours or; within our normal "Scope of Work."
- 5.9 Special event service requests which do not meet all of the aforementioned policy tests may be considered by the full Board of Directors, should it be determined that the request is in the "best" general public interest.
- 5.10 The special event service request must be received at least 60 days prior to the event to be considered.

	<p>Title: Special Event Service Policy</p> <p>Number: 503</p> <p>Effective: November 17, 2020</p> <p> Cancels: Resolution No. 2016-23</p> <p>Prepared by: Mike Ringgenberg, Operations Manager</p> <p>Approved by: Authority Board Resolution No. 2020-39</p>
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6.0 References

6.1 Federal Transit Administration Charter Service Rule of December 13, 1982, Title 49 – Part 604 (updated March 16, 2016).

- 6.1.1 This reference implements 49 U.S.C. 5323(d) protecting private charter operators from unauthorized competition from recipients of federal financial assistance under Federal Transit Laws.
- 6.1.2 The reference specifies entities that shall comply with the charter service regulations; defines terms used; explains procedures for exemption from this reference; and sets out the contents of a service agreement.

Mason Transit Authority Regular Board Meeting

Agenda Item: New Business – Item 5 – *Actionable*
Subject: Update of Volunteer Driver Program Policy (POL-1000)
Prepared by: Haley Dorian, Volunteer Driver Program Coordinator
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

This policy was last updated in 2013. Edits have been made to this policy and include the following:

- Title changes;
- New guidelines relating to reimbursement to volunteer drivers; and
- Volunteer driver review.

This updated policy has been reviewed by the Policy Review Committee and Legal Counsel.

Summary: Approve the revised Volunteer Driver Program Policy (POL-1000).

Fiscal Impact:


None.

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve and adopt Resolution No. 2020-40 that approves the revised Volunteer Driver Program Policy (POL-1000).

	<p>Title: Volunteer Driver Program</p> <p>Number: 1000</p> <p>Effective: 12/17/13 12/1/2020 December 1, 2020</p> <p>Cancels: 08/06/2006; 06/18/2013; 12/17/13 Resolution No. 2013-26</p> <p>Prepared by: Christina Kramer Haley Dorian, Outreach Manager Program Coordinator</p> <p>Approved by: Authority Board Resolution No. 2013-26 No. 2020-40</p>
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POL-1000 VOLUNTEER DRIVER PROGRAM

1. Philosophy

- a. The mission of Mason Transit Authority (MTA) is to provide transportation choices that connect people, jobs and community, increasing the quality of life in Mason County. The utilization of volunteers provides a cost-effective means of supporting MTA’s mission. A well-managed volunteer program can contribute to improved quality and quantity of services available to Mason County residents. The Volunteer Driver Program (VDP) provides additional transportation options for meeting the needs of our community’s aging population.

2. Purpose

- a. It is the purpose of the MTA Volunteer Driver Program to provide transportation services to individuals’ age sixty (60) years and above who are determined to be eligible for this service under the Washington State Senior Citizens Services Act, and/or provisions of the Older Americans Act of 1965, as amended.
- b. The VDP is meant to complement existing private and public transportation services. It is not meant to provide transportation for individuals who have services/insurance available to pay for the requested transportation or to replace the transportation that is already available.

3. Funding

- a. The MTA Volunteer Driver Program is made possible through a partnership with, and funds awarded from, Lewis-Mason-Thurston Area Agency on Aging (LMTAAA); funding is provided through the Federal Older Americans Act of 1965, Washington State Senior Citizens Services Act, as well as donations from VDP service recipients and MTA match funds.
- b. This service is provided to eligible persons up to the point that funds budgeted within a calendar year have been exhausted. This service is not available once this funding has been exhausted. The funding is spread across the year in equal quarterly amounts. The quarters ~~are:are~~ January 1 to March 31; April 1 to June 30; July 1 to September 30; and, ending October



Title:	Volunteer Driver Program
Number:	1000
Effective:	12/17/13 12/1/2020 December 1, 2020
Cancels:	08/06/2006; 06/18/2013; 12/17/13 Resolution No. 2013-26
Prepared by:	Christina Kramer Haley Dorian , Outreach Manager Program Coordinator
Approved by:	Authority Board Resolution No. 2013-26 No. 2020-40

1 to December 31 of each calendar year. Remaining funds within each quarter shall rollover into the consecutive quarter.

- c. Persons less than 60 years of age are not eligible to receive funds from the Federal Older Americans Act of 1965, as amended, or Washington State Senior Citizens Services Act. As part of the agreement terms between LMTAAA and MTA, match funds are provided, to include, when available, funding for service to non-eligible persons. Service for otherwise non-eligible persons will only be provided until funds budgeted within each calendar year has been exhausted. This funding is spread across the year in equal semi-annual amounts, that being: January 1 - June 30 and July 1 - December 31 of each calendar year.
- d. The Volunteer Driver Program is dependent upon the availability of federal, state and local funds provided primarily through LMTAAA and, secondarily, MTA’s match funds under the agreement budget. As such, the program is subject to unilateral reduction should the anticipated level of funding become unavailable.

4. Organizational Structure

- a. To minimize risk and maximize services to those we serve through volunteer utilization, the VDP will be managed by MTA staff, to include, but not limited to, the positions of ~~Office Assistant and Outreach Manager~~ ~~Accounting Assistant~~, ~~VDP Coordinator~~, ~~Dispatch/Schedulers~~, and ~~Administrative Services Manager~~, and said staff will be provided the necessary resources to devote to the coordination of volunteer services.
- b. An MTA employee will be assigned to the program and is responsible for managing the utilization of volunteers. This MTA employee will have a “working title” of Volunteer Coordinator. The Volunteer Coordinator will be offered training related to the management of volunteers and/or professional development and be encouraged to participate in professional organizations to increase management skills of volunteers.
- c. The **Volunteer Coordinator** will be responsible for managing the utilization of volunteers, services provided and dispatching of services with oversight provided by the ~~Outreach Administrative Services~~ Manager. Responsibilities include:
 - 1. Writing job descriptions for volunteer driver positions



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Prepared by: ~~Christina Kramer~~ Haley Dorian, Outreach
Manager Program Coordinator
Approved by: Authority Board
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2. Recruitment, screening, and placement of volunteers
3. Orientation and coordination of volunteer training
4. Recognition, support and evaluation of volunteers
5. Record keeping, including monthly reporting of volunteer miles, hours and trips
6. Maintain driver and client files ensuring accuracy and confidentiality of records
7. Knowledge and understanding of the Agency Council on Coordinated Transportation (ACCT) Volunteer Drivers - A Guide to Best Practices

~~8. Coordination, with the Outreach Manager, of news releases, publicity, etc.~~

~~9.8.~~ Direct supervision of the volunteers

~~10.9.~~ This person does not have the working title of supervisor

~~11.10.~~ Screening and qualifying clients for uses of services

11. Responsibly match volunteers with clients and dispatch rides

12. Ensure adherence to MTA's Volunteer Driver Program Policy and Procedures

13. Attend annual contract monitoring visits and provide files as requested, and implementing any identified corrective actions, program changes and/or recommendation within deadlines.

~~d. Accounting Assistant will be responsible for accurately preparing the monthly LMTAAA invoice and quarterly budget.~~

~~Accounting Assistant will be responsible for accurately preparing the monthly LMTAAA invoice and quarterly budget~~



~~d. Outreach Manager will be responsible for the direct supervision of the Volunteer Coordinator. Responsibilities include:~~


~~1. Ensure adherence to MTA's Volunteer Driver Program Policy and Procedures~~

~~2. Ensure adherence to the LMTAAA contract terms~~

~~3. Knowledge and understanding of the Agency Council on Coordinated Transportation (ACCT) Volunteer Drivers - A Guide to Best Practices~~

~~4. Ensuring completion and accuracy of Volunteer Coordinators responsibilities~~

~~5. Attend annual contract monitoring visits and provide files as requested, and implementing any identified corrective actions, program changes and/or recommendation within deadlines~~

	<p>Title: Volunteer Driver Program</p> <p>Number: 1000</p> <p>Effective: 12/17/13 12/1/2020 December 1, 2020</p> <p>Cancels: 08/06/2006; 06/18/2013; 12/17/13 Resolution No. 2013-26</p> <p>Prepared by: Christina Kramer Haley Dorian, Outreach Manager Program Coordinator</p> <p>Approved by: Authority Board Resolution No. 2013-26 <u>No. 2020-40</u></p>
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~~e. Accounting Specialist will be responsible for accurately preparing the monthly LMTAAA invoice and quarterly budget.~~

~~f.e. Administrative Services Manager Finance Manager~~ will be responsible for direct supervision of the Accounting ~~Specialist~~ Assistant. Responsibilities include:

- ~~1. Ensuring completion and accuracy of Accounting Assistant responsibilities. Ensure accuracy of Accounting Specialists' responsibilities~~
- ~~6-2. Knowledge and understanding of the Agency Council on Coordinated Transportation (ACCT) Volunteer Drivers - A Guide to Best Practices~~
- ~~7-3. Ensure adherence to the LMTAAA contract terms~~
- ~~8-4. Preparation of the annual contract program budget and staffing plan~~

5. Target Population

- a. The target population criteria for the VDP is in accordance with the agreement terms and conditions established between LMTAAA and MTA and as outlined in program standards of the Aging and Long Term Support Administration Policy and Procedures Manual for Area Agency on Aging Operations, which is persons who:
 - 1. Do not own a vehicle, or
 - 2. Cannot operate a vehicle, or
 - 3. Cannot afford to drive, and
 - 4. Cannot use public transportation, or
 - 5. Public transportation is not accessible or available to them.

6. Eligibility Determination

- a. Qualified persons eligible to receive volunteer services are defined in accordance with Older Americans Act of 1965, as amended (OAA), and the Washington State Senior Citizens Services Act (SCSA), which are persons over the age of 60 who, because of financial or physical incapacity, have no appropriate means of transportation available to them; and as outlined in the Target Population Criteria according to the program standards of the Aging and Long Term Support Administration Policy and Procedures Manual for Area Agency on Aging Operations. In



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~~Manager~~ Program Coordinator
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addition, persons who receive volunteer services must be a resident of Mason County. Eligibility is determined through use of the Participant Information Form (*see Appendix A*).

- b. Requests for services received by persons less than 60 years of age are not eligible under the Lewis-Mason-Thurston Area Agency on Aging Contract. When such inquiries are received, MTA will provide services on a first come, first served basis, (and if funding is still available) if the person:
1. Does not own a vehicle, or
 2. Cannot operate a vehicle, and
 3. Cannot use public transportation, or
 4. Public transportation is not accessible or available to them.

7. Service Prioritization

- a. To best serve the community with limited funding, and operate within the allotted annual budget of the Volunteer Driver Program, MTA will provide volunteer driver services to individuals primarily for medical trips, to out-of-county destinations and on an, as needed, assessed priority basis.
1. Trips provided will be for the purpose of medical care. Essential errands may be provided in conjunction with a medical trip only if it does not require going more than five miles from the pick-up point, destination ~~point~~, or roads traveled between the two points.
 2. Trip destinations must be outside of Mason County, unless the person is seeking life-sustaining medical treatment in Mason County and public transportation is not accessible or available to them. Life sustaining is defined as treatments which discontinuation would result in death, such as: dialysis, chemo/radiation therapy, surgery, ventilators, antibiotics or other medical procedures.
 3. Priority status will be defined in accordance with the OAA and SCSA, which states that priority will be given vulnerable, low-income, minority and/or limited English speaking elderly, as well as those meeting target population criteria as outlined in program standards of the Aging and Long Term Support Administration Policy and Procedures



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Manual for Area Agency on Aging Operations. Priority is assessed using a Participant Information Form and VDP Priority Determination Form (*see Appendix A and B*).

4. Service priority will be given, as needed, to persons who have been assessed to have a priority status. Meaning, every effort will be made to use the funding allotted within each quarter in a manner to sustain the same level of service through the entirety of the quarter for persons with a priority status. Therefore, persons with priority status will have precedence for services provided through the Volunteer Driver Program.
5. Trips will only be allowed to be scheduled up to two weeks in advance from the date the person makes a request.

8. Service Definition

- a. Volunteer drivers perform their functions on behalf of or under the direction of the agency seeking their services. While the volunteer's vehicle is in use on agency directed business, the vehicle is considered a mobile work site and the volunteer an agent of the agency. The scope of the volunteer driver's relationship with the agency should be limited to the purposes of transporting and escorting (as needed) clients to and from medical services. Volunteer drivers in this program drive their own cars and receive reimbursement for expenses incurred, as follows:

1. Tolls and parking will be reimbursed for the actual values per proof of receipts provided. ~~If the cost item exceeds two dollars, the driver should submit a receipt with the claim.~~
- ~~2.~~ Drivers should attempt to control program costs by scheduling their meals around trips and furnishing their own snack lunches. However, meals are a reimbursable cost if unforeseen delays occur and the trip exceeds four hours. Volunteers will be reimbursed according to GSA current per diem rates. Rates can be found at https://www.gsa.gov/travel/plan-book/per-diem-rates/per-diem-rates-lookup/?action=perdiems_report&state=WA&fiscal_year=2021&zip=&city=i. ~~Cost reimbursement for meals shall not:~~
 - ~~3.~~ ~~exceed \$30.00 a day; or~~
~~\$6.00 for meals before 12:00 P.M.,~~
~~\$10.00 for meals between 12:00 P.M. and 6:00 P.M. and~~
 - ~~4.2.~~ \$14.00 for meals after 6:00 P.M.



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- ~~5.3.~~ Mileage is variable with the cost of fuel. MTA will set the mileage reimbursement rate and so inform the drivers prior to any commitment of the trip. The mileage allowance shall not exceed the IRS reimbursable level.
- ~~6.~~ MTA will not reimburse drivers for fines resulting from illegal operation of the vehicle, i.e., traffic or parking violations.

4. Meal Reimbursement Policy is as follows: MTA will only accept:
Meals will only be reimbursed when volunteering for at least a four (4) hour time period.
Also, please note that:
- i. Meals are reimbursed only for the volunteer.
 - ii. Meal reimbursements are not authorized for spouses, significant others or clients.
 - iii. MTA does not reimburse for tobacco or alcohol products.

5. Incidental Expenses Policy is as follows: In addition to meals, MTA will reimburse for incidental travel expenses related to the non-automobile costs the volunteer incurs.
Examples are:
- a. Parking
 - b. Highway and/or bridge tolls
 - c. Ferry Tolls
 - d. MTA will reimburse for motel/hotel expenses, pre-authorized, as a result of inclement weather conditions or emergency circumstances.

In the case of any of the approved incidental expenses listed above, the expenses must be documented by original receipts that correspond to the time span of the authorized trip.

Automobile expenses that will not be reimbursed include:

- a. Traffic fines
- b. Parking fines
- c. Towing charges
- d. Gasoline, etc.

9. Minimum Requirements for the Volunteer Driver Program

- a. Insurance Coverage** - Each person volunteering his/her services and his/her vehicles in the Volunteer Driver Program shall meet the State requirements as to motor vehicle policy or bond,



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as the volunteer's personal insurance is the primary liability protection. The following minimum coverage is recommended by the State of Washington in the Revised Code of Washington (RCW 46.29.090):

1. \$25,000 bodily injury, each person
2. \$50,000 bodily injury, each accident
3. \$10,000 property damage

Volunteers will provide proof of coverage that will be satisfactory to the transportation provider. MTA will maintain excess automobile insurance which supplements auto insurance coverage for each volunteer driving his/her own vehicle.

b. Volunteer Driver Selection - Transportation providers offering a volunteer transportation component should assure that the volunteer drivers are reliable and able to drive safely. If at any time MTA deems that a volunteer driver is not performing his/her duties in a safe and reliable manner, at the sole discretion of MTA no further volunteer services will be assigned, including those that have been ongoing, pending determination by the volunteer coordinator. Selection of volunteer drivers will be based upon the following criteria:

1. Prospective volunteer should have an appropriate and valid Washington State driver's license.
2. Assurance that the prospective volunteer has a safe driving record; at a minimum the volunteer should have had no at-fault accidents or moving violations in the past three years.
3. Assurance that prospective volunteer has no criminal history record or record of Child or Adult abuse.
4. Assurance that prospective volunteer has State established minimum required insurance coverage.
5. Assurance by prospective volunteer that his/her vehicle is mechanically sound.
6. Assurance by prospective volunteer that he/she is physically capable of safely driving their vehicle and that medications are not being taken that affect driving ability. Additional assurance may be requested in the form of a letter provided by the volunteer's physician.
7. Assurance that prospective volunteer's vehicle has seat belts; that the volunteer will use ~~seat belts~~ seatbelts at all times and will require compliance by their passenger(s) of Washington State Laws regarding the wearing of seat belts.



