



**Transportation Commission Meeting
Council Chambers
311 Vernon Street
March 18, 2014 – 7:00 p.m.
Agenda**

1. Call to Order

2. Welcome – Roll Call

- Joseph Horton, *Chair*
- Tracy Mendonsa, *Vice-Chair*
- Rita Brohman
- Chinnaian Jawahar
- Ryan Schrader
- Grace Keller
- David Nelson
- Andrew O'Hair, *Youth Commissioner*

3. Pledge of Allegiance

4. Meeting Minutes

- a. February 18, 2014 (ACTION REQUIRED)

5. Oral Communication (Time Limitation Five (5) Minutes)

Anyone wishing to address the Commission on matters not on the Agenda please stand, come to the podium and state NAME for the record.

6. Consent Calendar

- a. The Summit at Douglas Ridge Transportation Systems Management (TSM) Plan (ACTION REQUIRED)
- b. Enterprise Car Sales Transportation Systems Management (TSM) Plan (ACTION REQUIRED)

7. Special Presentations/Reports

- a. Public Works Annual Reports – Traffic Studies
- b. Public Works Annual Reports – Bikeways and TSM
- c. Public Works Annual Reports -- Roseville Transit
- d. Roseville Transit Administrative Policies (CONTINUED FROM JANUARY 21, 2014) (ACTION REQUIRED)
- e. Transit Performance Report for 2nd Quarter of Fiscal Year 2014 (ACTION REQUIRED)

8. Staff and/or Commission Reports/Comments

- a. Alternative Transportation Division Update

9. Pending Agenda

None

10. Adjournment

Note: If you plan to use audio/visual materials during your presentation, they must be submitted to the City of Roseville 72 hours in advance. All public meetings are broadcast live on Comcast Channel 14 or Surewest Channel 73 and replayed the following morning beginning at 9:00 a.m. Meetings are also replayed on weekends.

1. Call to Order

The meeting was called to order at 7:00 p.m. by Commissioner Horton.

2. Roll Call

Commissioners Present

Joseph Horton, *Chair*
Tracy Mendonsa, *Vice-Chair*
Rita Brohman
Chinnaian Jawahar
Ryan Schrader
Grace Keller
David Nelson
Andrew O'Hair, *Youth Commissioner*

Staff Present

Mike Wixon, Alternative Transportation Manager
Rhon Herndon, Public Works Director
Debbie Dion, Recording Secretary

3. Pledge of Allegiance

Commissioner Horton led those in attendance in the Pledge of Allegiance.

Commissioner Horton read a meeting procedures statement.

4. Meeting Minutes

MOTION:

Commissioner Schrader made the motion, which was seconded by Commissioner Mendonsa, to approve the meeting minutes of January 21, 2014.

Ayes: Horton, Mendonsa, Jawahar, Schrader, Keller, Nelson, O'Hair
Noes: None
Abstain: Brohman
Absent: None

5. Oral Communications

Commissioner Horton opened the Public Comment period.

Mike Barnbaum, founder of "Here We Ride", addressed the Commission on a Capitol Corridor Joint Powers Authority meeting of the Board of Directors scheduled for Wednesday, February 19, 2014, at 10 a.m. in Suisun City, CA. Mr. Barnbaum read from a memo regarding the Sacramento-Roseville 3rd Track Project – Status Report and requested a formal presentation to the Transportation Commission at their May 20th meeting.

Staff will report back to the Commission with an update at the next scheduled Transportation Commission meeting on March 18, 2014.

Commissioner Horton closed the Public Comment period.

6. Consent Calendar

a. Slate Creek Corporate Centre Transportation Systems Management (TSM) Plan

- b. **Roseville Corporate Center Transportation Systems Management (TSM) Plan**
- c. **Olympus Corporate Center Transportation Systems Management (TSM) Plan**

MOTION:

Commissioner Keller made the motion, which was seconded by Commissioner Brohman, to approve the Consent Calendar with the items (a., b., and c.) as listed above.

Ayes: Horton, Mendonsa, Brohman, Jawahar, Schrader, Keller, Nelson, O'Hair
Noes: None
Abstain: None
Absent: None

7. Special Presentation/Reports

a. I-80/State Route 65 Interchange Improvements Project Alternatives Presentation

Rhon Herndon, Public Works Director, introduced Luke McNeel-Caird, P.E., Senior Planner/Engineer, Placer County Transportation Planning Agency (PCTPA).

Mr. McNeel-Caird made the presentation. He stated that information is available at www.8065interchange.org where you can sign up to receive newsletter updates on the project.

Commissioner Horton opened the public comment period.

Mike Barnbaum, founder of "Here We Ride", addressed the Commission and questioned if mitigation measures were in place for any possible impacts to public transportation from this project.

Mr. McNeel-Caird responded that mitigation measures are in place to address any possible impacts throughout the project.

Commissioner Horton closed the public comment period.

Commissioner Jawahar and Commissioner Horton thanked Mr. McNeel-Caird for the presentation.

A question and answer session between Commissioners and staff ensued.

Staff provided this report as informational only. No action required.

b. Connect Card Transit Survey 2013

Mike Wixon, Alternative Transportation Manager, introduced Lacey Symons-Holtzen, Associate Planner, Sacramento Area Council of Governments (SACOG).

Ms. Symons-Holtzen made the presentation and thanked staff for their cooperation. She directed all to a webpage at www.connecttransitcard.com for more information on the Connect Card.

Commissioner Horton opened the public comment period.

Mike Barnbaum, founder of "Here We Ride", addressed the Commission and thanked Ms. Symons-Holtzen for the presentation. Mr. Barnbaum questioned if other transit agencies would be joining the Connect Card consortium and asked the anticipated date that Roseville Transit would begin accepting the Connect Card. Mr. Barnbaum also referred to a photo on the "Here We Ride" Twitter page that shows the Connect Card machine on a Sacramento bus.

Ms. Symons-Holtzen responded that SACOG has been reaching out to other transit agencies and hopes to bring more on board for the Connect Card launch.

Mike Wixon, Alternative Transportation Manager, responded that Roseville Transit anticipates a Fall 2014 start date for the Connect Card launch.

Commissioner Horton closed the public comment period.

A question and answer session between Commissioners and staff ensued.

Commissioner Mendonsa, Commissioner Brohman, and Commissioner Horton thanked Ms. Symons-Holtzen for the presentation.

Staff provided this report as informational only. No action required.

c. Roseville Transit Annual Report 2013

Commissioner Horton announced that this item was being continued to the next meeting on March 18, 2014.

8. Pending Agenda

None

9. Adjournment

MOTION

Commissioner Nelson made the motion, which was seconded by Commissioner O'Hair, to adjourn the meeting.

Ayes: Horton, Mendonsa, Brohman, Jawahar, Schrader, Keller, Nelson, O'Hair

Noes: None

Abstain: None

Absent: None

The meeting was adjourned at 8:32 p.m.

Joseph Horton, Chair

Debbie Dion, Recording Secretary



Transportation Commission Meeting

March 18, 2014 – 7:00 p.m.

Consent Calendar

Item 6A: **The Summit at Douglas Ridge Transportation Systems Management (TSM) Plan**

Staff Sue Schooley, Administrative Analyst II/TSM Coordinator

Recommendation

Staff recommends the Transportation Commission approve the TSM Plan for The Summit at Douglas Ridge.

Background

On August 19, 2003, the Transportation Commission approved the TSM Plan for The Summit at Douglas Ridge. The applicant, Andrew Pomerantz, representative for the new owners of The Summit at Douglas Ridge worked in cooperation with the City in preparing a revised TSM Plan with current project information, which is consistent with the TSM Ordinance.

The Summit at Douglas Ridge is located at 3721-3741 Douglas Boulevard on the north side of Douglas Boulevard, just west of Sierra College Blvd.

Discussion

The Summit at Douglas Ridge includes two 3-story office buildings with 97,400 square feet each (194,000 square feet total) and one 8,300 square foot bank on 12.5 acres. The typical hours of operation for the tenants will be Monday thru Friday, 8:00 a.m. to 5:00 p.m. the

Approximately 425 employees work at The Summit at Douglas Ridge. The majority of the employees are professional and office support personnel. Many of the employees commute trips originate from Roseville and the surrounding communities of Rocklin, Citrus Heights, Granite Bay, and Lincoln, with others from further communities of Auburn and Sacramento.

The applicant for The Summit at Douglas Ridge will provide twenty (20) Class II bicycle spaces and forty (40) carpool spaces. The closest transit stops are located on Sierra College Blvd. and Douglas Blvd. near The Summit at Douglas Ridge.

The attached TSM Plan has been prepared in compliance with the TSM Ordinance.

Attachment(s)

1. The Summit at Douglas Ridge TSM Plan

TSM PLAN

The Summit at Douglas Ridge

3721 – 3741 Douglas Boulevard

TRANSPORTATION SYSTEMS MANAGEMENT (TSM) PURPOSE

On May 7, 1999, the revised Transportation Systems Management (TSM) Ordinance became effective. The City of Roseville adopted the TSM Ordinance and established the TSM Program for the following purposes:

- A. Reduce peak hour traffic circulation in the City of Roseville by reducing both the number of vehicular trips and the vehicular miles traveled that might otherwise be generated by home-to-work commuting by a minimum of twenty percent (20%).
- B. Increase the efficiency of the existing transportation network and contribute to achieving Level of Service (LOS) C at intersections in the City of Roseville.
- C. Reduce total vehicle emissions in the City of Roseville by reducing the number of vehicular trips that might otherwise be generated by home-to-work commuting.
- D. Cooperate and coordinate with other cities, counties, communities and regional agencies in these endeavors.
- E. Develop a program that secures the participation of local developers, businesses, institutions and public and private agencies to fulfill the purposes expressed herein.

TSM PLAN APPLICABILITY

The TSM Program shall be applicable to every Common Work Location and Major Common Work Location. Additionally, a TSM Plan shall be required as a condition of approval for all development projects, design review permits, tentative subdivisions and conditional use permits which are anticipated to employ fifty (50) or more employees at the Major Common Work Location. In addition, a TSM Plan shall be required for any existing development project that employs fifty (50) or more employees at the Major Common Work Location. Since The Summit at Douglas Ridge will employ approximately 425 employees a TSM Plan is required and is presented below.

TSM PLAN AGREEMENT

Upon approval of the TSM Plan, the project owner shall enter into a written agreement with the City obligating the project owner to comply with the TSM Plan. Such agreement shall be recorded, run with the land and bind all successors in interest, and shall constitute an equitable servitude on the property. Where appropriate, the City

may require the agreement to include a provision for enforcement, in the event of breach by the project owner or a successor in interest.

TSM PLAN IMPLEMENTATION

- A. The Site TSM Coordinator shall implement the TSM Plan.
- B. The City shall have the right to enter, upon giving reasonable advance notice, The Summit at Douglas Ridge to provide information to the Major Project Controller or Site TSM Coordinator pertaining to the TSM Program. The City shall also have the right to reasonably enter The Summit at Douglas Ridge for inspection of the property and for audit of survey records to determine compliance with the TSM Plan.

THE SUMMIT AT DOUGLAS RIDGE OPERATING CHARACTERISTICS

The TSM Plan for The Summit at Douglas Ridge includes the following operating characteristics:

- A. **Project Description.** The Summit at Douglas Ridge is located on Douglas Blvd. just west of Sierra College Blvd. The 12.5 acre site will be developed with two 3-story office buildings with 93,252 square feet (3721 Douglas Blvd) and 92,289 square feet each (3741 Douglas Blvd), for a total of (185,541 square feet total) and one 8,300 square foot bank.

The typical hours of operation for the tenants will be Monday thru Friday, 8:00 a.m. to 5:00 p.m.

The closest transit stops are located on Sierra College Blvd. and Douglas Blvd. near The Summit at Douglas Ridge.

- B. **Employee Description.** The total estimated number of employees will be approximately 425 people at full occupancy. There will be approximately 400 employees at the largest shift. The majority of the employees at the Summit at Douglas Ridge are professional and clerical personnel working normal business hours, with some service employees working varied hours at the restaurant. Most employees will live within a 15-mile radius of the project and will primarily commute by automobile, with some carpooling, biking and using transit.
- C. **Site Plan.** Please refer to Appendix A for a site plan of The Summit at Douglas Ridge depicting the location of the required bicycle facilities and carpool spaces.
 - 1. **Bicycle Facilities.** Twenty (20) Class II bicycle parking facilities which is five percent (5%) of the total number of employees on site during the maximum shift shall be provided for employees who bicycle to work.

2. **Preferential Carpool Parking.** Forty (40) carpool spaces, which is ten percent (10%) of the total number of employee parking spaces shall be provided for employees who carpool to work. The spaces shall be located for convenient access by the employee and shall be striped "carpool". The Site TSM Coordinator shall register carpoolers and shall be responsible for monitoring the use of such spaces.

- D. **Site TSM Coordinator.** The following named person has been designated as the Site TSM Coordinator:

Deborah Brooks, Administrative Assistant
3721 Douglas Blvd., Suite 348
Roseville, CA 95661
(916) 773-3518
fax number (916) 773-5566
e-mail address: deborah.brooks@hines.com

This information shall be updated and provided in writing to the City Transportation Coordinator during the triennial survey or at any time that there is a change in the Site TSM Coordinator.

SITE TSM COORDINATOR'S RESPONSIBILITIES

The Site TSM Coordinator's responsibilities shall include:

- A. **Posting TSM Information.** Posting by the Site TSM Coordinator in a conspicuous place or places for employees, informational material provided by the City Transportation Coordinator, PCTPA, other regional rideshare agencies or prepared by the Site TSM Coordinator to encourage alternative transportation methods. Such informational material shall be kept current and may include, but is not limited to, the following:
 1. Current schedules, rates, procedures for obtaining transit passes, and routes of public transit service to The Summit at Douglas Ridge.
 2. Bicycle route maps.
 3. Posters or flyers encouraging the use of ridesharing and referrals to sources of information concerning ridesharing.
 4. Information regarding available services that will eliminate vehicle trips.
- B. **Marketing the Commuter Rideshare Matchlisting Service.** Annually disseminating to all tenants and employees, or to new tenants and employees when hired, written information provided by the City Transportation Coordinator and/or other regional rideshare agencies regarding regional commuter rideshare match listing services.

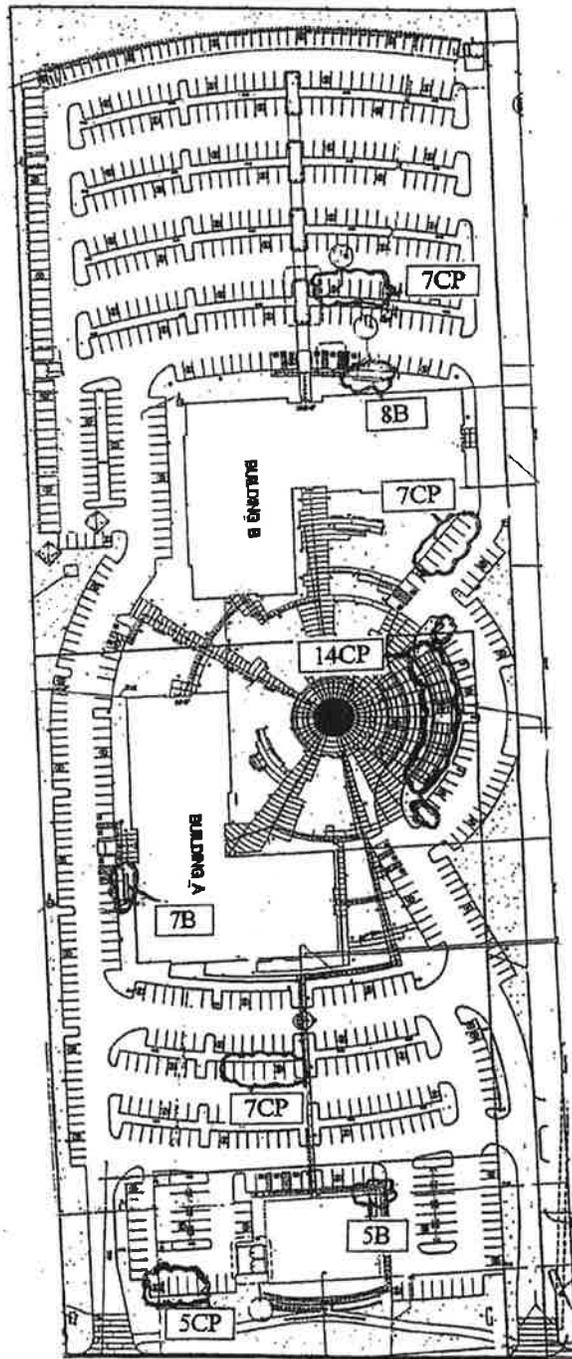
- C. **Promoting the Guaranteed Ride Home Program.** The Site TSM Coordinator shall promote the Guaranteed Ride Home Program. The program provides for the transportation of employees who use alternative transportation modes for home to work commuting in case of a personal, family or other major emergency. The program is designed to help employees get home, child's daycare or school. The Guaranteed Ride Home is a service provided by Placer County Transportation Planning Agency (PCTPA).
- D. **Participating in Training Opportunities.** The Site TSM Coordinator will be invited to training events offered by the City's TSM Coordinator and/or PCTPA. These training events will include information and materials for promoting such programs as Spare the Air, Clean Air Month, National Bike Month, and information for implementing alternative transportation promotions. The City believes these training programs will be beneficial to the community and will help Site TSM Coordinators implement their TSM plans. Each Site TSM Coordinator or his/her designee is expected to attend a minimum of two (2) training events per year.
- E. **Promoting alternative transportation opportunities.** In addition to the above programs, the Site TSM Coordinator, working in conjunction with the City Transportation Coordinator, shall encourage employers and employees to use alternative transportation. Such alternative transportation promotional opportunities can include, but are not limited to, the following:
1. *In House Carpool Matching Service.* Conduct a survey of all employees in order to identify persons interested in being matched into carpools. Potential carpoolers are then matched by work address and shift. Such survey can be done on an annual basis and for all new employees interested in ridesharing.
 2. *Telecommuting.* Telecommuting which allows employees to work periodically from their home or an off-site location close to home.
 3. *Transit pass subsidy.* Promoting the use of public transportation by providing to employees on a monthly basis a transit pass subsidy to help offset the cost to the employee. The City Transportation Coordinator will work with the Site TSM Coordinator on promoting public transit and procuring passes.
 4. *Vanpool program.* Promoting vanpooling to employees as a cost effective way to commute to work. The City Transportation Coordinator will work with the Site TSM Coordinator to help implement the vanpool program. Typically, the employees lease a van and the vanpool participants shall cover the operating costs for the van.
 5. *Variable work hours.* Encouraging employers and employees to eliminate commute trips or relocate the commute trip out of the peak period through the use of:

- a) compressed work weeks (A work schedule for an employee which eliminates at least one round trip commute biweekly. For example, forty hours of work in four ten-hour days or a work plan that allows one day off every other week, known as the nine-eighty plan.);
 - b) staggered work hours involving a shift in the set work hours of all employees at the workplace; and
 - c) flexible work hours involving individually determined work hours within guidelines established by the employer.
6. Showers and lockers. To help encourage bicycling as a viable commute transportation alternative, the Summit at Douglas Ridge will have one shower with lockers for both men and women to use.
 7. On-Site Amenities. The Summit at Douglas Ridge will provide common project amenities. The following amenities are examples, but not requirements, as amenities change based on tenants and tenant needs: a fitness center, a coffee bar with breakfast and lunch items, and mail services including overnight courier drop boxes. Accessibility to these businesses will allow employees to conduct many of their errands on-site during the work day, thereby, eliminating additional vehicle trips.