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8. Assurance by the prospective volunteer that he/she will maintain required records, (e.g., verification of trip records.)
9. Assurance that the prospective volunteer will refrain from accepting any donations from clients. Self-addressed envelopes are provided for clients wanting to make voluntary donations which protects the client's right to ~~confidentiality~~ confidentiality, and which safeguards the funds from theft or fraud.
10. A "Statement of Understanding" is executed and acknowledged with their signature.
11. Assurance that the prospective volunteer will maintain the conditions of his/her selection in Section 9; paragraph B, items 1-11, as listed above.

c. Volunteers Driver Orientation - The agency should provide orientation to volunteers prior to their providing service (*see Appendix C, Exhibits A-F*).

Orientation will include:

1. Information about the agency
2. The purpose of the Volunteer Transportation Program
3. The role volunteers play in the Transit System
4. Review of the program policy and procedures
5. An explanation of the job description, reporting and evaluation process

d. Volunteers rights and responsibilities - The agency should provide information volunteers with information during orientation regarding their rights and responsibilities.

Rights and Responsibilities of Volunteers include:

1. To maintain their vehicle in safe operating condition
2. To assure the use of ~~seat belts~~ seatbelts by passengers and volunteer
3. To maintain client confidentiality
4. To maintain the client's right to self-determination
5. To exercise due care in operating the motor vehicle
6. To notify the agency in the event of an accident
7. To appropriately use Disabled Parking Permit
8. Reimbursement for allowable expenses incurred
9. Reporting requirements
10. Evaluation
11. Agency contact and supervision



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- e. **Volunteers Driver Training** – Volunteers should be provided with the appropriate training to conduct services in a safe manner. Mandatory training to be completed within sixty (60) days following the initial driving assignment:
1. Passenger Assistance & Sensitivity Training (ADAPT or PASS)
 2. Defensive Driving Course

Special training opportunities are strongly encouraged for:

1. CPR/~~First Aid~~ [First Aid](#)

The agency will encourage the program to coordinate training with other community programs in order to maximize the volunteer's knowledge about the integration with the area service delivery system. Cost of such training will be reimbursed by MTA.


- f. **Volunteer Driver Review** - On an annual basis, each volunteer driver will be reviewed in conference to:
1. Update application information with regard to name, address and emergency contact
 2. Driver's license information
 3. At-fault accidents and traffic violations [monitored through Envision.](#)
 4. Vehicle information and vehicle inspection
 5. [Periodic Status Check on Volunteer Health status](#)
 - ~~6. Confidentiality Agreement Certification statement~~
 - ~~7.6.~~ Review performance by conducting a ride-a-long driver evaluation and review of job responsibilities

If at any time the volunteer driver is found to have not maintained the conditions of his/her selection as defined in Section 9; paragraph B, items 1-11, as well as pass their annual review as defined in Section 9; paragraph F, items 1-7, then the driver will be suspended from provided services until the item(s) are in compliance with this policy. [If a volunteer driver is out do to their own medical condition, then they will be asked to provide a release from their doctor okaying them to drive before returning to the program.](#)

Any accident or reportable incident involving a volunteer performing agency-sponsored activity should be reported and investigated immediately by the agency. A report of the accident should be filed in the volunteer's personnel file.



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APPENDIX A



Title: Volunteer Driver Program
Number: 1000
Effective: ~~12/17/13~~ ~~12/1/2020~~ December 1, 2020
Cancels: ~~08/06/2006; 06/18/2013;~~
~~12/17/13~~ Resolution No. 2013-26
Prepared by: ~~Christina Kramer~~ [Haley Dorian](#), Outreach
Manager [Program Coordinator](#)
Approved by: Authority Board
 Resolution ~~No. 2013-26~~ [No. 2020-40](#)

Participant Information Form

Project: [Transportation](#)
Location: [Mason County](#)

Intake Date: _____

Name: _____
Last First Middle

Address: _____
Street

City ZIP code

Phone: _____

Date of Birth: _____
Month-day-year (must be age 60+)

Gender: Male Female

Emergency Contact: _____
Name

Phone Relationship

Target Population Criteria*

- | | | | |
|-----------------------------------------------------|------|------------------------------|-----------------------------|
| 1. Client has a vehicle | -or- | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Client can drive | -or- | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. Client can afford to drive | and | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. Client can use public transportation | -or- | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. Public transportation is available or accessible | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

*To be eligible, clients must minimally check "no" to 1, 2 or 3 and 4 or 5 for purposes for which transportation is being provided under the OAA/SCSA funded program.

Race:

- Black/African American Hispanic American Indian/Native Alaskan
 Asian/Pacific Islander White Other _____

Lives alone? Yes No

Speaks English Yes No Limited

Gross monthly income less than \$931 for a single person or
 less than \$1,261 for a couple Yes No

Vulnerability Assessment

Assistance needed with these activities:

- | | | | |
|------------------------------------|---------------------------------------|------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Bathing | <input type="checkbox"/> Dressing | <input type="checkbox"/> Eating | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Toileting | <input type="checkbox"/> Transferring | <input type="checkbox"/> Walking | <input type="checkbox"/> Financial Management |
| <input type="checkbox"/> Phoning | <input type="checkbox"/> Driving | <input type="checkbox"/> Heavy Housework | <input type="checkbox"/> Medication Management |
| <input type="checkbox"/> Cooking | <input type="checkbox"/> Shopping | <input type="checkbox"/> Light Housework | |



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Manager Program Coordinator
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Participant Information Form 2020

Project:
 Location: Mason

Date of Intake:

Name: _____
Last First Middle

Date of Birth: _____
Month Day Year (must be age 60+)

Address: _____
Street

City ZIP code

Phone: _____

Ethnicity: Non-Hispanic Hispanic

Race (check all that apply):

- American Indian/Native Alaskan Hispanic
- White/Non-Hispanic Native Hawaiian/other Pacific Islander
- Asian Other: [Click here to enter text.](#)
- Black/African American

Household Composition:

- Lives alone With other relative(s) Other: [Click here to enter text.](#)
- With domestic partner With parent(s) Declined to state
- With non-relative(s) With spouse

Residence: Rural Urban

Gender: Female Male Other Unknown Declined to state

At or below 100% of FPL

Is participant's gross monthly income at or below FPL- YES NO
 Less than \$1063 for a single person or \$1436 for a couple?

Emergency Contact: _____
Name

Phone Relationship

Target Population Criteria*			
1. Client has a vehicle	-or-	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Client can drive	-or-	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Client can afford to drive	and	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Client can use public transportation	-or-	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Public transportation is available or accessible		<input type="checkbox"/> Yes	<input type="checkbox"/> No

*To be eligible, clients must minimally check "no" to 1, 2 or 3 and 4 or 5 for purposes for which transportation is being provided under the OAA /SCSA funded program.

Is this a one-time eligibility based on trip? If yes, explain. Yes No

Does this client use a mobility device? If yes, indicate type. Yes No

Is this client on Medicaid? Yes No

Additional comments:

Provided to Client	Date
Grievance Policy & Procedure	
Non-Discrimination Policy	
Confidentiality Policy/Release Form	
Donation Policy	
Satisfaction Survey	
Prioritization Plan, as applicable	
Other: <input type="text"/>	<input type="text"/>

End of document ■



Title: Volunteer Driver Program
Number: 1000
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~~12/17/13~~ Resolution No. 2013-26
Prepared by: ~~Christina Kramer~~ [Haley Dorian](#), Outreach
~~Manager~~ Program Coordinator
Approved by: Authority Board
Resolution ~~No. 2013-26~~ [No. 2020-40](#)

APPENDIX B



Title: Volunteer Driver Program
Number: 1000
Effective: ~~12/17/13~~ ~~12/1/2020~~ December 1, 2020
Cancels: ~~08/06/2006; 06/18/2013;~~
~~12/17/13~~ Resolution No. 2013-26
Prepared by: ~~Christina Kramer~~ [Haley Dorian](#), Outreach
Manager [Program Coordinator](#)
Approved by: Authority Board
 Resolution ~~No. 2013-26~~ [No. 2020-40](#)

**Mason Transit Authority
 Volunteer Driver Program Priority Determination Form**

NAME _____ DATE _____ SCORE _____

Priority will be given vulnerable, low-income, minority and/or limited English speaking elderly"

- A. Unable to perform one or more daily activities (as indicated on the Participant Information Form) without assistance due to physical, cognitive, emotional, psychological or social impairment.
 - 1 – 4 vulnerability factors (1 point) _____
 - 5 – 9 vulnerability factors (3 points) _____
 - 10 or more vulnerability factors (5 points) _____
 - B. Unable to use public transportation for the following reason(s):
 - Disabling condition which prevents long periods of sitting, cognitive impairment or sight impairment (1 point) _____
 - C1. Income is at or below the 2013 Federal Poverty Level (FPL). (5 points)
 (= or < \$958 for 1 person; = or < \$1,293 for 2 people) _____
 - or
 - C2. Income is at or below 150% of the 2013 FPL. (3 points)
 (= or < \$1,436 for 1 person; = or < \$1,939 for 2 people) _____
 - D. No support system to provide transportation. (2 points) _____
 - E. Identifies as being of minority ethnicity/race (1 point) _____
 - F. Limited English speaking (1 point) _____
- TOTAL POINTS** _____



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~~12/17/13~~ Resolution No. 2013-26
Prepared by: ~~Christina Kramer~~ Haley Dorian, Outreach
Manager Program Coordinator
Approved by: Authority Board
 Resolution ~~No. 2013-26~~ No. 2020-40

Mason Transit Authority
Volunteer Driver Program Priority Determination Form

NAME _____ DATE _____ SCORE _____

"Priority will be given vulnerable, low-income, minority and/or limited English speaking elderly"

- A. Unable to perform one or more daily activities listed below without assistance due to physical, cognitive, emotional, psychological or social impairment.

Vulnerability Assessment

Assistance needed with these activities:

<input type="checkbox"/> Bathing	<input type="checkbox"/> Dressing	<input type="checkbox"/> Eating	<input type="checkbox"/> Transportation
<input type="checkbox"/> Toileting	<input type="checkbox"/> Transferring	<input type="checkbox"/> Walking	<input type="checkbox"/> Financial Management
<input type="checkbox"/> Phoning	<input type="checkbox"/> Driving	<input type="checkbox"/> Heavy Housework	<input type="checkbox"/> Medication Management
<input type="checkbox"/> Cooking	<input type="checkbox"/> Shopping	<input type="checkbox"/> Light Housework	

1 – 4 vulnerability factors (1 point)

5 – 9 vulnerability factors (3 points)

10 or more vulnerability factors (5 points)

- B. Unable to use public transportation for the following reason(s):
- Disabling condition which prevents long periods of sitting, cognitive impairment or sight impairment (1 point) _____
- C. Income is at or below the 2020 Federal Poverty Level (FPL). (5 points)
 (= or < \$1063 for 1 person; = or < \$1,436 for 2 people) _____
- D. No support system to provide transportation. (2 points) _____
- E. Identifies as being of minority ethnicity/race (1 point) _____
- F. Limited English speaking (1 point) _____
- TOTAL POINTS** _____



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**Mason Transit Authority
 Volunteer Driver Program Priority Determination Form**

NAME _____ DATE _____ SCORE _____

"Priority will be given vulnerable, low-income, minority and/or limited English speaking elderly"

- A. Unable to perform one or more daily activities listed below without assistance due to physical, cognitive, emotional, psychological or social impairment.

Vulnerability Assessment

Assistance needed with these activities:

<input type="checkbox"/> Bathing	<input type="checkbox"/> Dressing	<input type="checkbox"/> Eating	<input type="checkbox"/> Transportation
<input type="checkbox"/> Toileting	<input type="checkbox"/> Transferring	<input type="checkbox"/> Walking	<input type="checkbox"/> Financial Management
<input type="checkbox"/> Phoning	<input type="checkbox"/> Driving	<input type="checkbox"/> Heavy Housework	<input type="checkbox"/> Medication Management
<input type="checkbox"/> Cooking	<input type="checkbox"/> Shopping	<input type="checkbox"/> Light Housework	

1 – 4 vulnerability factors (1 point) _____
 5 – 9 vulnerability factors (3 points) _____
 10 or more vulnerability factors (5 points) _____

- B. Unable to use public transportation for the following reason(s):
- Disabling condition which prevents long periods of sitting, cognitive impairment or sight impairment (1 point) _____
- C. Income is at or below the 2020 Federal Poverty Level (FPL). (5 points)
 (= or < \$1063 for 1 person; = or < \$1,436 for 2 people) _____
- D. No support system to provide transportation. (2 points) _____
- E. Identifies as being of minority ethnicity/race (1 point) _____
- F. Limited English speaking (1 point) _____

TOTAL POINTS _____



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APPENDIX C

EXHIBIT A - DRIVER CONDUCT

1. All volunteer drivers will act in a professional manner at all times.
2. Reports of staff or volunteer driver misconduct will be cause for immediate suspension from client service. Confirmation of misconduct shall be cause for removal of the volunteer driver involved from serving clients. Mason Transit Authority (MTA) may be required to report all incidents to the state or federal funding agencies.
3. If the state funding agency and/or MTA receives complaints regarding any volunteer driver transporting riders, and/or it is determined that the volunteer driver is not performing the service in a safe, reliable or responsible manner and corrective action has not resulted in improved performance, MTA will remove the volunteer driver from service to riders.
4. If any volunteer is suspended from service due to complaints or a determination that the person is not performing the service in a safe, reliable and responsible manner, they will not return to service until MTA has developed a plan of improvement.
5. Volunteers shall perform the following minimum levels of service; A volunteer driver shall:
 - a. Wear, or have visible, easy to read proper organizational identification;
 - b. As appropriate to the needs of the rider, exit the vehicle to open and close doors when passengers enter or exit the vehicle and provide assistance as necessary to or from the main door of the place of destination;
 - c. Properly identify and announce their presence at the entrance of the building at the specified pick-up location if a curbside pick-up is not apparent, or with attending facility staff;
 - d. Assist the passengers in the process of being seated, including the fastening of the seat belt, when necessitated by the rider's condition;
 - e. Confirm, prior to allowing any vehicle to proceed, that all passengers are properly secured in their seat belts;
 - f. Provide an appropriate level of assistance to passengers, when requested, or when necessitated by a passenger's condition;
 - g. Provide support and direction to passengers. Such assistance shall also apply to the movement of wheelchairs and mobility-limited persons as they enter or exit a facility or



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vehicle as applicable. Such assistance shall also include stowage by the driver of mobility aids and folding wheelchairs;

- h. Be clean and maintain a neat appearance at all times;
- i. Be polite and courteous to riders; riders shall be treated with respect and in a culturally appropriate manner when receiving transportation services. MTA will notify the volunteer driver of any known cultural issues significant to providing transportation services; and,
- j. Respect passengers' rights to confidentiality.

6. A volunteer driver shall not:

- a. Make sexually explicit comments, or solicit sexual favors, or engage in sexual activity;
- b. Solicit or accept controlled substances, alcohol, or medications from riders;
- c. Solicit or accept money from riders;
- d. Use alcohol, narcotics or controlled substances, or be under the influence, while performing as a volunteer driver. Prescribed medication can be used by a driver as long as his/her responsibilities as a volunteer driver can still be performed in a safe manner and MTA has written documentation that medication will not impact the ability of the driver;
- e. Eat or consume any beverage while operating the vehicle or while involved in rider assistance;
- f. Smoke in the vehicle when riders are present. This rule also applies to clients and a client's escort;
- g. Wear any type of headphones while performing as a volunteer driver;
- h. Be responsible for passengers' personal items.


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EXHIBIT B - CONFIDENTIALITY

1. The principal of confidentiality is basic to the maintenance of professional ethics and community respect. All staff and volunteers of MTA have a set of ethical responsibilities by which they are bound to the rider, the community and themselves. MTA riders act in good faith, expecting their circumstances and personal matters to remain confidential and MTA is obligated by law and ethics to reciprocate. Confidentiality of rider information is maintained for the protection of the rider and for MTA.

2. Staff members, including volunteers, will use the following procedures. For the purposes of these procedures a “rider” is defined as a person registered as a program participant. Registration is accomplished by completion of a Participant Information Form (PIF).
 - a. All staff members will take responsibility for protecting the confidentiality of all riders and sign a confidentiality form to be maintained in their personnel file. New staff members will receive instruction in these confidentiality procedures.
 - b. All written and unwritten information concerning riders of MTA are considered as confidential.
 - c. All written information regarding the riders of MTA will be maintained in files. Only those staff members with a “need to know” will have access to these files. No staff member may remove rider files from the office without authorization from the staff member’s supervisor.
 - d. When it is necessary for a member of the staff to communicate information about a rider to another person or agency, an Authorization to Obtain/Release Information Form will be signed by the rider or their legal representative. The signed release will be kept in the rider’s permanent record. If the rider is unable to give written consent, then the staff member releasing the information will document the circumstances.
 - e. When rider-related materials, i.e., lists, log and files are used outside the office, staff members are responsible and must take appropriate steps to safeguard the materials.
 - f. In emergency situations, when it is not possible to have a form signed, a verbal release may be given by the rider or their legal representative. The staff member who receives the verbal release will make a note in the rider’s file and will obtain the written release as soon as possible.