TRIENNIAL REPORT REQUIRED

The City Transportation Coordinator shall prepare and distribute a survey report form to the Major Project Controller for the purpose of demonstrating the effectiveness of the Summit at Douglas Ridge TSM Plan. The Major Project Controller shall conduct the survey and submit the triennial survey report to the City Transportation Coordinator no later than April 1. The triennial survey shall be conducted every three years, beginning in the year 2015.

APPENDIX "A"
SUMMIT AT DOUGLAS RIDGE
3721 – 3741 Douglas Blvd.



Legend	
B	bike racks (20 total)
CP	carpool spaces (40 total)

Douglas Blvd.

To Sierra College Blvd.



Transportation Commission Meeting

March 18, 2014 – 7:00 p.m.

Consent Calendar

Item 6B: **Enterprise Car Sales Transportation Systems Management (TSM) Plan**

Staff Sue Schooley, Administrative Analyst II/TSM Coordinator

Recommendation

Staff recommends the Transportation Commission approve the TSM Plan for the Enterprise Car Sales.

Background

The applicant, Michael Davirro, Group Operations Manager, on behalf of Enterprise Car Sales worked in cooperation with the City in preparing a TSM Plan for this project, which is consistent with the TSM Ordinance.

Enterprise Car Sales is located on a 4.33 acre site which is located midblock on the west side of N. Sunrise Blvd. between Douglas Blvd and Sierra Gardens Drive.

Discussion

Enterprise Car Sales is a two story car sales and office building with approximately 34,000 square feet with a floor area ratio of .18.

Enterprise Car Sales will have typical hours of operation from 7:00 a.m. – 8:00 p.m. Monday through Saturday, 9:00 a.m. - 7:00 p.m. on Sundays, closed most major holidays.

Approximately ninety (90) people will be employed at Enterprise Car Sales. These employees include customer service, sales, management and support personnel. The majority of these employees will commute to Enterprise Car Sales from the surrounding residential area in Roseville, Rocklin, Lincoln, and Citrus Heights and to a lesser degree from Sacramento.

For employees who bicycle to work, Enterprise Car Sales provides eight (8) Class II bicycle racks outside, and a secured bike room within the building with four (4) wall mounted racks. In addition, for employees who carpool to work, Enterprise Car Sales provides eleven (11) carpool/clean air spaces. In addition, Enterprise Car Sales has an Electric Vehicle charging unit available for use at two parking spaces.

The nearest transit stop is across from the Enterprise Car Sales on N. Sunrise Avenue.

The attached TSM Plan has been prepared in compliance with the TSM Ordinance.

Attachment(s)

1. Enterprise Car Sales TSM Plan

TSM PLAN

Enterprise Car Sales

150 N. Sunrise Avenue

TRANSPORTATION SYSTEMS MANAGEMENT (TSM) PURPOSE

On May 7, 1999, the revised Transportation Systems Management (TSM) Ordinance became effective. The City of Roseville adopted the TSM Ordinance and established the TSM Program for the following purposes:

- A. Reduce peak hour traffic circulation in the City of Roseville by reducing both the number of vehicular trips and the vehicular miles traveled that might otherwise be generated by home-to-work commuting by a minimum of twenty percent (20%).
- B. Increase the efficiency of the existing transportation network and contribute to achieving Level of Service (LOS) C at intersections in the City of Roseville.
- C. Reduce total vehicle emissions in the City of Roseville by reducing the number of vehicular trips that might otherwise be generated by home-to-work commuting.
- D. Cooperate and coordinate with other cities, counties, communities and regional agencies in these endeavors.
- E. Develop a program that secures the participation of local developers, businesses, institutions and public and private agencies to fulfill the purposes expressed herein.

TSM PLAN APPLICABILITY

The TSM Program shall be applicable to every Common Work Location and Major Common Work Location. Additionally, a TSM Plan shall be required as a condition of approval for all development projects, design review permits, tentative subdivisions and conditional use permits which are anticipated to employ fifty (50) or more employees at the Major Common Work Location. In addition, a TSM plan shall be required for any existing development project that employs fifty (50) or more employees at the Major Common Work Location. Since Enterprise Car Sales will employ approximately ninety (90) employees a TSM Plan is therefore required and is presented below.

TSM PLAN AGREEMENT

Upon approval of the TSM Plan, the project owner shall enter into a written agreement with the City obligating the project owner to comply with the TSM Plan. Such agreement shall be recorded, run with the land and bind all successors in interest, and shall constitute an equitable servitude on the property. Where appropriate, the City

may require the agreement to include a provision for enforcement, in the event of breach by the project owner or a successor in interest.

TSM PLAN IMPLEMENTATION

- A. The Site TSM Coordinator shall implement the TSM Plan.
- B. The City shall have the right to enter, upon giving reasonable advance notice, Enterprise Car Sales to provide information to the Major Project Controller or Site TSM Coordinator pertaining to the TSM Program. The City shall also have the right to reasonably enter Enterprise Car Sales for inspection of the property and for audit of survey records to determine compliance with a TSM Plan.

ENTERPRISE CAR SALES OPERATING CHARACTERISTICS

The TSM Plan for Enterprise Car Sales includes the following operating characteristics:

- A. **Project Description.** Enterprise Car Sales is located on a 4.33 acre site which is located midblock on the west side of N. Sunrise Ave. between Douglas Blvd and Sierra Gardens Drive. Enterprise Car Sales is a two story car sales and office building with approximately 34,000 square feet with a floor area ratio of .18.

Enterprise Car Sales will have typical hours of operation from 7:00 a.m. – 8:00 p.m. Monday through Saturday, 9:00 a.m. - 7:00 p.m. on Sundays, closed most major holidays.

The nearest transit stop is across from the Enterprise Car Sales on N. Sunrise Ave.

- B. **Employee Description.** Approximately ninety (90) people will be employed at Enterprise Car Sales. These employees include customer service, sales, management and support personnel. The majority of these employees will commute to Enterprise Car Sales from the surrounding residential area in Roseville, Rocklin, Lincoln, and Citrus Heights and to a lesser degree from Sacramento.

- C. **Site Plan.** Please refer to appendix (A) for a site plan of Enterprise Car Sales depicting the location of the required bicycle facilities and carpool spaces.
 - 1. **Bicycle Facilities.** Enterprise Car Sales provides eight (8) Class II bicycle racks outside, and a secured bike room within the building with four (4) wall mounted racks which is greater than 5% of the total number of employees on site during the maximum shift shall be provided for employees who bicycle to work.
 - 2. **Preferential Carpool Parking.** Enterprise Car Sales provides eleven (11) carpool spaces, which is greater than ten percent (10%) of the total

number of employees for employees who carpool to work. The spaces shall be located for convenient access by the employee and striped "Carpool Parking/ Clean Air Vehicle." The Site TSM Coordinator shall register carpoolers and shall be responsible for monitoring the use of such spaces.

- D. **Site TSM Coordinator.** The following named person has been designated as the Site TSM Coordinator:

Michael Davirro, Group Operations Manager
199 N. Sunrise Avenue
Roseville, CA 95661
Michael.W.Davirro@ehi.com
(916) 787-4730
FAX (916) 844-1445

This information shall be updated and provided in writing to the City Transportation Coordinator during the triennial survey or at any time that there is a change in the Site TSM Coordinator.

SITE TSM COORDINATOR'S RESPONSIBILITIES

The Site TSM Coordinator's responsibilities shall include:

- A. **Posting TSM Information.** Posting by the Site TSM Coordinator in a conspicuous place or places for employees, informational material provided by the City Transportation Coordinator, PCTPA, other regional rideshare agencies or prepared by the Site TSM Coordinator to encourage alternative transportation methods. Such informational material shall be kept current and may include, but is not limited to, the following:
1. Current schedules, rates, procedures for obtaining transit passes, and routes of public transit service to the Major Common Work Location.
 2. Bicycle route maps.
 3. Posters or flyers encouraging the use of ridesharing and referrals to sources of information concerning ridesharing.
 4. Information regarding available services that will eliminate vehicle trips.
- B. **Marketing the Commuter Rideshare Matchlisting Service.** Annually disseminating to all tenants and employees, or to new tenants and employees when hired, written information provided by the City Transportation Coordinator and/or other regional rideshare agencies regarding regional commuter rideshare match listing services.
- C. **Promoting the Emergency Ride Home Program.** The Site TSM Coordinator shall promote the Emergency Ride Home Program. The program provides for the transportation of employees who use alternative transportation modes for

home to work commuting in case of a personal, family or other major emergency. The program is designed to help employees get home, child's daycare or school. The Emergency Ride Home is a service provided by Placer County Transportation Planning Agency (PCTPA).

- D. **Participating in Training Opportunities.** The Site TSM Coordinator will be invited to training events offered by the City's TSM Coordinator and/or PCTPA. These training events will include information and materials for promoting such programs as Spare the Air, Clean Air Month, May is Bike Month, and information for implementing alternative transportation promotions. The City believes these training programs will be beneficial to the community and will help Site TSM Coordinators implement their TSM plans. Each Site TSM Coordinator or his/her designee is expected to attend a minimum of two (2) training events per year.
- E. **Promoting alternative transportation opportunities.** In addition to the above programs, the Site TSM Coordinator, working in conjunction with the City Transportation Coordinator, shall encourage employers and employees to use alternative transportation. Such alternative transportation promotional opportunities include, but are not limited to, the following:
1. *In House Carpool Matching Service.* Conduct a survey of all employees in order to identify persons interested in being matched into carpools. Potential carpoolers are then matched by work address and shift. Such survey can be done on an annual basis and for all new employees interested in ridesharing.
 2. *Telecommuting.* Telecommuting which allows employees to work periodically from their home or an off-site location close to home.
 3. *Transit pass subsidy.* Promoting the use of public transportation by providing to employees on a monthly basis a transit pass subsidy to help offset the cost to the employee. The City Transportation Coordinator will work with the Site TSM Coordinator on promoting public transit and procuring passes.
 4. *Vanpool program.* Promoting vanpooling to employees as a cost effective way to commute to work. The City Transportation Coordinator will work with the Site TSM Coordinator to help implement the vanpool program. Typically, the employees lease a van and the vanpool participants shall cover the operating costs for the van.
 5. *Variable work hours.* Encouraging employers and employees to eliminate commute trips or relocate the commute trip out of the peak period through the use of:
 - a) compressed work weeks (A work schedule for an employee which eliminates at least one round trip commute biweekly. For example, forty hours of work in four ten-hour days or a work plan that allows one day off every other week, known as the nine-eighty plan.);

- b) staggered work hours involving a shift in the set work hours of all employees at the workplace; and
 - c) flexible work hours involving individually determined work hours within guidelines established by the employer.
6. Electric Vehicle Charging Station. Enterprise Car Sales is installing an Electric Vehicle charging unit to be available for two parking spaces and will be labeled Electric Vehicle.
 7. Additional transportation alternatives. In addition to the above-mentioned alternative transportation promotions, Enterprise Car Sales provides a break room with vending machines for their employees. In addition they may provide a dry cleaning pick up service for their employees. These amenities help eliminate vehicle trips during the work day.

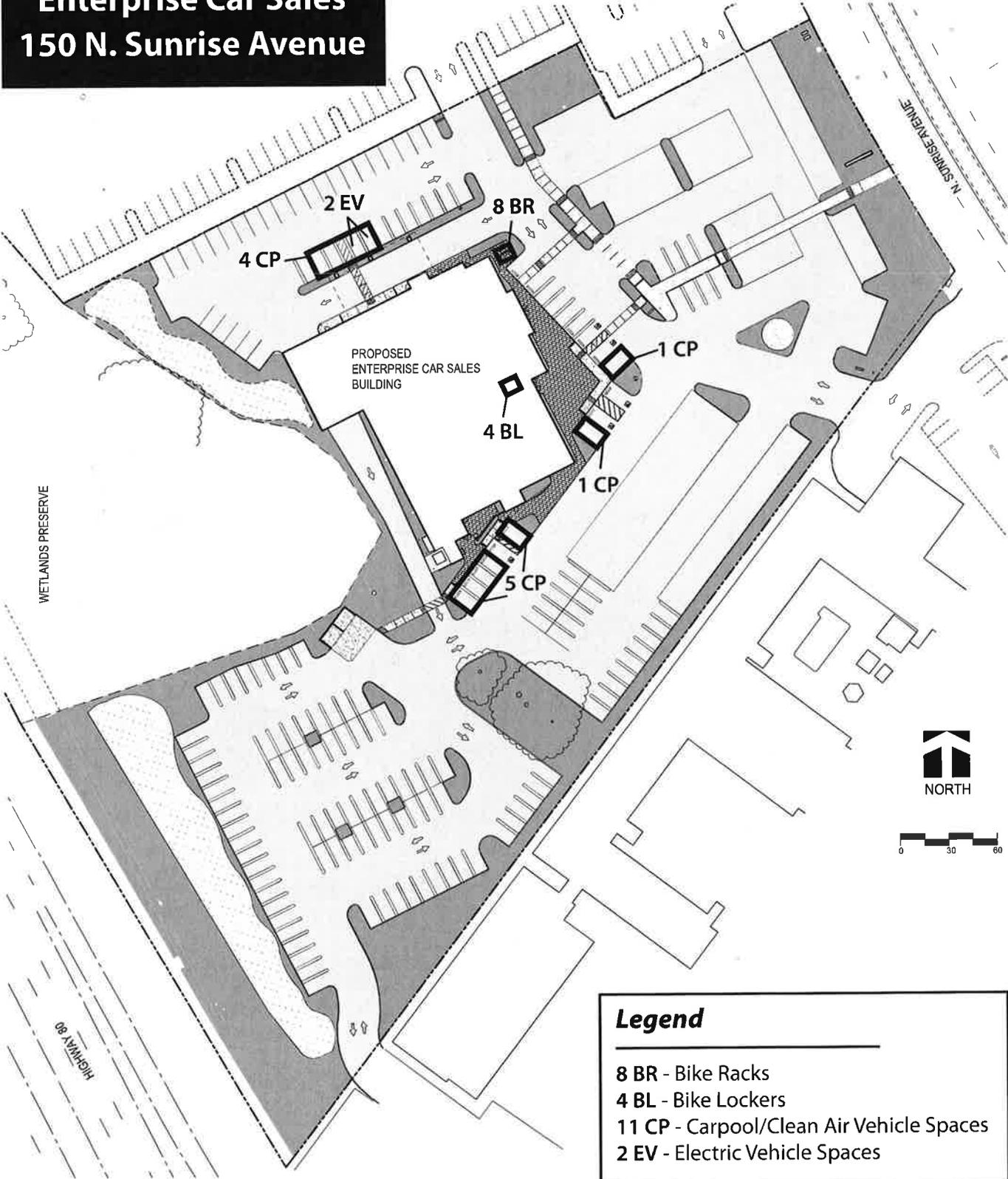
TRIENNIAL REPORT REQUIRED

The City Transportation Coordinator shall prepare and distribute a survey report form to the Major Project Controller for the purpose of demonstrating the effectiveness of the Enterprise Car Sales TSM Plan. The Major Project Controller shall conduct the survey and submit the triennial survey report to the City Transportation Coordinator no later than April 1. The triennial survey shall be conducted every three years, beginning in the year 2015.

Appendix A

Enterprise Car Sales

150 N. Sunrise Avenue



- Legend**
- 8 BR - Bike Racks
 - 4 BL - Bike Lockers
 - 11 CP - Carpool/Clean Air Vehicle Spaces
 - 2 EV - Electric Vehicle Spaces

Public Works - Engineering Division
 Annual Report for
Traffic Studies
 Fiscal Year 2012-13




Program Overview

Provide a safe and efficient environment for all modes of transportation including vehicles, pedestrians, and bicyclists.

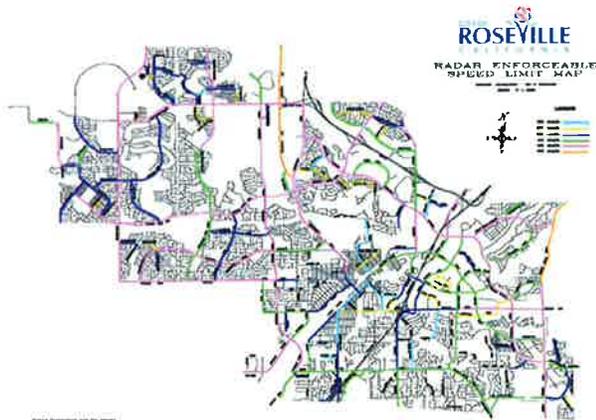
Section Updates

SPEED LIMITS

Speed Surveys are required to be updated every 5-10 years (on a rotating basis) in order for them to be radar enforceable. The City uses Caltrans Standards per the California Manual on Uniform Traffic Control Devices (MUTCD) and the California Vehicle Code (CVC). A current copy of the Speed Limit map is available on the City's web site.