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- g. A signed release will not be needed when, in general, personal information shall not be used or disclosed by any person or organization without the informed consent of the individual who is the subject or the information.
 - h. When MTA staff is working with a rider and finds it necessary to obtain written information from another person or agency, it will be necessary to obtain a signed release from the rider or representative. This release will indicate that the rider or representative has given permission for release of information to MTA.
 - i. When MTA staff either receives requested written information or releases written information about a rider to another person or agency, a written or verbal follow-up will be given to the rider. This follow-up will inform the rider as to what information was released or obtained and what progress has been made in helping with his/her individual situation. A record of the follow-up will be kept in the rider's file.
 - j. When MTA staff receives unsolicited information from the rider, the staff member may legally need to share that information, e.g., suspected abuse. The staff member may also ask the rider for permission to make an appropriate referral, i.e., Gatekeeper function.
 - k. When MTA staff receives unsolicited information about a rider from family members, Gatekeepers, etc., the staff member may share the information with the rider. Professional judgment will determine what to share.
 - l. The fact that a situation has been made public through any of the new media does not alter the fact that this person still has confidentiality privileges with MTA. For example, if a rider has been having difficulties with a given problem and is arrested, MTA confidentially procedures will be maintained.
3. The major exception to this policy is that the information may be used for purposes directly connected with the administration of the program that has collected the information. Such purposes include, but are not necessarily limited to; determining eligibility, providing the services and participating in audits of the program. An example of using personal information in the course of providing a service would be staff member giving the name and other necessary information about an individual desiring a specific service to an organization than can provide that service.


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EXHIBIT C - DONATIONS

1. Persons who receive services funded by Title III of the Older Americans Act must be given a free and voluntary opportunity to contribute to the cost of services provided. The same opportunity must be extended to persons who receive SCSA-funded services that are not subject to a means test. Other persons in need of special transportation regardless of funding source should be afforded similar opportunities, as the persons in the categories above. The service provider must protect each person’s privacy with respect to his or her contribution, establish procedures to safeguard and account for all contributions made by users of the service and use all such contributions to expand the service that received the contribution.
2. Envelopes are provided by Volunteer Drivers for the purpose of ensuring confidentiality.
3. MTA will not differentiate among individuals based on their ability, or inability to make a donation. No otherwise eligible person may be denied service because he/she will not or cannot contribute to the cost of service.
4. Volunteer drivers are not allowed to receive donations. In order to assure that riders are afforded the opportunities described above, they may be mailed a detailed accounting of volunteer trips provided, length of the trip, and a suggested donation rate. Those factors may be totaled in the form of an aggregate suggested donation. A copy of the aggregate accounting can be sent to persons who have agreed to pay for the transportation services. Included are family members, personal representatives, friends, and agencies that have agreed to pay at the suggested donation rate.



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EXHIBIT D - ABUSE, NEGLECT, ABANDONMENT & EXPLOITATION

1. Volunteers will be trained to report concerns immediately to the office of the Department of Social & Health Services that is responsible for Adult Protective Services and provided with ~~ana~~ report form upon orientation. The staff member, including volunteers, shall also report concerns to his/her supervisor and/or Volunteer Driver Coordinator to receive further instructions as needed. People in certain professions are mandated to report suspected abuse, neglect, exploitation or abandonment of persons sixty (60) years of age or older who have a functional, mental, or physical inability to care for or protect themselves. Persons who are required to report must call Adult Protective Services immediately and follow-up with a written report within ten (10) days. Those mandated to report include:
 - a. Police officers
 - b. Social workers
 - c. Employees/Volunteers of welfare, mental health, or health agencies, or congregate care long-term care facilities
 - d. Licensed health care providers
 - e. Employees of the Department of Social & Health Services
 - f. Employees of social service agencies

2. Abuse and neglect of older persons includes several categories of acts and/or omissions generally referred to as abuse, neglect, exploitation and abandonment. Signs of potential abuse or neglect include an elderly person:
 - a. with bruises, welts or burns or evidence of physical restraints;
 - b. who appears over- or under-medicated;
 - c. with inadequate food or water, or with unclean clothes or bedding;
 - d. whose caregiver abuses alcohol or is emotionally unstable;
 - e. who previously has had excellent credit or resources but now seems unable to meet expenses;
 - f. whose caregiver is under severe stress such as illness, unemployment or family problems;
 - g. living in a family with a history of violence such as child or spouse abuse; and
 - h. who is not permitted visitors or direct, private communication with others.

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3. Definitions

- a. Abuse: An act of physical or mental mistreatment or injury that harms or threatens a person through action or inaction by another individual. Abuse may be physical, sexual, verbal or emotional. “Medical” abuse refers to over-medication or withholding of medications or other needed assistance in order to control the older person. Signs of abuse:
 - i. Suspicious bruising or other injuries to arms, face or head
 - ii. Marks from tying or other restraints
 - iii. Purposeful isolation
 - iv. Unwarranted sedation
 - v. Withholding of food, water or medication (without consent)
 - vi. Unexplained depression or anxiety

- b. Neglect: A pattern of conduct resulting in deprivation of care necessary to maintain minimum physical and mental health. Neglect occurs when a caregiver does not provide enough care and support to meet the person’s individual needs for physical emotional well-being. (The situation may be “self-neglect” when the needs of an older person are not being met, but here is not an identified caregiver.) Signs of neglect:
 - i. Inadequate food or water
 - ii. Un-cleanliness
 - iii. Serious bedsores
 - iv. Social isolation
 - v. Lack of proper medical or dental care or equipment
 - vi. Unsanitary conditions
 - vii. Unpaid bills
 - viii. Untreated mental illness

- c. Exploitation: Illegal or improper use of a vulnerable adult or that adult’s resources for another person’s profit or advantage. Exploitation may involve obtaining access to and misusing an older person’s income, financial resources or real property, obtaining money fraudulently, charging for services not provided, misuse of a Power of Attorney, and emotional pressure to change a will to sign over property. Signs of exploitation:
 - i. Sudden change in an older person’s spending habits
 - ii. Unexplained loss of resources or valuables



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- iii. Overdrawn accounts
 - iv. Loss checks or passbooks
 - v. Unusual or suspicious withdrawals from bank
 - vi. An unfit person moving in
 - vii. Sudden quit-claim deeds of property
 - viii. Suspicious or unauthorized use of an older person's credit card
- d. Abandonment: Leaving a vulnerable adult without the means to obtain food, clothing, shelter or health care. This form of abuse involves a recognized caregiver who has been giving regular and substantial care to an older person, and willfully discontinues the care without assuring adequate replacement or giving appropriate notice to responsible parties. Signs of abandonment:
- i. Sudden departure of caregiver
 - ii. No movement in or around an older person's home
 - iii. No answer to telephone
 - iv. Uncollected mail or newspapers piling up
 - v. Older person suddenly discontinuing routine social contacts



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EXHIBIT E – REPORTING

- Volunteers are required to report services provided, to ~~include:~~ include date trip provided, person served, pick-up and destination address, mileage, trips and hours. Reports are required to be accurate and submitted on the first day of each month for the previous month's service provision.

VOLUNTEER DRIVER TRAVEL EXPENSE CLAIM FORM								
Date	Passenger & Address	Odometer Start	Odometer Stop	Total Miles	Destination	1-Way Trips	Trip Purpose	Hours
3/26/2010	JANE DOE				GROUP HEALTH			
	123 DOLLY LANE	26354	26420	66	700 LILLY ROAD	2	A-A	3
	SHELTON, WA 98584	LEAVE HOME	RETURN HOME		OLYMPIA, WA 98584			
3/29/2010	JOHN SMITH				W.W. ONCOLOGY			
	123 DEER RD	26615	26764	149	4525 3RD AVE OLYMPIA, WA	3	A-C-A	5
	BELFAIR, WA 98528				FRED MEYER IN SHELTON			
3/20/2010	SALLY AND JOE SMITH				VISTA CARE ONCOLOGY			
	321 MICKEY MOUSE RD	26764	26909	145	141 LILLY RD OLYMPIA, WA	6	AA-CC-AA	5
	BELFAIR, WA 98528				OFC IN BELFAIR			
3/20/2010	JANE DOE				DOCTORS CLINIC			
	123 DOLLY LANE	26955	➔		2526 WHEATON WAY			
	SHELTON, WA 98584				BREMERTON, WA			
3/20/2010	SALLY SMITH				DOCTORS CLINIC			
	321 MICKEY MOUSE RD	➔	27125	170	2526 WHEATON WAY	4	AA-AA	3
	BELFAIR, WA 98528				BREMERTON, WA			
I, the undersigned, do hereby certify that the information provided is true and correct; and that no part of this claim has been/will be paid by any other agency or individual.				Trip Purpose Legend		Office Use Only		
Signature <u>SIGNATURE REQUIRED TO PROCESS CLAIM FORM!</u> Date _____				Enter Corresponding Letter for Each Trip Purpose in Trip Purpose Column		Total Miles _____		
Address _____				A - Medical		Mileage Rate _____ x		
City _____ State _____ Zip _____				B - Adult Daycare		Mileage Reimbursement \$ _____		
				C - Essential Errands		Other reimbursed expenses + _____		
				D - Social Services		Total Reimbursement = \$ _____		
				E - Nutrition				
				F - Employment				
				G - Recreation		Total 1-Way Trips _____		
Mail or deliver to: Mason Transit Authority 790 E John's Prairie Rd PO Box 1880 Shelton WA 98584 (360) 426-9434 or (800) 281-9434				H - Education		Total Volunteer Hours _____		
				# of trip purposes must equate # of 1-way trips				
						Approval Signature _____		



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EXHIBIT F – VOLUNTEER DRIVER EXPENSES

~~1. Meal Reimbursement Policy is as follows: MTA will only accept:~~

- ~~a. Original restaurant meal receipts – or –~~
- ~~b. Original grocery store/convenience store receipts for prepared, ready-to-eat food items that will be eaten by the volunteer driver immediately. Any extra items for spouses or clients will not be reimbursed nor will additional food items be reimbursed, such as cartons of ice cream, canned goods or food items.~~
- ~~c. Reimbursement cannot be paid when Food Stamps are used to pay for reimbursable meal expenses at restaurants or for reimbursable ready-to-eat food items purchased from grocery stores/convenience stores.~~
- ~~d. All receipts must have a date and time on them that corresponds to the time span of the authorized trip.~~
- ~~e. Receipts for meals will only be reimbursed when volunteering for at least a four (4) hour time period. Also, please note that:
 - ~~i. Meals are reimbursed only for the volunteer.~~
 - ~~ii. Meal reimbursements are not authorized for spouses, significant others or clients.~~
 - ~~iii. MTA does not reimburse for tobacco or alcohol products.~~~~

~~2. Incidental Expenses Policy is as follows: In addition to meals, MTA will reimburse for incidental travel expenses related to the non-automobile costs the volunteer incurs. Examples are:~~

- ~~a. Parking~~
- ~~b. Highway and/or bridge tolls~~
- ~~c. Ferry Tolls~~
- ~~d. MTA will reimburse for motel/hotel expenses, pre-authorized, as a result of inclement weather conditions or emergency circumstances.~~

~~In the case of either one (1) or two (2) above, the expenses must be documented by original receipts that correspond to the time span of the authorized trip.~~

~~3. Automobile expenses that will not be reimbursed include include:~~

- ~~a. Traffic fines~~



Title: Volunteer Driver Program
Number: 1000
Effective: ~~12/17/13~~ ~~12/1/2020~~ December 1, 2020
Cancels: ~~08/06/2006; 06/18/2013;~~
~~12/17/13~~ Resolution No. 2013-26
Prepared by: ~~Christina Kramer~~ [Haley Dorian](#), Outreach
~~Manager~~ Program Coordinator
Approved by: Authority Board
Resolution ~~No. 2013-26~~ [No. 2020-40](#)

- ~~b. Parking fines~~
- ~~c. Towing charges~~
- ~~d. Gasoline, etc.~~

RESOLUTION NO. 2020-40

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
ADOPTING A REVISED VOLUNTEER DRIVER PROGRAM POLICY
(POL-1000) AND SUPERSEDING AND REPLACING IN FULL ANY
PREVIOUSLY ADOPTED OR APPROVED VOLUNTEER DRIVER PROGRAM
POLICY, INCLUDING RESCINDING RESOLUTION NO. 2013-26.**

WHEREAS, the Volunteer Driver Program Policy (POL-1000) was last updated in 2013;
and

WHEREAS, edits have been made relating to staff title changes, new guidelines relating
to reimbursement to volunteer drivers and volunteer driver reviews;

**NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY
BOARD** that the revised Volunteer Driver Program Policy (POL-1000), which is attached hereto
and incorporated herein, be established and adopted; and

BE IT FURTHER RESOLVED that this Mason Transit Authority Volunteer Driver
Program Policy (POL-1000) shall supersede and replace in full any previously adopted or
approved Mason Transit Authority Volunteer Driver Program Policy, including rescinding
Resolution No. 2013-26.

Adopted this 17th day of November, 2020.

Wes Martin, Chair

Sharon Trask, Vice-Chair

John Campbell, Authority Member

Kevin Dorcy, Authority Member

Matt Jewett, Authority Member

Randy Neatherlin, Authority Member

[Vacant], Authority Member


Kevin Shutty, Authority Member

Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: _____
Danette Brannin, General Manager

APPROVED AS TO FORM: _____
Robert W. Johnson, Legal Counsel

ATTEST: _____ DATE: _____
Tracy Becht, Clerk of the Board

	<p>Title: Volunteer Driver Program</p> <p>Number: 1000</p> <p>Effective: December 1, 2020</p> <p>Cancel: Resolution No. 2013-26</p> <p>Prepared by: Haley Dorian, Program Coordinator</p> <p>Approved by: Authority Board Resolution No. 2020-40</p>
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POL-1000 VOLUNTEER DRIVER PROGRAM

1. Philosophy

- a. The mission of Mason Transit Authority (MTA) is to provide transportation choices that connect people, jobs and community, increasing the quality of life in Mason County. The utilization of volunteers provides a cost-effective means of supporting MTA’s mission. A well-managed volunteer program can contribute to improved quality and quantity of services available to Mason County residents. The Volunteer Driver Program (VDP) provides additional transportation options for meeting the needs of our community’s aging population.

2. Purpose

- a. It is the purpose of the MTA Volunteer Driver Program to provide transportation services to individuals’ age sixty (60) years and above who are determined to be eligible for this service under the Washington State Senior Citizens Services Act, and/or provisions of the Older Americans Act of 1965, as amended.
- b. The VDP is meant to complement existing private and public transportation services. It is not meant to provide transportation for individuals who have services/insurance available to pay for the requested transportation or to replace the transportation that is already available.

3. Funding

- a. The MTA Volunteer Driver Program is made possible through a partnership with, and funds awarded from, Lewis-Mason-Thurston Area Agency on Aging (LMTAAA); funding is provided through the Federal Older Americans Act of 1965, Washington State Senior Citizens Services Act, as well as donations from VDP service recipients and MTA match funds.
- b. This service is provided to eligible persons up to the point that funds budgeted within a calendar year have been exhausted. This service is not available once this funding has been exhausted. The funding is spread across the year in equal quarterly amounts. The quarters are January 1 to March 31; April 1 to June 30; July 1 to September 30; and, ending October 1 to December 31 of each calendar year. Remaining funds within each quarter shall rollover into the consecutive quarter.



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- c. Persons less than 60 years of age are not eligible to receive funds from the Federal Older Americans Act of 1965, as amended, or Washington State Senior Citizens Services Act. As part of the agreement terms between LMTAAA and MTA, match funds are provided, to include, when available, funding for service to non-eligible persons. Service for otherwise non-eligible persons will only be provided until funds budgeted within each calendar year has been exhausted. This funding is spread across the year in equal semi-annual amounts, that being: January 1 - June 30 and July 1 - December 31 of each calendar year.
- d. The Volunteer Driver Program is dependent upon the availability of federal, state and local funds provided primarily through LMTAAA and, secondarily, MTA's match funds under the agreement budget. As such, the program is subject to unilateral reduction should the anticipated level of funding become unavailable.

4. Organizational Structure

- a. To minimize risk and maximize services to those we serve through volunteer utilization, the VDP will be managed by MTA staff, to include, but not limited to, the positions of Accounting Assistant, VDP Coordinator, Dispatch/Schedulers, and Administrative Services Manager, and said staff will be provided the necessary resources to devote to the coordination of volunteer services.
- b. An MTA employee will be assigned to the program and is responsible for managing the utilization of volunteers. This MTA employee will have a "working title" of Volunteer Coordinator. The Volunteer Coordinator will be offered training related to the management of volunteers and/or professional development and be encouraged to participate in professional organizations to increase management skills of volunteers.
- c. The **Volunteer Coordinator** will be responsible for managing the utilization of volunteers, services provided and dispatching of services with oversight provided by the Administrative Services Manager. Responsibilities include:
 - 1. Writing job descriptions for volunteer driver positions
 - 2. Recruitment, screening, and placement of volunteers
 - 3. Orientation and coordination of volunteer training
 - 4. Recognition, support and evaluation of volunteers
 - 5. Record keeping, including monthly reporting of volunteer miles, hours and trips
 - 6. Maintain driver and client files ensuring accuracy and confidentiality of records




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7. Knowledge and understanding of the Agency Council on Coordinated Transportation (ACCT) Volunteer Drivers - A Guide to Best Practices
 8. Direct supervision of the volunteers
 9. This person does not have the working title of supervisor
 10. Screening and qualifying clients for uses of services
 11. Responsibly match volunteers with clients and dispatch rides
 12. Ensure adherence to MTA's Volunteer Driver Program Policy and Procedures
 13. Attend annual contract monitoring visits and provide files as requested, and implementing any identified corrective actions, program changes and/or recommendation within deadlines.
- d. **Accounting Assistant** will be responsible for accurately preparing the monthly LMTAAA invoice and quarterly budget.
- e. **Administrative Services Manager** will be responsible for direct supervision of the Accounting Assistant. Responsibilities include:
1. Ensuring completion and accuracy of Accounting Assistant responsibilities.
 2. Knowledge and understanding of the Agency Council on Coordinated Transportation (ACCT) *Volunteer Drivers - A Guide to Best Practices*
 3. Ensure adherence to the LMTAAA contract terms
 4. Preparation of the annual contract program budget and staffing plan

5. Target Population

- a. The target population criteria for the VDP is in accordance with the agreement terms and conditions established between LMTAAA and MTA and as outlined in program standards of the Aging and Long Term Support Administration Policy and Procedures Manual for Area Agency on Aging Operations, which is persons who:
1. Do not own a vehicle, or
 2. Cannot operate a vehicle, or
 3. Cannot afford to drive, and
 4. Cannot use public transportation, or
 5. Public transportation is not accessible or available to them.

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6. Eligibility Determination

- a. Qualified persons eligible to receive volunteer services are defined in accordance with Older Americans Act of 1965, as amended (OAA), and the Washington State Senior Citizens Services Act (SCSA), which are persons over the age of 60 who, because of financial or physical incapacity, have no appropriate means of transportation available to them; and as outlined in the Target Population Criteria according to the program standards of the Aging and Long Term Support Administration Policy and Procedures Manual for Area Agency on Aging Operations. In addition, persons who receive volunteer services must be a resident of Mason County. Eligibility is determined through use of the Participant Information Form (*see Appendix A*).
- b. Requests for services received by persons less than 60 years of age are not eligible under the Lewis-Mason-Thurston Area Agency on Aging Contract. When such inquiries are received, MTA will provide services on a first come, first served basis, (and if funding is still available) if the person:
 - 1. Does not own a vehicle, or
 - 2. Cannot operate a vehicle, and
 - 3. Cannot use public transportation, or
 - 4. Public transportation is not accessible or available to them.

7. Service Prioritization

- a. To best serve the community with limited funding, and operate within the allotted annual budget of the Volunteer Driver Program, MTA will provide volunteer driver services to individuals primarily for medical trips, to out-of-county destinations and on an, as needed, assessed priority basis.
 - 1. Trips provided will be for the purpose of medical care. Essential errands may be provided in conjunction with a medical trip only if it does not require going more than five miles from the pick-up point, destination point, or roads traveled between the two points.
 - 2. Trip destinations must be outside of Mason County, unless the person is seeking life-sustaining medical treatment in Mason County and public transportation is not accessible or available to them. Life sustaining is defined as treatments which discontinuation would result in death, such as: dialysis, chemo/radiation therapy, surgery, ventilators, antibiotics or other medical procedures.



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3. Priority status will be defined in accordance with the OAA and SCSA, which states that priority will be given vulnerable, low-income, minority and/or limited English speaking elderly, as well as those meeting target population criteria as outlined in program standards of the Aging and Long Term Support Administration Policy and Procedures Manual for Area Agency on Aging Operations. Priority is assessed using a Participant Information Form and VDP Priority Determination Form (*see Appendix A and B*).
4. Service priority will be given, as needed, to persons who have been assessed to have a priority status. Meaning, every effort will be made to use the funding allotted within each quarter in a manner to sustain the same level of service through the entirety of the quarter for persons with a priority status. Therefore, persons with priority status will have precedence for services provided through the Volunteer Driver Program.
5. Trips will only be allowed to be scheduled up to two weeks in advance from the date the person makes a request.

8. Service Definition

- a. Volunteer drivers perform their functions on behalf of or under the direction of the agency seeking their services. While the volunteer's vehicle is in use on agency directed business, the vehicle is considered a mobile work site and the volunteer an agent of the agency. The scope of the volunteer driver's relationship with the agency should be limited to the purposes of transporting and escorting (as needed) clients to and from medical services. Volunteer drivers in this program drive their own cars and receive reimbursement for expenses incurred, as follows:
 1. Tolls and parking will be reimbursed for the actual values per proof of receipts provided.
 2. Drivers should attempt to control program costs by scheduling their meals around trips and furnishing their own snack lunches. However, meals are a reimbursable cost if unforeseen delays occur and the trip exceeds four hours. Volunteers will be reimbursed according to GSA current per diem rates. Rates can be found at https://www.gsa.gov/travel/plan-book/per-diem-rates/per-diem-rates-lookup/?action=perdiems_report&state=WA&fiscal_year=2021&zip=&city=i.
 3. Mileage is variable with the cost of fuel. MTA will set the mileage reimbursement rate and so inform the drivers prior to any commitment of the trip. The mileage allowance shall not exceed the IRS reimbursable level.



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MTA will not reimburse drivers for fines resulting from illegal operation of the vehicle, i.e., traffic or parking violations.

4. Meal Reimbursement Policy is as follows: MTA will only accept:
Meals will only be reimbursed when volunteering for at least a four (4) hour time period. Also, please note that:
 - i. Meals are reimbursed only for the volunteer.
 - ii. Meal reimbursements are not authorized for spouses, significant others or clients.
 - iii. MTA does not reimburse for tobacco or alcohol products.

5. Incidental Expenses Policy is as follows: In addition to meals, MTA will reimburse for incidental travel expenses related to the non-automobile costs the volunteer incurs. Examples are:
 - a. Parking
 - b. Highway and/or bridge tolls
 - c. Ferry Tolls
 - d. MTA will reimburse for motel/hotel expenses, pre-authorized, as a result of inclement weather conditions or emergency circumstances.

In the case of any of the approved incidental expenses listed above, the expenses must be documented by original receipts that correspond to the time span of the authorized trip.

Automobile expenses that will not be reimbursed include:

- a. Traffic fines
- b. Parking fines
- c. Towing charges
- d. Gasoline, etc.

9. Minimum Requirements for the Volunteer Driver Program

- a. **Insurance Coverage** - Each person volunteering his/her services and his/her vehicles in the Volunteer Driver Program shall meet the State requirements as to motor vehicle policy or bond, as the volunteer's personal insurance is the primary liability protection. The following minimum coverage is recommended by the State of Washington in the Revised Code of Washington (RCW 46.29.090):




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1. \$25,000 bodily injury, each person
2. \$50,000 bodily injury, each accident
3. \$10,000 property damage

Volunteers will provide proof of coverage that will be satisfactory to the transportation provider. MTA will maintain excess automobile insurance which supplements auto insurance coverage for each volunteer driving his/her own vehicle.

b. Volunteer Driver Selection - Transportation providers offering a volunteer transportation component should assure that the volunteer drivers are reliable and able to drive safely. If at any time MTA deems that a volunteer driver is not performing his/her duties in a safe and reliable manner, at the sole discretion of MTA no further volunteer services will be assigned, including those that have been ongoing, pending determination by the volunteer coordinator. Selection of volunteer drivers will be based upon the following criteria:

1. Prospective volunteer should have an appropriate and valid Washington State driver's license.
2. Assurance that the prospective volunteer has a safe driving record; at a minimum the volunteer should have had no at-fault accidents or moving violations in the past three years.
3. Assurance that prospective volunteer has no criminal history record or record of Child or Adult abuse.
4. Assurance that prospective volunteer has State established minimum required insurance coverage.
5. Assurance by prospective volunteer that his/her vehicle is mechanically sound.
6. Assurance by prospective volunteer that he/she is physically capable of safely driving their vehicle and that medications are not being taken that affect driving ability. Additional assurance may be requested in the form of a letter provided by the volunteer's physician.
7. Assurance that prospective volunteer's vehicle has seat belts; that the volunteer will use seatbelts at all times and will require compliance by their passenger(s) of Washington State Laws regarding the wearing of seat belts.
8. Assurance by the prospective volunteer that he/she will maintain required records, (e.g., verification of trip records.)
9. Assurance that the prospective volunteer will refrain from accepting any donations from clients. Self-addressed envelopes are provided for clients wanting to make voluntary donations which protects the client's right to confidentiality, and which safeguards the funds from theft or fraud.
10. A "Statement of Understanding" is executed and acknowledged with their signature.

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11. Assurance that the prospective volunteer will maintain the conditions of his/her selection in Section 9; paragraph B, items 1-11, as listed above.

c. Volunteers Driver Orientation - The agency should provide orientation to volunteers prior to their providing service (*see Appendix C, Exhibits A-F*).

Orientation will include:

1. Information about the agency
2. The purpose of the Volunteer Transportation Program
3. The role volunteers play in the Transit System
4. Review of the program policy and procedures
5. An explanation of the job description, reporting and evaluation process

d. Volunteers rights and responsibilities - The agency should provide information volunteers with information during orientation regarding their rights and responsibilities.

Rights and Responsibilities of Volunteers include:


1. To maintain their vehicle in safe operating condition
2. To assure the use of seatbelts by passengers and volunteer
3. To maintain client confidentiality
4. To maintain the client's right to self-determination
5. To exercise due care in operating the motor vehicle
6. To notify the agency in the event of an accident
7. To appropriately use Disabled Parking Permit
8. Reimbursement for allowable expenses incurred
9. Reporting requirements
10. Evaluation
11. Agency contact and supervision

e. Volunteers Driver Training – Volunteers should be provided with the appropriate training to conduct services in a safe manner. Mandatory training to be completed within sixty (60) days following the initial driving assignment:

1. Passenger Assistance & Sensitivity Training (ADAPT or PASS)
2. Defensive Driving Course

Special training opportunities are strongly encouraged for:

1. CPR/First Aid

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The agency will encourage the program to coordinate training with other community programs in order to maximize the volunteer's knowledge about the integration with the area service delivery system. Cost of such training will be reimbursed by MTA.

- f. Volunteer Driver Review** - On an annual basis, each volunteer driver will be reviewed in conference to:
1. Update application information with regard to name, address and emergency contact
 2. Driver's license information
 3. At-fault accidents and traffic violations monitored through Envision.
 4. Vehicle information and vehicle inspection
 5. Periodic Status Check on Volunteer
 6. Confidentiality Agreement Review performance by conducting a ride-a-long driver evaluation and review of job responsibilities

If at any time the volunteer driver is found to have not maintained the conditions of his/her selection as defined in Section 9; paragraph B, items 1-11, as well as pass their annual review as defined in Section 9; paragraph F, items 1-7, then the driver will be suspended from provided services until the item(s) are in compliance with this policy. If a volunteer driver is out do to their own medical condition, then they will be asked to provide a release from their doctor okaying them to drive before returning to the program.

Any accident or reportable incident involving a volunteer performing agency-sponsored activity should be reported and investigated immediately by the agency. A report of the accident should be filed in the volunteer's personnel file.



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APPENDIX A

Participant Information Form 2020

Project:
Transportation
 Location: Mason

Date of Intake:

Name: _____
Last First Middle

Date of Birth: _____
Month Day Year (must be age 60+)

Address: _____
Street

City ZIP code

Phone: _____

Ethnicity: Non-Hispanic Hispanic

Race (check all that apply):

- American Indian/Native Alaskan Hispanic White/Non-Hispanic
 Asian Native Hawaiian/other Pacific Islander
 Black/African American Other: [Click here to enter text.](#)

Household Composition:

- Lives alone With other relative(s) Other: [Click here to enter text.](#)
 With domestic partner With parent(s) Declined to state
 With non-relative(s) With spouse

Residence: Rural Urban

Gender: Female Male Other Unknown Declined to state

At or below 100% of FPL

Is participant's gross monthly income at or below FPL- YES NO
 Less than \$1063 for a single person or \$1436 for a couple?

Emergency Contact: _____
Name

Phone Relationship

Target Population Criteria*			
1. Client has a vehicle	-or-	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Client can drive	-or-	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. Client can afford to drive	and	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Client can use public transportation	-or-	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Public transportation is available or accessible		<input type="checkbox"/> Yes	<input type="checkbox"/> No

*To be eligible, clients must minimally check "no" to 1, 2 or 3 and 4 or 5 for purposes for which transportation is being provided under the OAA/SCSA funded program.

Is this a one-time eligibility based on trip? If yes, explain. Yes No

Does this client use a mobility device? If yes, indicate type. Yes No

Is this client on Medicaid? Yes No

Additional comments:

Provided to Client	Date
Grievance Policy & Procedure	
Non-Discrimination Policy	
Confidentiality Policy/Release Form	
Donation Policy	
Satisfaction Survey	
Prioritization Plan, as applicable	
Other: <input type="text"/>	<input type="text"/>

End of document ■



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APPENDIX B

**Mason Transit Authority
 Volunteer Driver Program Priority Determination Form**

NAME _____ DATE _____ SCORE _____

"Priority will be given vulnerable, low-income, minority and/or limited English speaking elderly"

- A. Unable to perform one or more daily activities listed below without assistance due to physical, cognitive, emotional, psychological or social impairment.

Vulnerability Assessment

Assistance needed with these activities:

<input type="checkbox"/> Bathing	<input type="checkbox"/> Dressing	<input type="checkbox"/> Eating	<input type="checkbox"/> Transportation
<input type="checkbox"/> Toileting	<input type="checkbox"/> Transferring	<input type="checkbox"/> Walking	<input type="checkbox"/> Financial Management
<input type="checkbox"/> Phoning	<input type="checkbox"/> Driving	<input type="checkbox"/> Heavy Housework	<input type="checkbox"/> Medication Management
<input type="checkbox"/> Cooking	<input type="checkbox"/> Shopping	<input type="checkbox"/> Light Housework	


1 – 4 vulnerability factors (1 point)

5 – 9 vulnerability factors (3 points)

10 or more vulnerability factors (5 points)

- B. Unable to use public transportation for the following reason(s):
- Disabling condition which prevents long periods of sitting, cognitive impairment or sight impairment (1 point) _____
- C. Income is at or below the 2020 Federal Poverty Level (FPL). (5 points)
 (= or < \$1063 for 1 person; = or < \$1,436 for 2 people) _____
- D. No support system to provide transportation. (2 points) _____
- E. Identifies as being of minority ethnicity/race (1 point) _____
- F. Limited English speaking (1 point) _____

TOTAL POINTS _____

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APPENDIX C

EXHIBIT A - DRIVER CONDUCT

1. All volunteer drivers will act in a professional manner at all times.
2. Reports of staff or volunteer driver misconduct will be cause for immediate suspension from client service. Confirmation of misconduct shall be cause for removal of the volunteer driver involved from serving clients. Mason Transit Authority (MTA) may be required to report all incidents to the state or federal funding agencies.
3. If the state funding agency and/or MTA receives complaints regarding any volunteer driver transporting riders, and/or it is determined that the volunteer driver is not performing the service in a safe, reliable or responsible manner and corrective action has not resulted in improved performance, MTA will remove the volunteer driver from service to riders.
4. If any volunteer is suspended from service due to complaints or a determination that the person is not performing the service in a safe, reliable and responsible manner, they will not return to service until MTA has developed a plan of improvement.
5. Volunteers shall perform the following minimum levels of service; A volunteer driver shall:
 - a. Wear, or have visible, easy to read proper organizational identification;
 - b. As appropriate to the needs of the rider, exit the vehicle to open and close doors when passengers enter or exit the vehicle and provide assistance as necessary to or from the main door of the place of destination;
 - c. Properly identify and announce their presence at the entrance of the building at the specified pick-up location if a curbside pick-up is not apparent, or with attending facility staff;
 - d. Assist the passengers in the process of being seated, including the fastening of the seat belt, when necessitated by the rider's condition;
 - e. Confirm, prior to allowing any vehicle to proceed, that all passengers are properly secured in their seat belts;
 - f. Provide an appropriate level of assistance to passengers, when requested, or when necessitated by a passenger's condition;
 - g. Provide support and direction to passengers. Such assistance shall also apply to the movement of wheelchairs and mobility-limited persons as they enter or exit a facility or vehicle as applicable. Such assistance shall also include stowage by the driver of mobility aids and folding wheelchairs;
 - h. Be clean and maintain a neat appearance at all times;



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- i. Be polite and courteous to riders; riders shall be treated with respect and in a culturally appropriate manner when receiving transportation services. MTA will notify the volunteer driver of any known cultural issues significant to providing transportation services; and,
 - j. Respect passengers' rights to confidentiality.
6. A volunteer driver shall not:
- a. Make sexually explicit comments, or solicit sexual favors, or engage in sexual activity;
 - b. Solicit or accept controlled substances, alcohol, or medications from riders;
 - c. Solicit or accept money from riders;
 - d. Use alcohol, narcotics or controlled substances, or be under the influence, while performing as a volunteer driver. Prescribed medication can be used by a driver as long as his/her responsibilities as a volunteer driver can still be performed in a safe manner and MTA has written documentation that medication will not impact the ability of the driver;
 - e. Eat or consume any beverage while operating the vehicle or while involved in rider assistance;
 - f. Smoke in the vehicle when riders are present. This rule also applies to clients and a client's escort;
 - g. Wear any type of headphones while performing as a volunteer driver;
 - h. Be responsible for passengers' personal items.