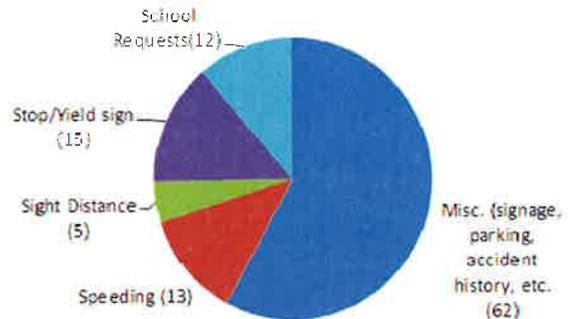
- ◆ 2012/2013—Conducted 25 Speed Surveys
- ◆ 2013/2014—Anticipate conducting 45 Speed Surveys

SPEED LIMIT MAP



TRAFFIC STUDY REQUESTS

- ◆ Total of 107 Completed Traffic Studies
- ◆ 91% completed within 3 months/100% completed within 6 months



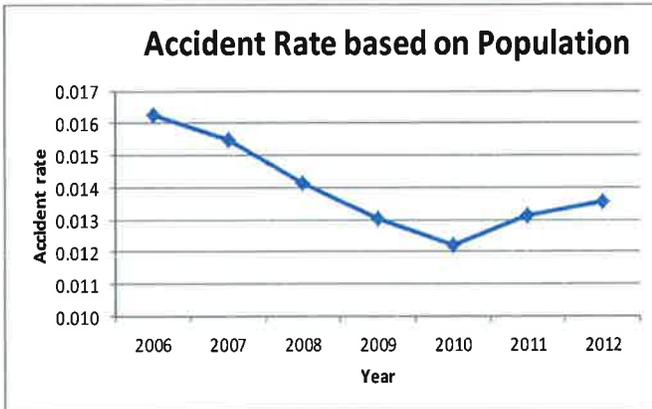
ACCIDENT MITIGATION

Staff uses our Collision Database, accident reports, citizen requests and PD communication to help identify high accident locations. We compare our accident rate with Caltrans expected rate for a similar intersection or roadway segment to determine if mitigation measures are needed.

Locations recently mitigated or actively monitoring:

- ◆ Cirby Wy/Melody Ln— Accident rate dropping
- ◆ Northbound Galleria Blvd. @ N/B HWY 65 on-ramp (accident rate reduced 58% with the installation of a flashing beacon.
- ◆ Roseville Rd—Planned construction 2015

Staff reviews all collision reports and works with the Police Department to help identify, mitigate, and reduce the number of collisions within the City.



Parking

Traffic Studies evaluates requests for parking modifications to increase safety, promote business, and increase efficiency. We work with other Departments to ensure parking needs and concerns are addressed. Staff continues to work in the Downtown/Old Town areas to develop feasible parking strategies to accommodate the variety of users of the area.

Recent striping mods adjacent to Veteran's Park allow for on-street parking and bike lanes



Crossing Guards

Traffic Studies recently began managing the City Crossing Guard Program. We have provided training and updated safety gear to better equip our Crossing Guards for their important job. We have been able to add additional locations while still maintaining the same budget.



PEDESTRIAN/BICYCLE SAFETY

Traffic Studies works diligently to promote and participate in pedestrian and bicycle safety especially around our school sites. Some examples of programs and projects include:



- ◆ Evaluate Pedestrian/Bicycle Safety Requests
- ◆ PD/Engineering safety meetings;
- ◆ School site specific safety meetings with Engineering, PD, Principal, and School District;
- ◆ Bikefest
- ◆ Bicycle Safety Task Force
- ◆ Crossing Guards (City hired & volunteer)
- ◆ Bike/Walk Ambassador Program



Safe Routes to School (SRTS) Grant Program

Currently, the City of Roseville has two SRTS grants to promote safe walking and biking to school as a preferred alternative to driving. There are currently nine participating schools (eight elementary and 1 intermediate) within the City. The SRTS grant is a non-infrastructure grant that creates programs and incentives to try and encourage kids and their parents to walk or bike to and from school. The grant covers 100% of staff and material costs to develop a SRTS "Tool Box" of ideas and programs which are made available to all schools in Roseville via the City's website. Some of the programs that have been implemented at various schools include International Walk to School Day, Walking/Biking Clubs, Scan & Notify, and Stop & Walks. This past October, on International Walk to School Day, we had 8 schools participate with a total of 2227 students walk to school.

2013 International Walk to School Day (Stoneridge)



Public Works - Alternative Transportation Division

Annual Report for

Bikeways/TSM

Fiscal Years 2013 & 2014



Bikeway Program Overview

The goal of the bikeway program is to make bicycling in Roseville more safe, comfortable, convenient and enjoyable for all bicyclists, and to increase the number of persons who bicycle for transportation to work, school and errands, and for recreation.

Public Works—Alternative Transportation coordinates bikeway planning, development and maintenance efforts among a host of City groups, including Planning, Engineering, Parks, Open Space, Streets Maintenance, Environmental Utilities, Police, Fire, Finance and City Manager. Alternative Transportation also oversees bicycle education and outreach efforts.

Bikeway Program Updates

Awards & Recognition

Bicycle Friendly Community

In 2013, the League of American Bicyclists renewed the City of Roseville's Bicycle Friendly Community designation at the Bronze Level. This program recognizes communities that actively support bicycling for fun, fitness and transportation. The City was first recognized by the League in 2008, and Roseville remains the only community in Placer County to be so honored. Other nearby City's that share this designation include Davis, Folsom and Sacramento.



Bicycle Friendly Business

In 2012, Hewlett-Packard became the first business in Roseville to be recognized by the League of American Bicyclists for their efforts to create a more bicycle friendly atmosphere for employees and customers. HP was recognized at the silver level. The City continues to encourage other local businesses to apply for the Bicycle Friendly Business designation.

Bikeway Projects

Project	Amount	Status
Highland Reserve Bikeway Bridge	\$306,000 NCRSP Community Facilities District	Completed Oct 2013
Saugstad Park Trail Repair	\$21,000 Transportation Development Act (TDA)	Completed Aug 2013

Completed Projects

Project	Amount	Status
Foothills Business Park Class I Trail	\$135,000 State Grant \$85,000 Developer Fees \$300,000 TDA	Summer 2014 Construction
2014 Trail Slurry Seal	\$200,000 TDA	Summer 2014 Construction
West Roseville Parcel W-15 Trail	\$325,000 WRSP Bike Trail Fees	Summer 2014 Construction

Upcoming Construction

Project	Amount	Status
Dry Creek Greenway Trail	\$546,000 Congestion Mitigation CMAQ Grant \$500,000 TDA	Preliminary Design/Env. Review
Downtown Bridges, Trail & Fire Station Grading	\$600,000 FTA Grant \$285,000 CMAQ Grant \$136,000 BTA Grant \$200,000 Local funds	Preliminary Design
Harding to Royer Trail—Segment 3	\$306,000 CMAQ \$541,000 TDA bike/ped	R-O-W Acquisition
Bike/Ped Bridge Assessments	\$100,000 TDA	Preliminary Scoping
Bicycle Master Plan Update	\$90,000 TDA	Preliminary Scoping

Planning & Design

Grant Applications

The City of Roseville received a Bicycle Transportation Account grant award in November 2012 in the amount of \$136,000 for the Oak Street Class I Trail Project. This project is part of the Downtown Bridges & Trails project and includes the construction of a trail along Dry Creek parallel to Oak Street and between Lincoln Street and Royer Park, including rotation of the Rube Nelson "Icehouse" Bridge.

Bikeway/TSM Education & Outreach

The City and our regional partners conduct a variety of bicycle education programs throughout the year. The bicycle education efforts include:

- ◆ Staff recently started the Bike/Walk Ambassador Program. The purpose of this volunteer program is to promote bicycle and pedestrian safety on trails and around schools in Roseville. Our first 3 volunteers will begin their outreach efforts in March 2014.



- ◆ May is Bike Month 2013 was very successful as bicyclists took advantage of the good weather. In the Sacramento region we had 7,517 bicyclists log 1,747,022 miles. In Roseville, 515 employees who work at local businesses logged 114,301 miles, while 408 Roseville residents logged 83,514 miles. Planning for May is Bike Month 2014 is underway.
- ◆ In 2013 the City, with support from local bicycle advocacy group Biking Roseville, held eight one-hour Smart Cycling and Bicycle Maintenance clinics. The City will be organizing a similar lineup of bicycle courses to be offered in April and May 2014.
- ◆ Staff promoted May is Bike Month 2013 at the following events: City of Roseville Celebrate the Earth Festival, Hewlett Packard Earth Day, Kaiser Earth Day, an energizer station on the Miners Ravine Bike Trail and at various Bike to Work events. A similar lineup of events is planned in 2014.
- ◆ In 2013, Roseville Bikefest, the annual family friendly bicycle safety event hosted by Pedalsafe Roseville and the City, attracted over 550 people to Coyote Ridge Elementary School. In 2014, Roseville Bikefest will be held on September 27, 2014 at the Vernon Street Town Square. PedalSafe and City staff also organized several other helmet fitting and bike safety events throughout the year as requested by schools or other organizations.

Transportation Systems Management

- ◆ The TSM program reduces single occupant commuting and improves air quality by promoting biking, walking, carpooling, vanpooling, and transit (bus and train). The program goal is to reduce vehicle miles traveled by 20%.
- ◆ In 2013, TSM staff held 4 quarterly training meetings and 24 on-site visits with employers. TSM staff also processed 3 new TSM plans, attended 10 regional coordination meetings, and several local transportation fairs. In addition, staff conducted the Triennial Survey, receiving over 7,100 surveys from employees at 81 employment sites. The overall trip reduction was 64% during peak hours.
- ◆ Since July 2013, TSM staff has held 2 quarterly training meetings and conducted 18 on-site visits, as well as processed 7 new TSM Plans.



Transportation Commission Meeting

March 18, 2014 – 7:00 p.m.

Special Presentations/Reports

Item 7C. Roseville Transit Annual Report FY2013

Staff Mike Wixon, Alternative Transportation Manager
Eileen Bruggeman, Alternative Transportation Analyst

Recommendation

The following is informational, and no action is required of the Transportation Commission.

Background

Various divisions of Public Works periodically provide the Transportation Commission with Annual Reports to provide an overview of the prior fiscal year program performance and activities, and a summary of upcoming capital projects and operational goals for the current fiscal year.