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EXHIBIT B - CONFIDENTIALITY

1. The principal of confidentiality is basic to the maintenance of professional ethics and community respect. All staff and volunteers of MTA have a set of ethical responsibilities by which they are bound to the rider, the community and themselves. MTA riders act in good faith, expecting their circumstances and personal matters to remain confidential and MTA is obligated by law and ethics to reciprocate. Confidentiality of rider information is maintained for the protection of the rider and for MTA.

2. Staff members, including volunteers, will use the following procedures. For the purposes of these procedures a “rider” is defined as a person registered as a program participant. Registration is accomplished by completion of a Participant Information Form (PIF).
 - a. All staff members will take responsibility for protecting the confidentiality of all riders and sign a confidentiality form to be maintained in their personnel file. New staff members will receive instruction in these confidentiality procedures.
 - b. All written and unwritten information concerning riders of MTA are considered as confidential.
 - c. All written information regarding the riders of MTA will be maintained in files. Only those staff members with a “need to know” will have access to these files. No staff member may remove rider files from the office without authorization from the staff member’s supervisor.
 - d. When it is necessary for a member of the staff to communicate information about a rider to another person or agency, an Authorization to Obtain/Release Information Form will be signed by the rider or their legal representative. The signed release will be kept in the rider’s permanent record. If the rider is unable to give written consent, then the staff member releasing the information will document the circumstances.
 - e. When rider-related materials, i.e., lists, log and files are used outside the office, staff members are responsible and must take appropriate steps to safeguard the materials.
 - f. In emergency situations, when it is not possible to have a form signed, a verbal release may be given by the rider or their legal representative. The staff member who receives the verbal release will make a note in the rider’s file and will obtain the written release as soon as possible.
 - g. A signed release will not be needed when, in general, personal information shall not be used or disclosed by any person or organization without the informed consent of the individual who is the subject or the information.



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- h. When MTA staff is working with a rider and finds it necessary to obtain written information from another person or agency, it will be necessary to obtain a signed release from the rider or representative. This release will indicate that the rider or representative has given permission for release of information to MTA.
 - i. When MTA staff either receives requested written information or releases written information about a rider to another person or agency, a written or verbal follow-up will be given to the rider. This follow-up will inform the rider as to what information was released or obtained and what progress has been made in helping with his/her individual situation. A record of the follow-up will be kept in the rider's file.
 - j. When MTA staff receives unsolicited information from the rider, the staff member may legally need to share that information, e.g., suspected abuse. The staff member may also ask the rider for permission to make an appropriate referral, i.e., Gatekeeper function.
 - k. When MTA staff receives unsolicited information about a rider from family members, Gatekeepers, etc., the staff member may share the information with the rider. Professional judgment will determine what to share.
 - l. The fact that a situation has been made public through any of the new media does not alter the fact that this person still has confidentiality privileges with MTA. For example, if a rider has been having difficulties with a given problem and is arrested, MTA confidentially procedures will be maintained.
3. The major exception to this policy is that the information may be used for purposes directly connected with the administration of the program that has collected the information. Such purposes include, but are not necessarily limited to; determining eligibility, providing the services and participating in audits of the program. An example of using personal information in the course of providing a service would be staff member giving the name and other necessary information about an individual desiring a specific service to an organization than can provide that service.


	<p>Title: Volunteer Driver Program</p> <p>Number: 1000</p> <p>Effective: December 1, 2020</p> <p>Cancels: Resolution No. 2013-26</p> <p>Prepared by: Haley Dorian, Program Coordinator</p> <p>Approved by: Authority Board Resolution No. 2020-40</p>
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EXHIBIT C - DONATIONS

1. Persons who receive services funded by Title III of the Older Americans Act must be given a free and voluntary opportunity to contribute to the cost of services provided. The same opportunity must be extended to persons who receive SCSA-funded services that are not subject to a means test. Other persons in need of special transportation regardless of funding source should be afforded similar opportunities, as the persons in the categories above. The service provider must protect each person’s privacy with respect to his or her contribution, establish procedures to safeguard and account for all contributions made by users of the service and use all such contributions to expand the service that received the contribution.
2. Envelopes are provided by Volunteer Drivers for the purpose of ensuring confidentiality.
3. MTA will not differentiate among individuals based on their ability, or inability to make a donation. No otherwise eligible person may be denied service because he/she will not or cannot contribute to the cost of service.
4. Volunteer drivers are not allowed to receive donations. In order to assure that riders are afforded the opportunities described above, they may be mailed a detailed accounting of volunteer trips provided, length of the trip, and a suggested donation rate. Those factors may be totaled in the form of an aggregate suggested donation. A copy of the aggregate accounting can be sent to persons who have agreed to pay for the transportation services. Included are family members, personal representatives, friends, and agencies that have agreed to pay at the suggested donation rate.



	<p>Title: Volunteer Driver Program</p> <p>Number: 1000</p> <p>Effective: December 1, 2020</p> <p>Cancels: Resolution No. 2013-26</p> <p>Prepared by: Haley Dorian, Program Coordinator</p> <p>Approved by: Authority Board Resolution No. 2020-40</p>
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EXHIBIT D - ABUSE, NEGLECT, ABANDONMENT & EXPLOITATION

1. Volunteers will be trained to report concerns immediately to the office of the Department of Social & Health Services that is responsible for Adult Protective Services and provided with a report form upon orientation. The staff member, including volunteers, shall also report concerns to his/her supervisor and/or Volunteer Driver Coordinator to receive further instructions as needed. People in certain professions are mandated to report suspected abuse, neglect, exploitation or abandonment of persons sixty (60) years of age or older who have a functional, mental, or physical inability to care for or protect themselves. Persons who are required to report must call Adult Protective Services immediately and follow-up with a written report within ten (10) days. Those mandated to report include:
 - a. Police officers
 - b. Social workers
 - c. Employees/Volunteers of welfare, mental health, or health agencies, or congregate care long-term care facilities
 - d. Licensed health care providers
 - e. Employees of the Department of Social & Health Services
 - f. Employees of social service agencies

2. Abuse and neglect of older persons includes several categories of acts and/or omissions generally referred to as abuse, neglect, exploitation and abandonment. Signs of potential abuse or neglect include an elderly person:
 - a. with bruises, welts or burns or evidence of physical restraints;
 - b. who appears over- or under-medicated;
 - c. with inadequate food or water, or with unclean clothes or bedding;
 - d. whose caregiver abuses alcohol or is emotionally unstable;
 - e. who previously has had excellent credit or resources but now seems unable to meet expenses;
 - f. whose caregiver is under severe stress such as illness, unemployment or family problems;
 - g. living in a family with a history of violence such as child or spouse abuse; and
 - h. who is not permitted visitors or direct, private communication with others.


	<p>Title: Volunteer Driver Program</p> <p>Number: 1000</p> <p>Effective: December 1, 2020</p> <p>Cancels: Resolution No. 2013-26</p> <p>Prepared by: Haley Dorian, Program Coordinator</p> <p>Approved by: Authority Board Resolution No. 2020-40</p>
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3. Definitions

- a. Abuse: An act of physical or mental mistreatment or injury that harms or threatens a person through action or inaction by another individual. Abuse may be physical, sexual, verbal or emotional. “Medical” abuse refers to over-medication or withholding of medications or other needed assistance in order to control the older person. Signs of abuse:
 - i. Suspicious bruising or other injuries to arms, face or head
 - ii. Marks from tying or other restraints
 - iii. Purposeful isolation
 - iv. Unwarranted sedation
 - v. Withholding of food, water or medication (without consent)
 - vi. Unexplained depression or anxiety

- b. Neglect: A pattern of conduct resulting in deprivation of care necessary to maintain minimum physical and mental health. Neglect occurs when a caregiver does not provide enough care and support to meet the person’s individual needs for physical emotional well-being. (The situation may be “self-neglect” when the needs of an older person are not being met, but here is not an identified caregiver.) Signs of neglect:
 - i. Inadequate food or water
 - ii. Un-cleanliness
 - iii. Serious bedsores
 - iv. Social isolation
 - v. Lack of proper medical or dental care or equipment
 - vi. Unsanitary conditions
 - vii. Unpaid bills
 - viii. Untreated mental illness

- c. Exploitation: Illegal or improper use of a vulnerable adult or that adult’s resources for another person’s profit or advantage. Exploitation may involve obtaining access to and misusing an older person’s income, financial resources or real property, obtaining money fraudulently, charging for services not provided, misuse of a Power of Attorney, and emotional pressure to change a will to sign over property. Signs of exploitation:
 - i. Sudden change in an older person’s spending habits
 - ii. Unexplained loss of resources or valuables
 - iii. Overdrawn accounts
 - iv. Loss checks or passbooks

	<p>Title: Volunteer Driver Program</p> <p>Number: 1000</p> <p>Effective: December 1, 2020</p> <p>Cancels: Resolution No. 2013-26</p> <p>Prepared by: Haley Dorian, Program Coordinator</p> <p>Approved by: Authority Board Resolution No. 2020-40</p>
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- v. Unusual or suspicious withdrawals from bank
 - vi. An unfit person moving in
 - vii. Sudden quit-claim deeds of property
 - viii. Suspicious or unauthorized use of an older person’s credit card
- d. Abandonment: Leaving a vulnerable adult without the means to obtain food, clothing, shelter or health care. This form of abuse involves a recognized caregiver who has been giving regular and substantial care to an older person, and willfully discontinues the care without assuring adequate replacement or giving appropriate notice to responsible parties. Signs of abandonment:
- i. Sudden departure of caregiver
 - ii. No movement in or around an older person’s home
 - iii. No answer to telephone
 - iv. Uncollected mail or newspapers piling up
 - v. Older person suddenly discontinuing routine social contacts



Title: Volunteer Driver Program
Number: 1000
Effective: December 1, 2020
Cancels: Resolution No. 2013-26
Prepared by: Haley Dorian, Program Coordinator
Approved by: Authority Board
 Resolution No. 2020-40

EXHIBIT E – REPORTING

- Volunteers are required to report services provided, to include date trip provided, person served, pick-up and destination address, mileage, trips and hours. Reports are required to be accurate and submitted on the first day of each month for the previous month's service provision.

VOLUNTEER DRIVER TRAVEL EXPENSE CLAIM FORM								
Date	Passenger & Address	Odometer Start	Odometer Stop	Total Miles	Destination	1-Way Trips	Trip Purpose	Hours
3/26/2010	JANE DOE				GROUP HEALTH			
	123 DOLLY LANE	26354	26420	66	700 LILLY ROAD	2	A-A	3
	SHELTON, WA 98584	LEAVE HOME	RETURN HOME		OLYMPIA, WA 98584			
3/29/2010	JOHN SMITH				W.W. ONCOLOGY			
	123 DEER RD	26615	26764	149	4525 3RD AVE OLYMPIA, WA	3	A-C-A	5
	BELFAIR, WA 98528				FRED MEYER IN SHELTON			
3/20/2010	SALLY AND JOE SMITH				VISTA CARE ONCOLOGY			
	321 MICKEY MOUSE RD	26764	26909	145	141 LILLY RD OLYMPIA, WA	6	AA-CC-AA	5
	BELFAIR, WA 98528				QFC IN BELFAIR			
3/20/2010	JANE DOE				DOCTORS CLINIC			
	123 DOLLY LANE	26955	→		2526 WHEATON WAY			
	SHELTON, WA 98584				BREMERTON, WA			
3/20/2010	SALLY SMITH				DOCTORS CLINIC			
	321 MICKEY MOUSE RD	→	27125	170	2526 WHEATON WAY	4	AA-AA	3
	BELFAIR, WA 98528				BREMERTON, WA			
I, the undersigned, do hereby certify that the information provided is true and correct; and that no part of this claim has been/will be paid by any other agency or individual.				Trip Purpose Legend Enter Corresponding Letter for Each Trip Purpose in Trip Purpose Column		Office Use Only		
Signature <u>SIGNATURE REQUIRED TO PROCESS CLAIM FORM!</u> Date _____				A - Medical B - Adult Daycare C - Essential Errands D - Social Services E - Nutrition F - Employment G - Recreation H - Education		Total Miles _____ Mileage Rate _____ x Mileage Reimbursement \$ _____ Other reimbursed expenses _____ + Total Reimbursement = \$ _____		
Address _____						Total 1-Way Trips _____ Total Volunteer Hours _____		
City _____ State _____ Zip _____						# of trip purposes must equate # of 1-way trips		
Mail or deliver to: Mason Transit Authority 790 E John's Prairie Rd PO Box 1880 Shelton WA 98584 (360) 426-9434 or (800) 281-9434						Approval Signature _____		

Mason Transit Authority Regular Board Meeting

Agenda Item: New Business – Item 6 – *Actionable*
Subject: Contract with Public Relations Firm
Prepared by: Danette Brannin, General Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

In seeking new ways to reach the public, it seemed apparent assistance in the area of Public Relations was needed with tasks such as campaigns on new service and restoring ridership along with creating a stronger social media presence and press releases to help the public become more aware of MTA services.

An Informal Solicitation for Proposals for a public relations firm was published September 17, 2020. The deadline for proposals was October 9, 2020 and four proposals were received. The Executive Team reviewed the proposals and used a matrix to score the proposals based on quality of response, project understanding, availability of team, experience and price with preference given to DBE/WOB or other minority owned business. JayRay was chosen as scoring the highest in each of the criteria.

The proposal along with Terms and Conditions are attached.

Legal Counsel has reviewed the contract.

Summary: Approve General Manager to sign Terms and Conditions agreement with JayRay.

Fiscal Impact:

\$54,112.50

Staff Recommendation:

Approve.

Motion for Consideration:

Move that the Mason Transit Authority Board approve Resolution No. 2020-41 authorizing the General Manager to sign and execute the Terms and Conditions in the amount of \$54,112.50 between JayRay and Mason Transit Authority.

STANDARD TERMS AND CONDITIONS

Confidentiality

The agency will keep confidential information that has not been made public and is designated as confidential by the client.

Project Budgets

The client and agency will agree on a budget for each project. Budgets will be based on a defined level of effort and expense. Acceptance of the budget by the client confirms that JayRay has been contracted by the client for the project as described.

Project Changes

Changes in project requirements, specifications or schedule may require a change in budget. JayRay will provide to the client a budget that reflects the changed level of effort and expense.

Project Approvals

JayRay will provide the client with proofs to assure accuracy of materials created on its behalf. JayRay will exercise reasonable care to avoid errors. The client retains final responsibility for the decision to print, produce or disseminate materials.

Postponement or Cancellation

If the project is cancelled or postponed prior to completion, the client agrees to pay JayRay for the full project budget, including commissions or markup.

Ownership

The client owns all original artwork created by JayRay on its behalf, upon payment in full of the project invoice. JayRay's subcontractors, vendors and suppliers (such as photographers, stock photo houses and font libraries) retain ownership and possession of all original work they have created unless otherwise negotiated. Materials owned by the client and archived by JayRay may be destroyed after three years. JayRay retains the right to use work created for the client for its own self-promotion purposes. JayRay retains ownership of all concepts not selected for production by the client.

Markups and Commissions

The agency will add a 20 percent markup to all out-of-pocket costs such as printing, photography, web hosting, web plug-ins, broadcast production and research, incurred on behalf of the client. The agency will retain all commissions granted to recognized agencies and will

mark up non-commissionable media billed through the agency equivalent to the standard 15 percent agency commission.

Miscellaneous Charges

Expenses such as photocopying, facsimile, postage, delivery, telephone and travel will not be marked up. They will be billed as estimated or billed at cost.

Terms

JayRay will invoice the client monthly electronically via email for work done in the previous calendar month, unless other arrangements are mutually agreed upon. The client agrees to pay agency invoices within 30 days of receipt unless otherwise agreed. All work will be discontinued and media schedules cancelled when payment is 45 days in arrears.

Jurisdiction

This agreement is governed by the laws of the State of Washington, and the client consents to the jurisdiction of the courts of Pierce County for any legal action related to this agreement. The client also agrees to pay all reasonable collection expenses, attorney fees, and court costs arising out of such disputes, whether or not a lawsuit is filed or served.

Client/Agency Agreement

Effective **November 17, 2020** JayRay Ads & PR, Inc., is authorized by **Mason Transit Authority** to act as an advertising/public relations agent on our behalf. This agreement authorizes JayRay Ads & PR to develop and purchase printed materials, photography, media advertising, and other goods and services as necessary to carry out authorized and approved advertising/public relations programs on our behalf. When making approved purchases on our behalf, JayRay is acting only as our agent, and liability for payment for these goods and/or services remains ours. The agency will pay all vendors and media within 14 days of receipt of payment from the client.

For **Mason Transit Authority**

Signed _____ Date _____

Send invoices to

Name: _____

Email address: _____

Phone number: _____

Mason Transit Authority

COMMUNICATION PROPOSAL

OCTOBER 9, 2020

JAYRAY A PLACE TO THINK
Branding | Advertising | Strategic Communications

November 17, 2020 Reg Board Mtg 127



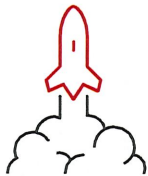
Let's get acquainted

WE BELIEVE JAYRAY OFFERS THE BEST OF WHAT YOU ARE SEEKING:

- New ideas and fresh creative
- Experience in the transit world
- An ability to make the complex easy to understand
- The right tools at the right time—expertise in a variety of areas to tap when you need it
- Partnership to extend your internal capabilities
- Awareness of the unique needs of local governments and agencies

Together we'll develop a framework for communication that increases your ability to get your story across effectively and gives Mason Transit a stronger voice in the community.

FAST FACTS:



LAUNCHED
IN 1970



LOCATED IN
TACOMA



WE BELIEVE IN
CREATIVITY WITH
PURPOSE



OUR CLIENTS
ARE OUR PARTNERS

600-075-129

JAYRAY UBI CODE

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Budget



A full-service partner

From one-time projects to ongoing support



**ADVERTISING
& MARKETING**



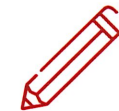
BRANDING



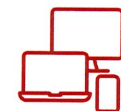
**STRATEGIC
COMMUNICATIONS**



**PR &
SOCIAL MEDIA**



GRAPHIC DESIGN



**WEB
DEVELOPMENT
& DIGITAL**

- Messaging and PR strategy
- Strategic communication programs
- Collateral development, print and digital assets
- Social media strategy and channel management
- Advertising

- Media pitching and hosting
- Blogger and media relations
- Issue management
- Internal communications
- Content strategy and creation
- Research and planning
- Promotions and events

- Art direction and graphic design
- Video storytelling
- Photography
- Website design and development
- Website maintenance and support
- Search engine marketing



We work with cities and government agencies of all sizes

CITY OF ASTORIA
CITY OF COVINGTON
CITY OF FIFE
CITY OF KENT
CITY OF PUYALLUP
CITY OF RENTON
CITY OF SUMNER
CITY OF TACOMA
CITY OF WILSONVILLE

INTERCITY TRANSIT

METRO PARKS TACOMA
NORTHWEST SEAPORT ALLIANCE
PIERCE COUNTY PARKS
PIERCE COUNTY PUBLIC WORKS

PIERCE TRANSIT

PORT OF TACOMA
TACOMA PUBLIC SCHOOLS
THURSTON COUNTY

PROJECT APPROACH



Smart communication & stewardship

Mason Transit Authority has more communication needs while under greater budget constraints than ever before. The list of communication needs shared with our team is the framework for a full communications plan that *could* require much more than the 15 hours per month budget allows. What to do?

Fortunately, JayRay has faced this challenge before. We will work with Mason Transit to focus on the priority projects that require the most time and create tools that will help Mason Transit's small but mighty team make the most of their time.

We suggest these guiding principles:

1. Develop a quarterly calendar of prioritized key messages/stories that will be used in all Mason Transit communication from the web to social to advertising (Free Dial-a-Ride for the general public is a perfect example of one key message/story that can benefit from this type of focus.)
2. Create a refreshed look that can be extended to all design needs (from ads to social graphics to alerts).
3. Design a set of templates in Canva with the refreshed look, allowing internal staff to create flyers, alerts and social graphics as needed.
4. Revise, rather than rebuild, the website. Audit, refresh the look and reorganize content.
5. Hold two touch base meetings a month. One live hour-long meeting at the Transit Authority and one half-hour virtual meeting.



Workplan outline

Nov, 2020 – Jan. 2021 (Greater workload as new creative is developed)

- Develop 2 priority stories for promotion through multiple communication channels (a combination of “owned,” “earned” and “paid” channels). This gives you a new focus every 6 weeks, although some may be much longer promotions. The first example of this might be promoting free Dial-a-Ride for the general public.
- Create a social media calendar of up to 12 priority story posts for the 1st quarter. This includes post creation and posting on Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting.
- Write and distribute 1-2 news releases, typically tied to priority stories.
- Create refreshed look for Mason Transit Authority ads and transit alerts. Develop Canva templates for social graphics, transit alerts and flyers.
- Update Rider’s Guide. To put some parameters around a potentially large project, we recommend refreshing the cover and back, and making revisions on up to 6 pages.
- Audit the website.
- # of hours for communication = 70.5
- # of hours for website = 6

Feb, 2021 – April 2021

- Develop 2 priority stories for promotion throughout communication channels.
- Create a social media calendar of up to 12 priority story posts for the 2nd quarter. This includes post creation and posting on Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting.
- Write and distribute 1-2 news releases.
- Update 11 route maps.
- Refresh design of website and restructure content. Develop new content as needed (new or considerably edited copy for up to 10 pages).
- # of hours for communication = 60.5
- # of hours for website = 32



Workplan outline

May 2021 – July 2021

- Develop 2-3 priority stories for promotion throughout communication channels.
- Create a social media calendar of up to 12 priority story posts for the 3rd quarter. This includes post creation and posting on Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting.
- Write and distribute 1-2 news releases.
- Update 6 route maps (typically not all routes are changed at each update).
- # of hours for communication = 52.5

Aug, 2021 – Oct. 2021

- Develop 2-3 priority stories for promotion throughout communication channels.
- Create a social media calendar of up to 12 priority story posts for the 4th quarter. This includes post creation and posting on Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting.
- Write and distribute 1-2 news releases.
- Update 6 route maps (typically not all routes are changed at each update).
- # of hours for communication = 52.5



JAYRAY TEAM



Team members



Senior Advisor

JOYCE GLAVISH

Role: Project Manager, Account Lead

When issues are murky, Joyce provides perspective and clarity. With each new situation, she sorts through the questions and options to uncover solid solutions.

Joyce pulls from her experiences in both the corporate and nonprofit worlds to build strategic, integrated programs. She loves creating compelling messages that motivate action. Her work has helped engage public support for transit, workforce development, childcare and health care. Seasoned, flexible and persistent, Joyce helps clients connect with stakeholders and build trust.

Relevant experience: Intercity Transit, Pierce Transit, WorkForce Central, Child Care Aware of Washington



Advisor

GENNY BOOTS

Role: Coordinator

Genny believes that crossing borders makes a person more well-rounded. On some days, it means she's soaking up inspiration as she travels across the globe. On most days it means she's crossing into social media, writing, content creation, data crunching and project management. If we're feeling cheesy, we like to say that she puts the "Gen" in "generalist." That's because she's the rare unicorn of a versatility player. The problem solver combined with the open-minded creative thinker.

A journalist at heart, Genny has been a part of television productions, daily newspapers, magazines and social justice journals. Curiosity hasn't killed the cat or Genny...yet. She likes to think her Alaska roots have given her superhuman powers, but we know it's really her natural can-do mentality that's doing the work.

Relevant experience: City of Fife, Astoria Parks & Recreation, City of Covington, WorkForce Central



Team members



Advisor

JACKIE ZILS

Role: Storytelling

Jackie is an expert communicator. Her unique blend of old-school PR know-how and contemporary communication practices help clients reach people with messages about benefits programs, policy changes and beyond. She is a master of translating corporate jargon into meaningful information.

Jackie is a versatile storyteller, whether she is writing social posts for manufactured housing, pitching story ideas on travel or editing a major publication for a state agency. Her editing eye is sharp; she writes with elegance and clarity; and she's as sweet as the treats she bakes for the office. (Boy, do we miss those as we work from home!)

Relevant experience: City of Puyallup, City of Covington, Experience Olympia & Beyond, Seattle Goodwill



Creative Director

JAY HEMBER

Role: Art Director

One measure of a good creative is seeing what no one else can. Call it X-ray vision if you'd like; teammates assume Jay has it. But his love of design is tempered by results, not just good kerning. He earned his chops in-house at a global financial firm, providing leadership on multi-channel creative, brand development, social media, environmental graphics and conference materials.

A graduate of the University of Kansas, Jay has also been both student and instructor at the School of Visual Concepts in Seattle. His thinking runs deep; his sensibilities, disarmingly Midwestern. Happily married with children, he's as comfortable managing a pile of Legos as he is a global corporate identity. If he's not racing a deadline or explaining to yet another person that he's not the Jay in JayRay, he's playing with a letterpress, masterminding a harmless practical joke, or searching for another quirky object to upcycle.

Relevant experience: Port of Tacoma, South Sound YMCA, Wesley, Experience Olympia & Beyond



Team members



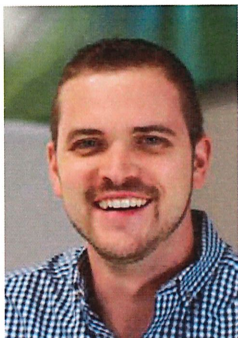
Graphic Designer

JULIA WHITE

Role: Graphic Designer

They say our destiny is what we make of our fate, and Julia was both fated and destined to be a creative. As the daughter of a graphic designer, Julia knows the industry like a grand plié or a step-ball-change. Her personal passion for dance, movement and art make her a unique creative force. Her experience in transit, nonprofit work and large industrial companies gives her a well-rounded edge. And did we mention that she has UX and illustration skills, too? From whimsical packaging to hardworking collateral, clients and teammates depend on Julia and her artful eye. Julia grew up in the Grit City and strolls Tacoma with her cat and sketchbook by her side. True to her passion, Julia spends her free time creating. From watercolor to tattoo designs, Julia is an artist through and through.

Relevant experience: Intercity Transit, Pierce Transit, South Sound YMCA, Olympic Peninsula Tourism Commission, City of Fife, Astoria Parks & Recreation



Web Developer

IAN ROGERS, MVESTOR MEDIA

Role: Web Developer

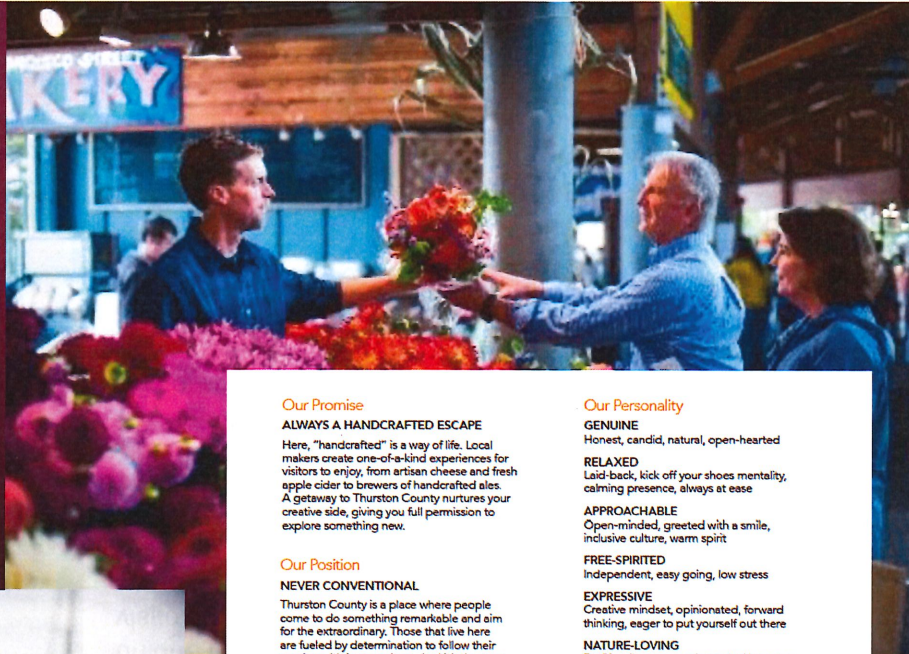
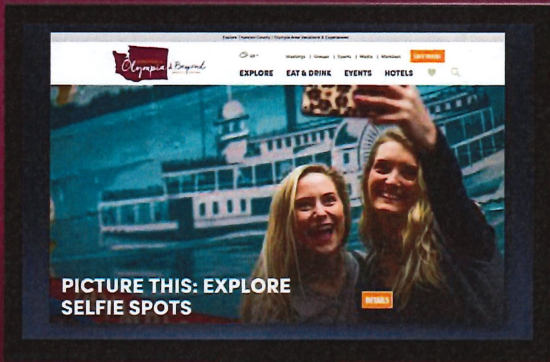
Driven in business and skilled at web development, Ian wasted no time blazing an entrepreneurial trail. After high school, he quickly advanced in web development and SEO while attending classes at the University of Las Vegas. Within two years, Ian went all-in and launched Mvestor Media. As owner and principal of Mvestor Media since 2009, Ian has built a reputation as an adept innovator.

He's grown Mvestor from a one-man show to a team of six highly qualified specialists dedicated to building amazing websites. Ian's professionalism and advanced skill set are witnessed in his portfolio. Ian is a trusted JayRay partner in web development and maintenance.

Relevant experience: Child Care Aware, South Sound YMCA, Visit Kent, Olympic Peninsula Tourism, WorkForce Central



WORK SAMPLES



Our Promise
ALWAYS A HANDCRAFTED ESCAPE
 Here, "handcrafted" is a way of life. Local makers create one-of-a-kind experiences for visitors to enjoy, from artisan cheese and fresh apple cider to brewers of handcrafted ales. A getaway to Thurston County nurtures your creative side, giving you full permission to explore something new.

Our Position
NEVER CONVENTIONAL
 Thurston County is a place where people come to do something remarkable and aim for the extraordinary. Those that live here are fueled by determination to follow their passions. It's in our culture. And it's the very heart of our people that make this an exciting and unique destination for visitors.

Our Personality
GENUINE
 Honest, candid, natural, open-hearted

RELAXED
 Laid-back, kick off your shoes mentality, calming presence, always at ease

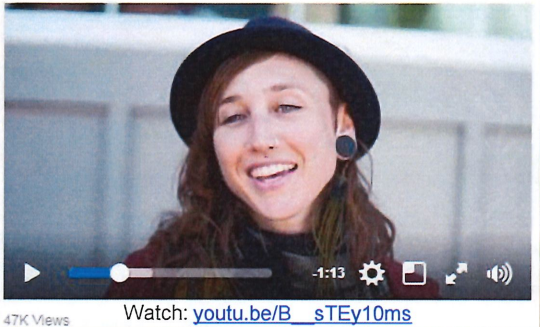
APPROACHABLE
 Open-minded, greeted with a smile, inclusive culture, warm spirit

FREE-SPIRITED
 Independent, easy going, low stress

EXPRESSIVE
 Creative mindset, opinionated, forward thinking, eager to put yourself out there

NATURE-LOVING
 Ecofriendly, serene, rejuvenated by nature

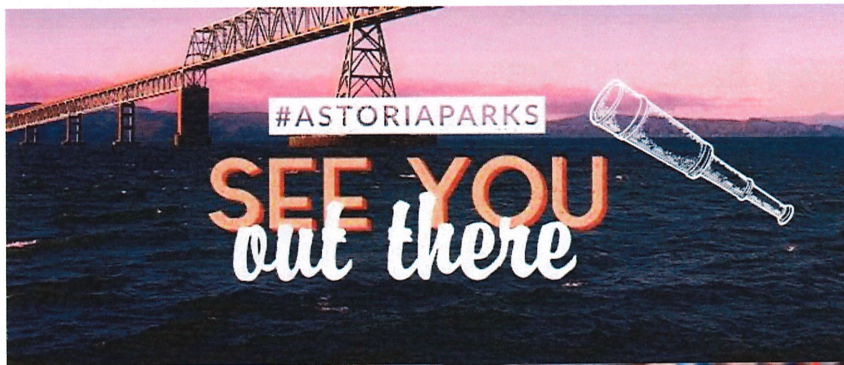
HOW DO YOU DEFINE DIFFERENT? THESE ARE OUR STORIES.