Discussion

Attached is the Roseville Transit Annual Report for Fiscal Year 2012/13 (FY13). Per the draft Single Audit that incorporates a broader use of factors for calculation of the fare box recovery ratio (staff uses a more conservative calculation) it is projected the system wide fare box recovery ratio for FY13 is 26.93%. This is new high for Roseville Transit, and well exceeds the Transportation Development Act (TDA) requirement of 15%.

The ratio is a reflection of the relationship between operating costs and fare revenue. Overall revenue is doing well as we continue to pursue and administer federal and state grant opportunities, and additional fare revenues continue from the Roseville Transit Advertising Program and existing agreements with Placer County (service for the Santucci Justice Center), the West Roseville Specific Plan area (WRSP), and Kaiser Hospital.

Ridership continues to grow for Local Service, and remains steady for Commuter. As discussed during prior Transportation Commission meetings ridership on the Dial-A-Ride (DAR) Service, which incorporates the minimum requirements of Americans with Disabilities Act (ADA) Complementary Paratransit Service, continued to decrease in FY13. As mentioned at previous meetings, staff and the Commission will continue to look at factors influencing performance measurements, and to compare services and performance measurements with other agencies to help assess what changes might be considered in the development of a future Short Range Transit Plan.

Upcoming activities for Roseville Transit include: receiving eight (8) replacement Dial-A-Ride buses and four (4) larger replacement buses for Local Service by April 2014; Right-of-way acquisition for the Louis Orlando Transfer Point and Park and Ride project; preparing and awarding the RFP for Engineering and Environmental work for the Sierra Gardens Transfer Point; and completing the FTA Triennial Review in February 2014 (with follow up to be completed by end of FY14).

Attachment:

1. Roseville Transit Annual Report FY2013

Public Works - Alternative Transportation Division
 Annual Report for
Roseville Transit
 Fiscal Year 2013




Mission: We provide and continually enhance reliable, convenient and safe transportation options.

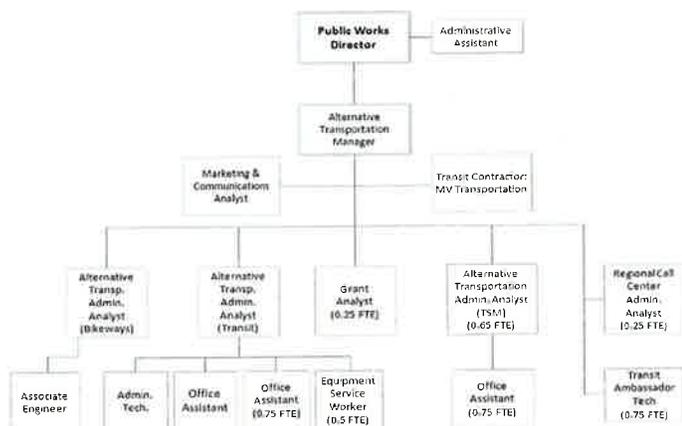
Program Objectives

- Expand Roseville Transit’s customer base by increasing its share of “choice riders.”
- Achieve sustainable growth in ridership and fare revenue.
- Maximize efficiency of transit service in Roseville.
- Work with other transit operators in the region to leverage buying power for capital acquisitions.

Current Staffing

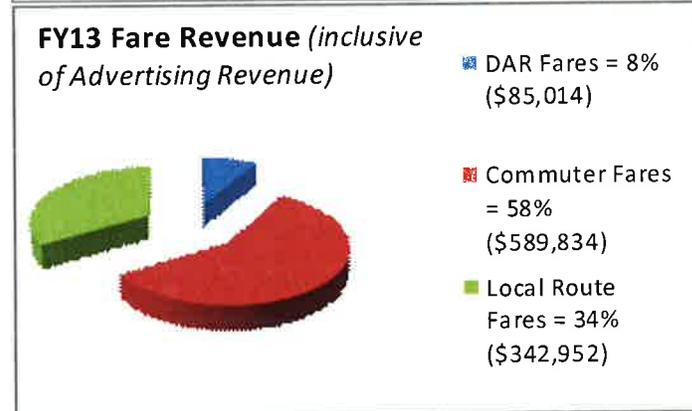
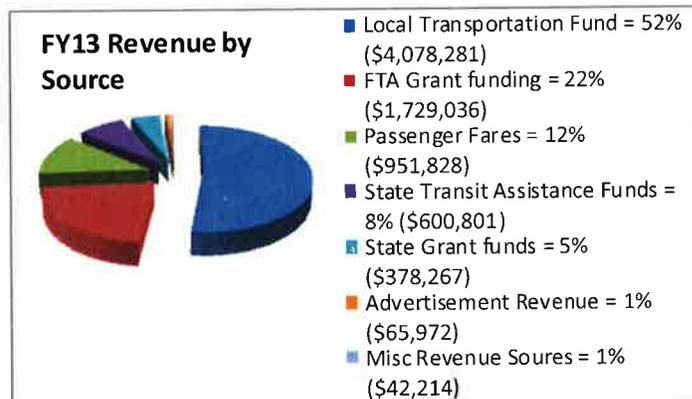
The Alternative Transportation Division of Public Works has 6.0 FTE’s dedicated to the administration of Roseville Transit; daily operations are provided by more than 60 full and part-time employees under contract with MV Transportation.

Public Works – Alternative Transportation



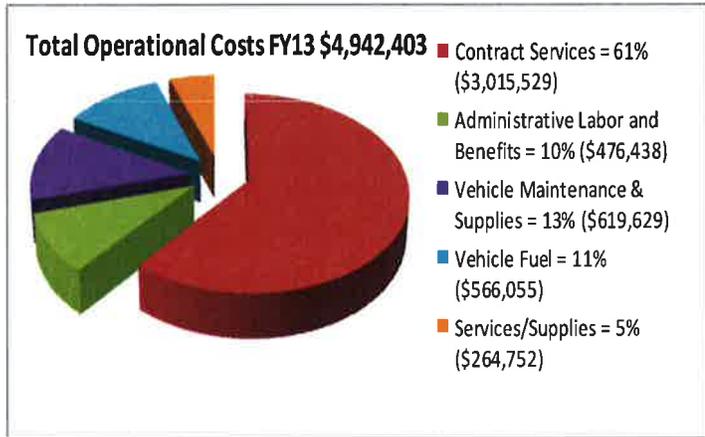
Revenue Sources

To implement operations and capital improvement projects, a key component is our revenue sources. Public transit is subsidized beyond the revenue received through fares because of the public value provided by the service. Below is a summary of our FY13 revenue sources, and the second chart indicates how our fare revenue is collected from the three (3) service modes provided: Local (fixed-route), Dial-A-Ride (DAR), and Commuter.



Operational Costs

Roseville Transit operational costs involve contracted services, vehicle maintenance and fuel, administrative expenses, and service and supplies for three (3) modes of service: Local (11 buses), Commuter (14 buses), and Dial-A-Ride (11 buses). Contracted services provided by MV Transportation includes drivers, dispatch operators, road supervisors and other management support.

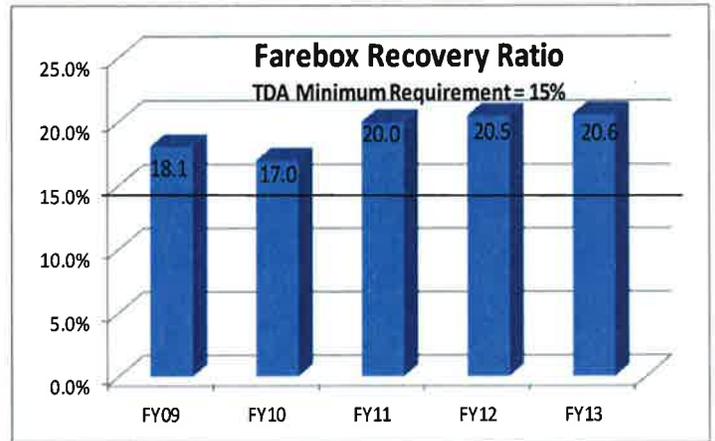


Performance Standards

Performance Reports are presented on a quarterly basis to the Roseville Transportation Commission to review key performance measurements, which are used to evaluate services for Roseville Transit and recommend adjustments.

The quarterly reports include key measurements by each mode of service, such as ridership, operational costs, fare box revenue, number of passengers per vehicle revenue hour, amount of subsidy per trip, average number of miles between road calls, and number of preventable and non-preventable vehicle accidents per mile.