- Brand position and tagline
- Logo design
- Brand style guide
- Brand messages
- Photo library
- Destination video series



Astoria Parks & Recreation



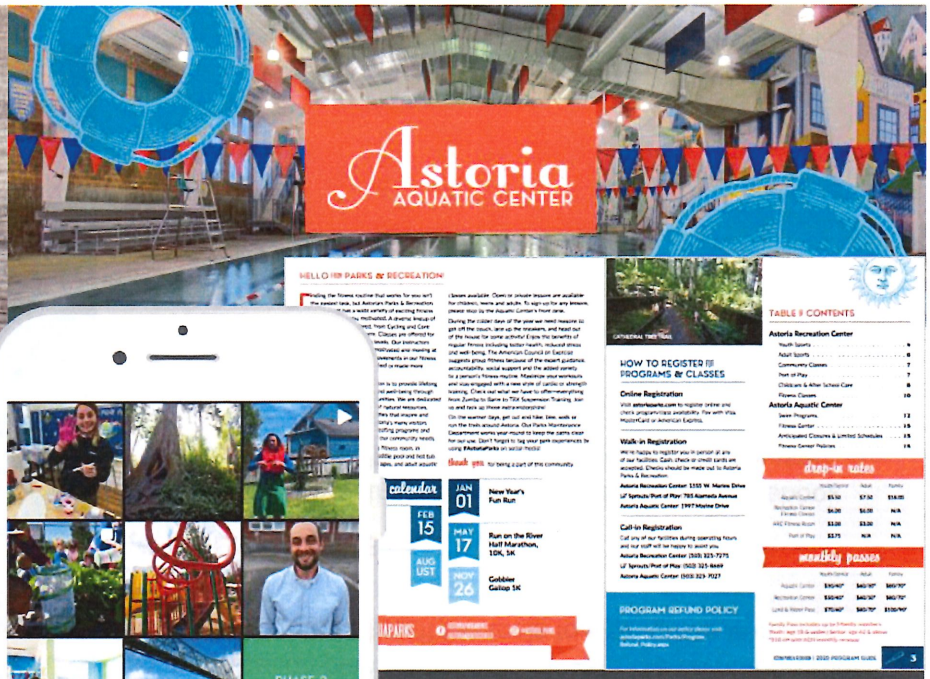
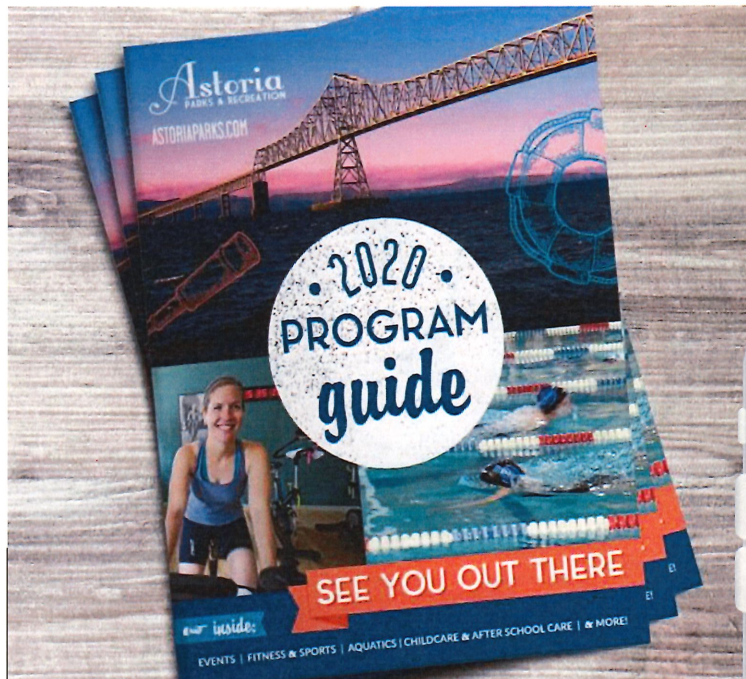
The City of Astoria, Oregon is big on parks and recreation despite its small size. The aquatics center is spacious, the day care and kid camp programs offer fun and unique experiences, and residents have their choice of 63 parks to play in. Officials were puzzled why more residents didn't participate as much as they'd like. They were eager for marketing communications help to increase awareness and grow community engagement.

PLAN ELEVATED THE OUTREACH

We started by developing a one-year marketing and communication plan that helped elevate the communication while giving internal staff the tools to strengthen in-house work.

RESIDENTS CAME OUT TO PLAY

Within the first month, the parks and recreation Facebook reach increased 20% and website page views increased 30%.



- Visual identity and refreshed logo
- Brand guide
- Online brand kit and templates
- Staff training for online tools
- Program guide design; produced in English and Spanish
- Marketing communication plan
- Crisis communication counsel



new YOGA CLASS!

Add a yoga class to your next lap swim session. This intermediate vinyasa is focused on balance, strength and stamina.

Suitable for ages 14+
Drop-in only. No registration required.

OCTOBER 10, 17, 24
at Astoria Aquatic Center
5:30 - 6:30 P.M.
\$7.50 for non-members, FREE for members

Facebook: @AstoriaParks
Twitter: @AstoriaParks
Instagram: @AstoriaParks

Astoria PARKS & RECREATION

The background is a deep red with a textured, slightly grainy appearance. Overlaid on this is a large, dark silhouette of a chair, possibly a modern-style chair with a curved backrest and a seat. The chair is positioned on the right side of the frame, with its backrest curving towards the top right. The overall aesthetic is minimalist and modern.

SCOPE & BUDGET



Scope and budget

JayRay charges by the hour and only charges for hours completed. A final scope and budget will be provided after award of contract. We are happy to discuss options and further ways to prioritize work and increase efficiency. All final original design files will be delivered to Mason Transit Authority upon completion.

First “Quarter”

Nov. 2020 – Jan. 2021	
COMMUNICATION WORK	
Develop 2 priority stories for promotion through multiple communication channels (a combination of “owned,” “earned” and “paid-for” channels) This includes developing a mini-promotion plan, writing a news release, creating simple ad copy and content for the website or a flyer. It does not include media costs.	24
Create a social media calendar of up to 12 priority story posts for the 1 st quarter. This includes post creation and posting Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting. Does not include media costs.	12
Create refreshed look for Mason Transit Authority ads (Develop 1 new ad). Develop Canva templates for transit alerts, flyers and social graphics (2). (Does not include Canva subscription for Mason Transit - small monthly fee.)	16
Update Rider’s Guide. To put some parameters around a potentially large project, we recommend refreshing the cover and back, and making revisions on up to 6 pages. Design only. Does not include printing.	14
1 monthly meeting onsite and 1 meeting virtual (1.5 hours total x 3)	4.5
	Communication total 70.5
WEBSITE WORK	
Audit website	Website total 6
	TOTAL 76.5



Intercity Transit



Intercity Transit sought to address the decreased use of vanpools at a time when lower gas costs meant riders were returning to using personal cars. No promotion or outreach had been done in years.

UNDERSTANDING VANPOOL PROSPECTS

We started with market research among Thurston County businesses and their employees to understand key motivations and barriers, as well as test concepts. From this we built a two-pronged marketing approach to reach businesses to encourage employee vanpool use and a direct-to-consumer appeal

POTENTIAL RIDERS RESPONDED

In 2019, the approach yielded 94,000 clicks to the vanpool web page—a nearly 2000% increase in unique page visitors.





INTERcity
TRANSIT



What
traffic?

Vanpool.

Developed a toolkit of materials for outreach to business owners and HR leaders that included emails and ready to use manager talking points, articles, social media posts and flyers

Created a multi-channel consumer campaign that included cable and streaming broadcast, radio, programmatic digital advertising, email and print advertising

Developed eye-catching new wrap for vans



Good
commutes
attract good
employees.

Vanpool.

INTERcity
TRANSIT



Invest in
people,
not parking.

Vanpool.

INTERcity
TRANSIT



Smile
like **Malika.**

Bring home an extra \$200+ a month.

Vanpool.

INTERcity
TRANSIT





Pierce Transit




Pierce Transit's marketing team sought fresh insights into managing the heavy volume of work done for many different internal customers. While the department evaluated its internal processes, the work kept coming and Pierce Transit needed a quick turnaround on recruitment tools for its HR department.

SUPPORTING THE INTERNAL TEAM WITH NEW TOOLS

We started by conducting a comprehensive marketing review and provided recommendations for more efficient processes to give the team time for more collaboration and creativity. Then we created a simple message and supporting image library for HR's recruitment effort that underscored the agency's warm, service-oriented personality.




Hiring Drivers



Pierce Transit

Secure your future. Serve others.
Drive Pierce Transit

- No experience needed
- Paid CDL training
- Great wages and benefits



PierceTransit.org


Secure your future. Serve others.
Drive Pierce Transit



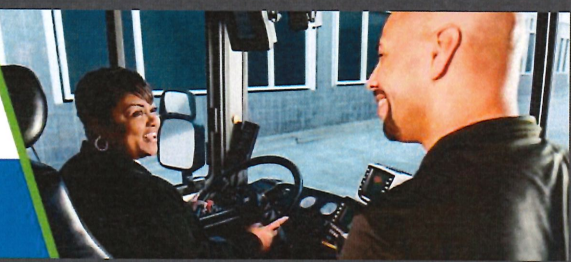
Hiring Drivers




Secure your future. Serve others.
Drive Pierce Transit



Hiring Drivers




Pierce Transit
Service
Pierce Transit Career Opportunity



Pierce Transit,
It's the way to go!

Excellent Benefits
Accepting a position on the Pierce Transit team is the ticket to a rewarding career. The total employment package includes a competitive salary as well as a variety of benefits.

Insurance Options
As an employee, you and your family can choose to be covered by one of several excellent medical and vision plans as well as dental, life insurance and employer disability insurance plans are also available.

Tuition Reimbursement
Pierce Transit is committed to supporting the professional growth of our staff and provides a generous reimbursement for employment related tuition.

Paid Time Off
Vacation and sick leave begin to accrue on the first day of employment. Employees receive up to 23 paid holidays per year.

Retirement
As a public sector employee, you are eligible to participate in the Washington State Public Employees Retirement System. Employees are eligible to participate in a Deferred Compensation (457) plan for tax-deferred retirement investment.

For More Information
Please visit PierceTransit.org

POSITION: Service Station Attendant
SALARY: \$19.98-\$23.24 Hourly
CDLSES: Monday, December 7, 2018 at 4 p.m.
LOCATION: Lakewood, WA

Pierce Transit is an independent municipal organization, dedicated to fulfilling the mission of improving people's quality of life by providing safe, reliable, innovative, and useful transportation services that are locally based and regionally connected.

We are currently recruiting for a dedicated Service Station Attendant to join the Facilities Maintenance team in Lakewood.

The Position
Are you looking for a chance to showcase your skills, great attitude and fantastic work ethic in an opportunity with a solid employer? The Service Station Attendant may be just the right position for you.

The ideal candidate will enjoy working outside and won't mind turning into some dirt now and then. This person is reliable, conscientious and an excellent communicator with a great demeanor. While some people have trouble leaving with open tasks, the person we select for this job will be drawn to the predictability of the work. They will derive in a role that allows them the daily satisfaction of knowing they have done the job well.

Minimum Qualifications

- Two years' experience servicing automotive or diesel equipment, or an equivalent combination of experience and training.
- A valid Washington State driver's license with an acceptable driving record at the time of appointment and throughout employment in this position.
- A Class B Commercial License Permit within thirty (30) days of hire.
- A Class B Commercial Driver's License with a passenger endorsement and removal of the air brake restriction within ninety (90) days of hire.

How to Apply

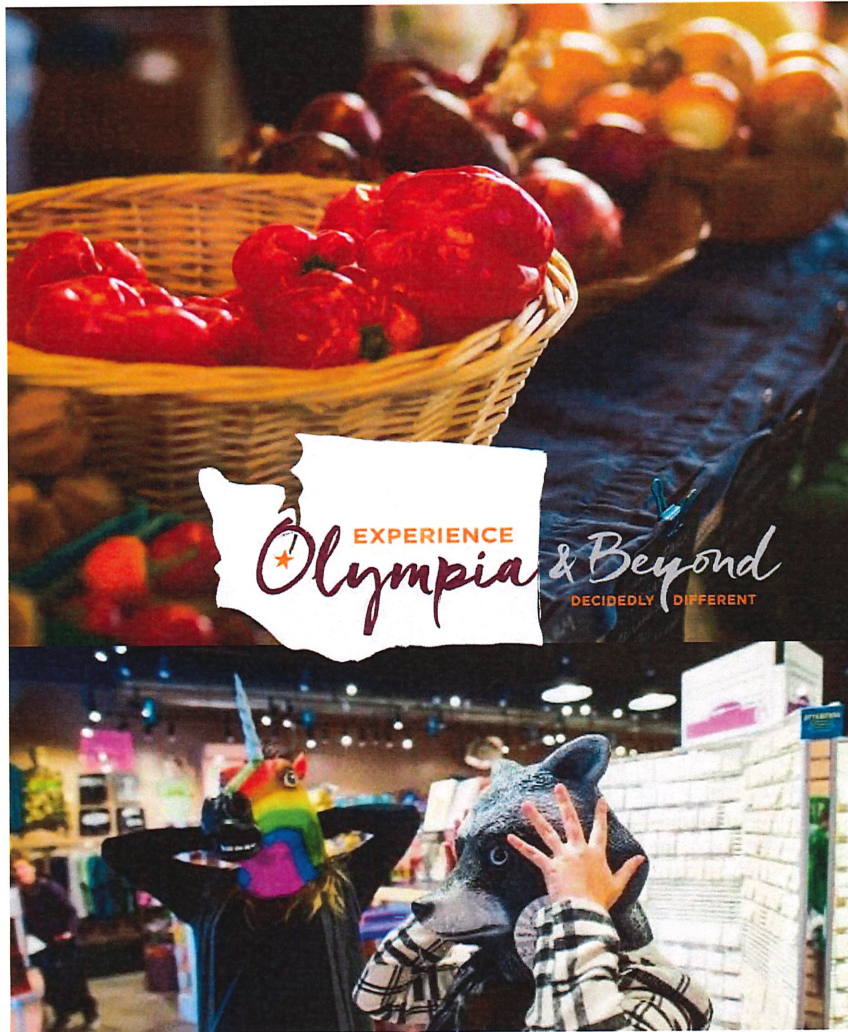
1. To be considered, applicants must complete the online application to include any required attachments.
2. To begin the application process, go to PierceTransit.org/careers
3. You will see the "Current Employment Opportunities at Pierce Transit CHL Here"

Developed job sheet, slide deck and brochure templates that recruiters could easily use for quick use, reducing workload for marketing staff

Created recruitment bus boards, web banners and job fair tools



Experience Olympia & Beyond



Visitors didn't know the name of the Olympia-Lacey-Tumwater Visitor and Convention Bureau so they weren't likely to rely on it. The bureau's look and messaging were dated. The VCB staff was new and the time was right to rebrand Thurston County to draw more than day trippers to Washington's capital city.

OVERTURNING CONVENTION

We started with the people who call Thurston County home. After diving deep with public surveys, focus groups and phone interviews with local businesses and visitors, we staked out the position "never conventional" for the destination and crafted the tagline "Decidedly Different." It turns out the differentiator was just that: the quirky, unique feeling that makes Thurston County beloved by locals and visitors.

BOUNTIFUL RESULTS

The VCB board was energized and embraced new messaging. Residents and industry businesses adopted the tagline "Decidedly Different." The VCB team quickly put the new brand into market with the Bountiful Byway tour product, designing and distributing a map and brochure to match the spirit of Thurston County. And visitors noticed. Visitor spending increased nearly 16% just one year after brand launch.



Scope and budget

Second “Quarter”

Feb. 2021 - April 2021	Hours
COMMUNICATION WORK	
Develop 2 priority stories for promotion throughout communication channels.	24
Develop 1 new ad using new look	4
Create a social media calendar of up to 12 priority story posts for the 2 nd quarter. This includes post creation and posting Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting.	12
Update 6 route maps	16
1 monthly meeting onsite and 1 meeting virtual (1.5 hours total x 3)	4.5
Communication total	60.5
WEBSITE WORK	
Refresh design of website	14
Restructure content. Develop new content as needed (new or considerably edited copy on up to 10 pages)	18
Developer costs for website	
Website total	32
TOTAL	92.5

Third “Quarter”

May 2021 - July 2021	Hours
COMMUNICATION WORK	
Develop 2 priority stories for promotion throughout communication channels.	24
Develop 1 new ad using new look	4
Create a social media calendar of up to 12 priority story posts for the 3 rd quarter. This includes post creation and posting Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting.	12
Update 4 route maps	8
1 monthly meeting onsite and 1 meeting virtual (1.5 hours total x 3)	4.5
TOTAL	52.5



Scope and budget

Fourth “Quarter”

Aug. 2021 - Oct. 2021	Hours
COMMUNICATION WORK	
Develop 2 priority stories for promotion throughout communication channels.	24
Develop 1 new ad using new look	4
Create a social media calendar of up to 12 priority story posts for the 4 th quarter. This includes post creation and posting Twitter and Facebook and post boosting to a wider audience on Facebook to gain new followers. This does not include Transit alert posting.	12
Update 4 Route maps	8
1 monthly meeting onsite and 1 meeting virtual (1.5 hours total x 3)	4.5
TOTAL	52.5

TOTALS FOR COMMUNICATION AND WEBSITE

Total for communication Nov. 2020 – Oct. 2021: \$43,662.50
 Total for revised website: \$10,450.00

The background of the slide is a close-up photograph of red, curved slatted panels, likely part of a staircase or a modern architectural feature. The slats are arranged in a repeating pattern, creating a strong sense of rhythm and depth. The lighting is dramatic, with deep shadows between the slats and bright highlights on their surfaces.

REFERENCES



Professional references

JAYRAY REFERENCES



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Joanna Rasmussen
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WorkForce Central
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jrasmussen@workforce-central.org

Marketing Communications

Advertising

Branding

Digital & Social Media

Public Relations

Communications Strategy and Planning

Promotions & Events

Contact us:

535 Dock Street, Ste. 205
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253.391.8526

jglavish@jayray.com

JayRay.com

Follow us:



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RESOLUTION NO. 2020-41

**A RESOLUTION OF THE MASON TRANSIT AUTHORITY BOARD
APPROVING AND AUTHORIZING THE GENERAL MANAGER TO SIGN THE
TERMS AND CONDITIONS CONTRACT WITH JAYRAY FOR PUBLIC
RELATIONS SERVICES.**

WHEREAS, Mason Transit Authority desires to seek assistance in the area of public relations with tasks such as campaigns on new service and restoring ridership, along with creating a stronger social media presence, as well as press releases to help the public become more aware of MTA services;

WHEREAS, MTA received four proposals on an informal solicitation for proposals for a public relations firm; and

WHEREAS, MTA's Executive Team used a matrix to score the proposals based on quality of response, project understanding, availability of team, experience and price with preference given to DBE/WOB or other minority owned business, with JayRay chosen scoring highest in each of the criteria;

NOW THEREFORE, BE IT RESOLVED BY THE MASON TRANSIT AUTHORITY BOARD that the General Manager is authorized to sign the Term and Conditions agreement in the amount of \$54,112.50 between JayRay and Mason Transit Authority.

Adopted this 17th day of November, 2020.

Wes Martin, Chair

Sharon Trask, Vice-Chair

John Campbell, Authority Member

Kevin Dorcy, Authority Member

Matt Jewett, Authority Member

Randy Neatherlin, Authority Member

[Vacant], Authority Member

Kevin Shutty, Authority Member

Sandy Tarzwell, Authority Member

APPROVED AS TO CONTENT: _____
Danette Brannin, General Manager

APPROVED AS TO FORM: _____
Robert W. Johnson, Legal Counsel

ATTEST: _____ DATE: _____
Tracy Becht, Clerk of the Board

Mason Transit Authority Regular Board Meeting

Agenda Item: Informational Report Item 1 - *Informational*
Subject: Mason Transit Authority Regional Mobility Park and Ride Progress Update
Prepared by: Patrick Holm, SCJ Alliance
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Summary for Discussion Purposes:

Project Management: SCJ is continually managing the design team and subconsultant team. SCJ is tracking on-going project progress.

Permitting: Permits have been completed for the MTA Park and Ride Development Program.

Pear Orchard Construction: Scarsella is progressing construction. The electrical contractor has been working on site and Scarsella is in the process of staking curb and gutter. A pre-con with WSDOT is scheduled for the week of 11/15 to discuss WSDOT right of way work.

Program Construction: Rognlin's is preparing submittals for the overall project and evaluating how to order materials and stay in line with the available funding. Rognlin's will begin to order critical elements of the Belfair and Shelton park and ride to address long lead times for certain items. Rognlin's is currently planning on having the park and ride completed by end of June 2021.

Other progress: Scarsella/Parsons is currently progressing construction of their portion of the Shelton-Matlock Road park and ride. There were some issues between WSDOT and Scarsella/Parsons with regard to following process and the contract. Scarsella/Parsons will revise the stormwater construction to match the plan documents.

Mason Transit Authority Regular Board Meeting

Agenda Item: Informational Report Item 2 – *Informational*

Subject: Management Reports

Prepared by: Tracy Becht, Executive Assistant

Approved by: Danette Brannin, General Manager

Date: November 17, 2020

Summary for Informational Purposes:

The monthly MTA Management Reports are attached for your information.

MTA MANAGEMENT REPORTS

Submitted to MTA Authority Board November 17, 2020

MTA MANAGEMENT REPORTS

Submitted to MTA Authority Board November 17, 2020

GENERAL MANAGER'S REPORT

Below is a list of major activities for the month:

Park & Ride Development:

- Pear Orchard and Shelton-Matlock are under construction.
- Phone meetings with Project Manager.
- Met with business owner next to the Shelton-Matlock Park & Ride to discuss fencing.
- Met virtually with the WSDOT Project Management team.
- Please see Park & Ride informational page for more details.

T-CC Parking Lot:

- We are still waiting for the No Further Action opinion. Received feedback from Ecology and Landau Associates is responding to provide the information needed.

EDC:

- Assisted the Executive Director with EDC concerns.

WSTIP:

- Attended the Monthly Executive Committee meeting.
- Planning details of January Board Retreat.
- Participated in Coverage Review Committee meeting.
- Participated in the Risk and Opportunities Committee meeting.

WSTA/SMTA:

- Participated in bi-weekly SMTA call with other GMs.
- Participated in WSTA Legislative Affairs committee (2x).
- Provided input into developing a Transit Leadership Program.

Webinars:

Attended the following webinars:

- Transit Tuesday: Celebrating ADA at 30th – What's Next?
- DOT, FTA and HUD on COVID-19 Recovery.

PRTPO:

- Participated in PRTPO Technical Advisory Committee meeting.

External Activities:

- Interview with Journal on MTA Budget.
- Virtual meeting with Intercity Transit GM to catch up on their service plan, etc.
- Participated in the PRTPO 35th District Legislative Forum.

Internal Activities:

- Submitted Consolidated Grant Application.
- Employee Engagement Committee meeting.
- Reviewed proposals from PR firms. Selected JayRay. Did a debrief with one of the firms not selected.
- Kick-off meeting with JayRay and provide Terms and Conditions for legal review.
- Met with LeeAnn and Tracy to go over duties and move contract oversight to Tracy.
- Met with team to discuss better ways to communicate between drivers-dispatch-maintenance to improve process when a driver is having a maintenance issue while on the road.
- Worked on EEO Policy; reviewed and edited four other policies in preparation for committee meeting and board approval.
- Policy Committee meeting.
- SAO Audit Exit Conference.
- Various meetings regarding projects and move to T-CC.
- 2021 Planning day with Managers

Board Assistance, Awareness and Support:

- Administration move to the T-CC is delayed until end of December or early January. The Gravity Program is moving upstairs where FESS was located. Admin will move into the space Gravity currently occupies across from the Board Room. The space will require building two offices, cubicles, and a new door before Admin moves. In the meantime, Admin is still at Johns Prairie in the Ops area.

TEAM UPDATES

ADMINISTRATIVE SERVICES MANAGER – LeeAnn McNulty

HR Support

- Participated in Employee Engagement Committee meetings.
- Attended IPMA-HR two-day virtual conference.
- Reviewed several HR related policies.
- Met virtually with Danette and a representative from the new YMCA in support of their membership drive.
- Researched EEO.

Recruiting

- No open positions at this time.

Administrative Functions

- Submitted Q3 operating and capital grant reports to WSDOT.
- Held first of two public hearings for the 2021 budget.
- Wrap up of the 2019 SAO Audit.
- SAO Exit Conference scheduled for November 13, 2020.
- Reviewed fixed assets and budget assumptions with Danette.
- Attended WSTIP's virtual Risk and Opportunity Committee meeting.
- Prepared Q3 DOR tax returns.
- Continued working on tenant leases before handing off oversight to Tracy.
- Admin office has moved to temporary space in Building 2 at JP while we await our move to the TCC.
- Participate in leadership planning day.

MAINTENANCE/FACILITIES – Marshall Krier

Outreach and meetings:

- Participated in the Shelton High School Automotive Advisory Committee meeting,
- Schedule meeting with WSTA to discuss Spring Maintenance meeting and Forum.

T-CC Facility:

Gym:

- Continuing to work with Jordanne K. at the City of Shelton on pickle ball program.
- Hosted a Telecare conference in the gym that was attended by 10 people using approved social distancing procedures.

Conference Room: No activity due to COVID-19 virus.

Kitchen:

- Held meeting with potential new kitchen use client

T-CC Building Projects/Purchases/Maintenance

Projects/Purchases

- Steve is coordinating with Tracy, LeeAnn, and Christina on T-CC leases, use agreements and accounting requirements.
- On-going deep cleaning for COVID-19.
- Prepping for the JP Admin move to T-CC.
- Obtaining office construction estimates for the T-CC.
- Arranged for purchase of new scissor lift.

Johns Prairie and Belfair Building Projects/Purchases/Maintenance:

- Completed pre-construction meeting with Gillig for two 35-foot coaches utilizing the 5339 grant.
- Obtaining pricing for the procurement for one mini cutaway.
- On-going maintenance of the temporary Belfair office.
- On-going deep cleaning for COVID-19
- The six surplus buses are at Ehli's being prepped for auction
- Assisted with the relocation of FESS from the T-CC to the JP facility.

OPERATIONS – Mike Ringgenberg

- **Assistance:** Operations Supervisors conducted 13 driver/passenger assistance calls in October.
- **COVID-19:** Chris W. ordered and installed Public Service Announcements for our coaches and DAR vehicles. Maintenance installed automatic hand sanitizers in each of the coaches, this will help us to reduce purchasing the small plastic bottles to handout to customers to use.
- **Inclement Weather:** The 2020-2021 Inclement Weather Plan was completed and distributed to all staff.
- **Meals on Wheels:** We delivered 1,204 meals and 28 commodity boxes to Mason County residents in October.
- **Outreach presentations:** All outreach presentations have stopped during the COVID-19 outbreak.
- **Retirements:** Juan Perez-Moron is scheduled to retire on November 20. He has driven for MTA for over 18 years!! A driver line shake-up was conducted on November 3rd to fill Juan's shift.
- **Ridership:** We had 15,637 total riders in all modes of transportation in October 2020. This is up 326 riders from September 2020!!
- **Training:** We took part in the Great Washington Shake-out earthquake drill on October 15 and trained staff on "Duck, Cover, Hold". Lisa D. is currently training two new back-up worker/drivers for their CDL license. Matt provided refresher training for two drivers.
- **Vanpool:** Usage rate for October 2020 was 50%; 5 of 10 vans were in use.
- **Worker/Drivers:** James and Michael are scheduled to take their CDL driving test on November 22. Good Luck!!

2020 WORK ITEMS UPDATE

SEE ATTACHED SPREADSHEETS

2020 Work Items	Completed as of 11/13/2020	Progress
Objective 1: Safe and Secure		
1st Quarter Driver training and refresher training as required	✓	First Quarter Training included: 10 CPR/AED/FA Trainings; all drivers did 8 hours of refresher training on ADA callouts, Mindful Driving, G.O.A.L., Safety Incentives and PASS(wheelchair) Training. One Vol. Driver trained and one new Worker/Driver; 57 of Operations staff participated in a 90 minute presentaton by the National Alliance of Mental Illness; retrained one driver on a coach; and training on the new Hybrid bus with Worker/Drivers.
2nd Quarter Driver training and refresher training as required	✓	Bus on the Lookout; CPR/AED/FA; one volunteer driver trained; two back-up worker/drivers were route trained; Ecolane; Reasonable Suspicion; PASS; COVID-19 PPE; one driver refresher; new vehicle training.
3rd Quarter Driver training and refresher training as required	✓	All caught up in CPR/AED/FA and PASS training; 7 drivers trained in 40' coaches; 1 driver trained in new cutaway; tablet training for all drivers; 1 vanpool driver trained; 2 drivers currently being trained as back up worker/drivers.
4th Quarter Driver training and refresher training as required		
Complete CAD/AVL/GPS installation	✓	For the most part UniteGPS and Ecolane are now working. Still tweaking minor things put overall the project has been completed.
Change from flag stop to fixed stop in urban area of Shelton		
Curbs or bollards at Johns Prairie		
Purchase rain jackets	✓	Rainjackets have been ordered; grant request submitted to WSTIP
Manager or supervisor on-duty during service - Move Ops office	✓	Operations office at T-CC is complete. Operations Supervisors are now available while service is operating.
Ensure L & I safety compliance through training		
Review WSTIP Best Practices for Safety		
Define Safety Committee's purpose and direction		
Objective 2: Effective Transportation Services		
Review DAR services and hours for efficiency and availability	✓	Once regular service hours resume, we will continue to track DAR and complete a survey on the whether the changes we made in Feb are providing efficiency and availability. Until then, the project is considered completed as our Feb. 3, 2020 shake up changes showed an 8% increase in DAR ridership.
Expand Zipper route time to 8:00am-5:00pm	✓	Zipper route time has been expanded.
Seek Pilot opportunities and funding		Working on pilot route for Lakeland Village and ATS (Agate, Timberlake and Shorecrest). Will be adding new route once Shelton-Matlock Park & Ride is open.
Continue review of Comp Service Review	✓	We have completed looking at recommendations from the Comp. Service Review. However, we will continue to use this document as a reference.
Conduct outreach for all service changes		We did outreach on our current service changes - public meetings, direct communication with riders and a radio spot. Outreach has/is being conducted during the COVID-19 crisis through press releases and rider alerts; keeping website up to date with current information and route changes.

Improve passenger amenities		Completed the information center at the T-CC; working on new scheduling software that has an app for scheduling a ride and knowing where the bus is.
Plan for 2021 service adjustments due to impact of funding	✓	Service levels will be returning to 75% of what we had pre-COVID. We will be using this base line as the premise for future service levels should the impact of I-976 becomes a reality. In the TDP, we show a reduction in service in 2021-2022.
Benchmark route performance and monitor low-performing routes		
Objective 3: Financial Stewardship		
Procurement training for Public Works projects	✓	Staff attended training. Policy has been updated. Processes and forms have been created. Finance staff trained department heads.
Prepare for I-976 impacts	✓	We have prepared as best we can. MTA's financial outlook is healthy through 2021 at least.
Create needed financial policies or manual		
Ensure compliance of grant contracts	✓	LeeAnn has reviewed grant agreements and has thoroughly gone through the reimbursement process to ensure charges are proper.
Review 5-year sustainability plan	✓	The 5-year sustainability plan has been updated. Staff will be seeking input from the Board.
Prepare for Paid Family Medical Leave rollout	✓	Policy has been created. Employees have been presented with information at the All-MTA Meeting.
Maintain Fair Labor Standard Act compliance through updated training		
Records Management - Network reorganization		The file structure has been planned and the IT Team is in the process of creating a new drive. New drive has been created. Next step is to begin using new drive and naming structure.
Objective 4: Community Partnerships and Responsibility		
Conduct Community Conversations to solicit input		This is currently on hold due to COVID-19.
Participate in community events		Delivering meals to seniors during the COVID-19 crisis.
Promote City and County partnerships		Worked with City on T-CC Parking Lot project that is now complete.
Participate in outside committees, RTPO and boards		Danette: PRTPO, EDC, WSTIP, WSTA. Kathy: Moving Mason Forward, TIP CAP, Opiate Stakeholders. LeeAnn: WSTIP. Marshall: Centralia College Diesel Advisory Committee.
Participate in mentorship programs		No activities this month.
Promote Volunteer Driver Program		Currently, promoting the program is on hold as several of the drivers are unavailable
Park & Ride project (through 2023)		See Park & Ride informational page for update.
Brand vehicles	✓	Standard design for branding buses is complete; some of the new cutaways will have taglines on them promoting MTA.
Progression toward inclusion of electric vehicles	X	At this time, we are putting further steps on hold.
Objective 5: Workplace Culture		
Improve communications through established methods		The Employee Engagement Committee is working through a communication plan.
Incorporate wellness program and encourage participation		Kick off of Wellness Program was done at the All-MTA Meeting with the first wellness challenge. The committee has several activities planned.

Promote skills and job knowledge		GM working with Ops and Finance on expanding knowledge of staff.
Bargain contracts for drivers and Comm Center	✓	Drivers' contract has been ratified. Comm Center is no longer in a bargaining unit.
Employee Engagement committee		Continued meetings, almost have completed the Communication Plan. Working on alternatives to the All-Staff.
Enhance meaningful employee recognition	✓	We have revised the employee recognition policy; have incorporated a safety bonus for drivers; are being mindful of showing appreciation.
Provide more Belfair interaction and oversight	✓	This has been improved through having a COVID-19 Coordinator.
Prepare a policy review schedule	✓	Created a schedule for reviewing policies.

Mason Transit Authority Regular Board Meeting

Agenda Item: Informational Item 3 – *Informational*
Subject: Operational Statistics
Prepared by: LeeAnn McNulty, Administrative Services Manager
Approved by: Danette Brannin, General Manager
Date: November 17, 2020

Background:

The attached ridership data depicts the continued impact of the pandemic on passenger utilization of MTA services as it continues to show decreased ridership in 2020 over previous year. Ridership has been mostly stable since July, showing a slight increase in the number of Out of County and Demand Response passengers in October.

RIDERSHIP DATA CHARTED