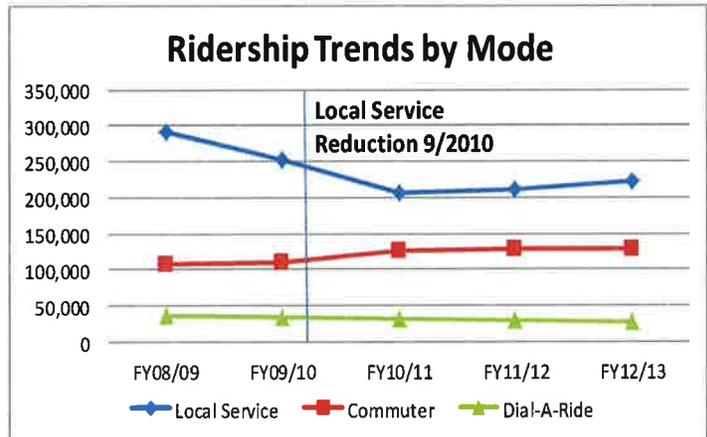
Fare Box Recovery Ratio is one key performance standard. The ratio indicates how much of the costs to provide the service is recovered through fare box revenue. The Fare Box Recovery Ratio is set for each transit operator by their regional transportation planning agency; a Fare Box Recovery Ratio of 15% is set for Roseville Transit by the Placer County Transportation Planning Agency (PCTPA). According to an independent auditor's draft report, Roseville Transit set an all-time high Fare Box Recovery Ratio above 26% in FY13. TDA guidelines allow for inclusion of additional considerations which can result in a

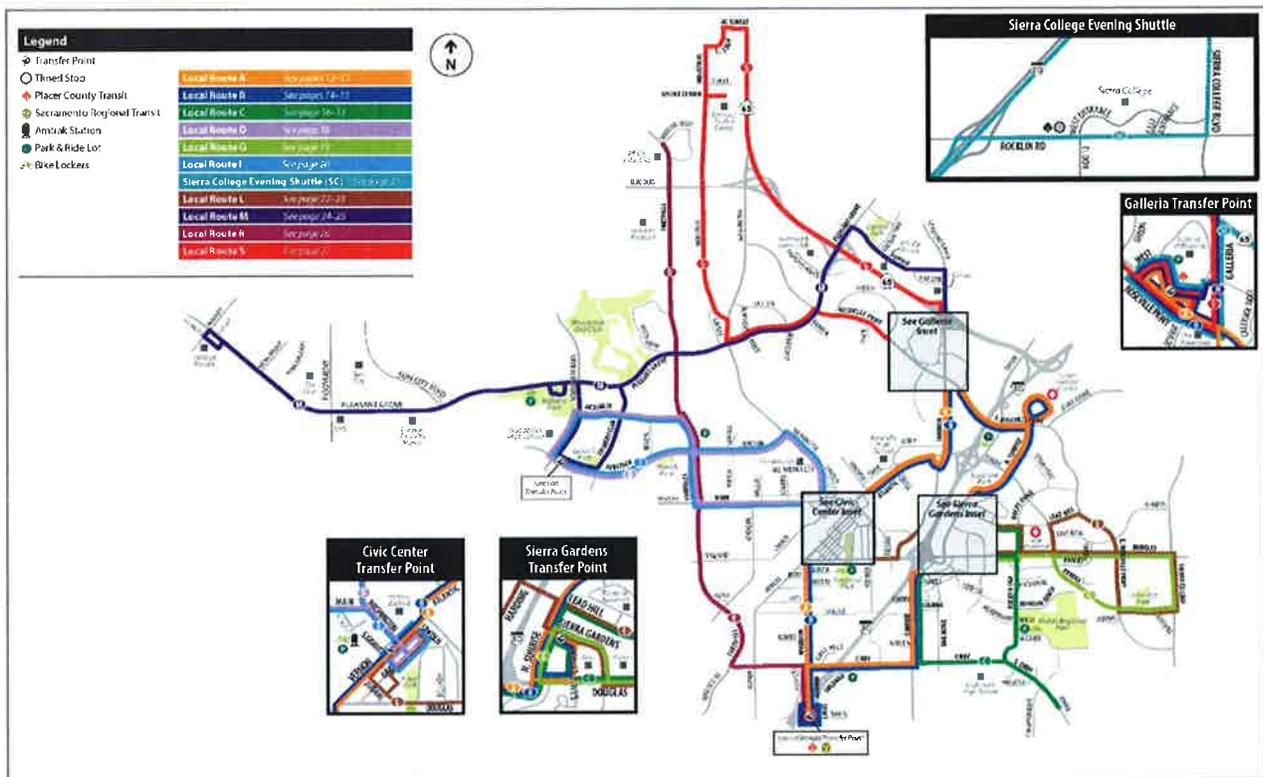


more favorable ratio result. The FY13 ratio of 20.6% reported in the Quarterly Performance Report prepared by staff results from using a more conservative calculation of the fare box recovery ratio. The key point is by either method Roseville Transit continues to exceed the TDA required minimum 15% recovery ratio.

Ridership is another key performance measurement used to evaluate the effectiveness of transit services month to month and year to year. Many factors can influence ridership, such as service hours and levels, service quality and performance, and economic conditions.

Local Service In the Fall of 2010, services were decreased 15% in response to reduced funding levels. As expected with cuts in service, ridership levels decreased (see chart below). Thus, ridership figures for FY12 represent the first full year of reduced service levels and a new baseline. System-wide ridership slowly grew at a rate just above 2% in FY13, while each service mode had varying levels of growth. The standout of ridership increases was seen in Local services, which grew





Local Service Map

Effective September 30, 2013

Performance Standards (continued)

5.7% in FY13. The ridership growth for Local Service in FY13 was likely a response to changes made to extend Local Service evening hours during the week, and due to an improving economy.

Commuter Service at the end of FY13 ridership held steady in comparison to FY12; it continues to provide over 128,000 trips annually between Roseville and Downtown Sacramento with nine (9) routes on weekday mornings and afternoons. As a premium service, Commuter Service accounts for 58% of the fare recovery by mode with the fewest amount of service hours.

Dial-A-Ride (DAR) Service is the by-reservation service that provides the Americans with Disabilities Act (ADA) Complimentary Paratransit Service, plus is open to the general public throughout the City of Roseville. Ridership continues to decline, both for Roseville and throughout the region. This is viewed as a positive change in light of the fact that DAR is not only the most expensive form of travel for passengers, it also is the most costly type of service provided by Roseville Transit. For FY14, the Commission and staff are beginning to examine factors that influence the effectiveness of this service.

Accomplishments in FY 2013

FY13 Operational Changes	Status/Results
Started New Bus Advertising Program.	Received \$65,972 by end of FY13. Projected to receive another \$100,000 by end of FY14.
FY13 Capital Projects	Status
Purchase of 8 ARBOCs, 3 vans, and 4 large buses; Installation of on-board video cameras.	Completed. Receive buses and vans and put into service in Spring 2014.
Installation of surveillance cameras and enhanced protective fencing at vehicle storage and maintenance yard.	Started in FY13; 70% complete at end of FY13. Complete project by end of FY14.
Refurbishment of (8) large buses, extending their useful life.	Completed.
Engineering and design of Louis Orlando Transfer Point improvements.	Drawings at 90% completion, environmental completed, and proceeding with friendly acquisition of right-of-way.

Activities In FY14

FY14 Operational Changes	Status
Implement route changes to G and C.	Changes became effective September 2013—monitoring ridership to assess success of changes.
Participate in regional installation and implementation of regional fare card—Connect Card.	Roll out to begin in Sacramento in Spring 2014, extend to Roseville Transit in early FY15.
FY14 Capital Projects	Status
The Louis Orlando Transfer Point regional improvement project with Sacramento Regional Transit (SacRT) and Placer County Transit (PCT).	Friendly ROW Acquisition to begin in FY14, and construction funding identified for planned construction to start in FY15 or FY16.
Purchase (4) replacement buses for local Fixed Route service.	Delivery in February 2014. New buses will retire CNG fuel Orion Buses.
Begin procurement process for Sierra Gardens Transfer Point Improvement Project.	SacRT not able to participate in construction project. Staff is moving forward with RFP for engineering design and environmental.
Purchased (8) replacement buses for DAR service.	Delivery in March 2014.
FTA Triennial Review	Completed review in February 2014. Complete follow up by end of FY14.

SACOG Regional Project of the Year Award

The Sacramento Area Council of Governments (SACOG) awarded the South Placer Transit Information Center with the 2013 Regional Project of the Year as part of SACOG Salutes. South Placer Transit Information Center serves more than 345,000 customers by providing transit information, customer service, and trip planning for Local fixed-route, Commuter, and Dial-A-Ride services for five (5) transit agencies through one phone number and website portal. The transit agencies include Placer County Transit, Roseville Transit, Auburn Transit, Lincoln Transit, and Health Express. The center is administered by Roseville Transit, with funding and oversight provided by the members of the Western Placer Consolidated Transit Service Agency (WPCTSA).



How-To Videos

Online videos are now available for the public about how to use Local and Dial-A-Ride buses on Roseville Transit and throughout the south Placer region. Captioned and Spanish versions are also available.



Transportation Commissioners 2013

- Chinnaian Jawahar, Chair
- Joseph Horton, Vice-Chair
- Rita Brohman
- Grace Keller
- Ryan Schrader
- Tracy Mendonsa
- David Nelson
- Robert Walker, Youth Commissioner



Transportation Commission Meeting

March 18, 2014 – 7:00 p.m.

Special Presentations/Reports

Item 7D. Roseville Transit Service Policies

Staff Eileen Bruggeman, Alternative Transportation Analyst

Recommendation

Staff proposes the Transportation Commission recommend the City Council approve the proposed revisions to the Roseville Transit Service Policies.

Background

On April 7, 2004 the Roseville Transit Administrative Policies were amended to provide consistency with current American with Disabilities ACT (ADA) guidelines, and to incorporate previously approved minor amendments.

In 2009, the Transportation Commission approved amendments to the Transit Service Policies to address the following items:

- Passenger Code of Conduct
- Language to discourage passenger distraction of drivers
- Clarification of policies related to animals on board,
- Stronger language to prevent panhandling
- Language to reflect identification cards for Client Aides
- Instituting a fee for ID card issuance or renewals
- Excessive cancellations and/or schedule blocking Dial-A-Ride (DAR) trips
- Adopting a financial penalty that, if not paid within a time period, would result in service suspension to reduce no shows for scheduled DAR trips
- Transfers valid for 90 minutes (previously 60 minutes)

On November 19, 2013 the Transportation Commission reviewed a new set of proposed amendments to the Roseville Transit Service Policies, which addressed both regulatory changes and revised practices by the Alternative Transportation Division. At the meeting, the Transportation Commission reviewed with staff the intent of the proposed amendments. Much of the discussion was in response to the lack of a redline/strikeout version being provided to the Commission for its review. Therefore, the Transportation Commission requested that staff return with a full redline/strikeout version of the proposed amendments for its review.

Discussion

Since the November 19, 2013 Transportation Commission meeting, Federal Transit Administration (FTA) performed a triennial review of Roseville Transit. The FTA representative noted that the entire document should be renamed from the Roseville Transit **Administrative** Policies to the Roseville Transit **Service** Policies (hereafter referred to the Roseville Transit Service Policies).

To facilitate review and better highlight the proposed changes, the following versions are provided:

- The existing Roseville Transit Administrative Policies (Attachment 1); and
- The redline/strike-out version indicating all revisions proposed at this time to the Roseville Transit Service Policies (Attachment 2).

Staff anticipates there will be minor formatting and numbering changes to present a final version of the document to the City Council.

Amendments to the Roseville Transit Service Policies are discussed below. The discussion by topic includes the federal requirement which must be addressed, examples of incidents that prompted amendments to existing policies, and a brief explanation how the amendment(s) address the issue(s).

Section 6 - Removal of Wheelchair Limitations: As of October 19, 2011 transit operators are prohibited from setting weight or size limitations on wheelchairs they will transport, pursuant to 49 CFR Part 37. Roseville Transit immediately revised practices to follow the new Federal requirements. Section 6 (starting on page 11) is revised to reflect the federal regulations and our current practice of loading mobility devices provided they can be loaded and secured safely.

Section 7 - Public Participation Plans for Major Service Changes: The Title VI Plan recently presented to the Transportation Commission includes a Public Participation Plan (PPP). For each proposed major service change, staff will develop a plan to promote public input in compliance with the PPP. Section 7 (page 12) is revised to direct staff to follow the procedures of the PPP when major service changes are proposed.

Sections 9 & 10 - DAR for ADA Passengers: A discussion of services afforded Americans with Disability Act (ADA) certified passengers is provided in Section 9 (pages 14-21) Roseville Transit ADA Complementary Paratransit Services are separate from the discussion of other services and procedures for general public DAR passengers in Section 10 (pages 21-27). The purpose of providing separate discussions is to clarify the required ADA Complementary Paratransit services provided in compliance with ADA regulations, versus all other DAR services the City of Roseville chooses to provide the general public. The maximum vehicle ride time is also clarified.

Sections 9 & 10 - Excessive No-Show Policy: In 2009 the Roseville Transit Service Policies were modified to implement a No-Show fee of \$7.50 per missed trip following the third No-Show within a three (3) month rolling period. The intent of the policy was and is to discourage excessive, repeated missing of reserved DAR trips. Since that time staff has observed a decrease in No-Shows. However, there are certain individuals who will repeatedly pay a fee and continue to miss trips. Pursuant to 49 CFR 37.125(h) transit providers may not impose only a mandatory financial penalty as part of a no-show policy for ADA Complementary Paratransit trips, including charging for the fare of the no-show or missed trip. However, transit operators may offer a passenger with excessive no-shows to accept payment for the missed trips in lieu of suspension.

Sections 9 and 10 are amended to include on the third occurrence of a No-Show within a three (3) month rolling period the passenger will receive a letter notifying them of the option to either have transit services suspended for seven (7) days, or pay the current No-Show fee.

Section 13 - Charter Service: Section 13 of the policies (pages 28-31) is amended to provide consistency with our actual practice that Roseville Transit has chosen to not provide charter services. Recipients of federal funds are prohibited from using federally funded equipment and facilities to provide charter service if a registered private charter operator expresses interest in providing the service. If an operator does provide charter service it must comply with exemptions and reporting requirements provided in 49 U.S.C. 5323(d).

Section 15 - Advertising Policy: The Transit Advertising Policy included in Section 15 (pages 31-34) was included in the Roseville Transit Service Policies to provide an acceptable framework for a future advertising program. The policy currently listed in the Roseville Transit Service Policies has been superseded through subsequent adoption of the current Transit Advertising Policy that is implemented

through the Agreement entered into with Ironhorse Media. The outdated section is being deleted, with a referral to the City's Advertising Policy for current program information.

Section 16 - Title VI: Roseville Transit complies with Title VI of the Civil Rights Act of 1964 and is committed to ensuring no person is discriminated on the basis of race, color or national origin. Section 16 is added to the Service Policies (pages 34-36) to incorporate the procedures for filing and responding to a complaint of discrimination pursuant to Title VI. This information is consistent with the Roseville Transit Title VI Plan, provided on our website, in Service Guide(s), and in a separate hand-out on board the buses.

Section 17 - Video Surveillance: Fall 2012 Roseville Transit installed on-board video cameras. Section 17 (pages 36-37) is added to the Transit Service Policies to address availability and retention of the video recordings.

Other Revisions and Clarifications: Staff proposes language that will incorporate revisions and clarifications to procedures that have been followed since 2009 (for example, under what conditions are folding bikes allowed on the bus), plus minor typographical, formatting or numbering corrections.

Language is proposed to articulate procedures initiated by City staff in response to various situations, such as how to handle dishonored checks, particularly now that with the electronic fare cards we have the ability to de-activate passes.

The revisions also address frequently asked questions or situations that require clarifications. For example, under the Passenger Code of Conduct section language is proposed to clarify life support equipment is permitted on board, however, other flammable or hazardous materials are not permitted.

A complete list of minor modifications not previously reviewed by the Transportation Commission at the November 19, 2013 meeting is provided below.

Section 1 - Code of Conduct

- Life support equipment – added to clarify acceptable to bring life support equipment on board
- Hazardous materials – added to clarify types of hazardous materials not acceptable to bring on board
- Public Health Standards, Dress and Hygiene – Added encouragement to be aware and respect the sensitivity some passengers have to fragrances by avoiding application of scents
- Social Behavior – Similar to the Libraries Code of Conduct, new language now articulates a list of specific inappropriate behaviors

Section 4 - Fees – this section is augmented to include policies and fees associated with how we will handle dishonored checks, requests for duplicate receipts, and refer to Chapter 14.30 of the Roseville Municipal Code for the current fees.

Section 5 - Discount Identification Cards

- Student ID changed to Youth ID to avoid confusion over who qualifies for this Discount ID
- Wording regarding the Roseville Resident Commuter ID changed to reflect Parks and Recreation Department wording regarding discounts afforded Roseville residents

Section 14 - Lost and Found: A statement is added to articulate a procedure that found items of value or containing identification information will be handed over to Roseville Police Department immediately.

Attachments:

1. Existing Roseville Transit Administrative Policies
2. DRAFT Roseville Transit Service Policies (with redline/~~strikeout~~ format)

Roseville Transit Administrative Policies



*Adopted April 7, 2004
Revised December 2, 2009
Effective December 2, 2009*

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Section 1: Code of Conduct

Roseville Transit is committed to providing a safe, secure and comfortable transit environment. For the safety and comfort of all people using Roseville Transit, customers are asked to follow this basic Code of Conduct to ensure the safety and comfort of other customers and the driver.

1. Animals

1.1. Service Animals

Guide dogs, signal dogs, and other service animals are permitted to accompany individuals with disabilities who board Roseville Transit. If an operator is unsure that an animal performs a service function, the operator may ask the passenger what task the animal has been trained to perform.

The animal must be on a lead or leash, or in a carrier, must not interfere with other passengers and must be under the constant supervision and control of its owner.

If a service animal misbehaves, the passenger will be asked to remove his or her animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's boarding privileges may be revoked.

For safety reasons, it is recommended that service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism.

1.2. Pets

Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of service animal are not permitted on Roseville Transit.

The cage or carrier must be small enough to fit on the person's lap. The animal must not misbehave as described in Section 1.1.

If any animal becomes excessively noisy or disruptive, the driver will request that the animal be quieted, or the passenger along with the animal will be asked to deboard at the next stop. Animals determined to be seriously disruptive will be suspended from the system.

2. Carry-Ons

2.1. Limits

Passengers must limit their carry-ons to only those items passengers can safely carry on the bus in one boarding without driver assistance. Passengers must have control over carry-on items at all times. Carry-ons shall not block seats or aisles.

2.2. Strollers and Baby Carriers

Passengers boarding with a child in a stroller must remove the child and collapse the stroller before boarding the bus. Strollers and baby carriers must be stored so as not to block aisles at any time or seats when capacity is an issue. Children and carriers must be under personal control at all times.

2.3. Utility Carts

Utility carts and personal possessions must be under personal control at all times and must be stored so as not to block aisles at any time, or seats when capacity is an issue.

2.4. Folding Bicycles

The preferred location for storing any bicycle is on the bicycle rack provided on the front of the bus. However, in the event the bicycle rack is fully occupied, a folding bicycle may be brought on board provided: it is folded and stored in a carrier bag before being brought aboard, it remains under personal control at all times, and stored so as not to block aisles at any time. When capacity is an issue folding bicycles must be stored under an aisle-facing seat such that they do not block the aisle (maximum 12" height when folded).

3. Distractions

3.1. Driver Distractions

Passengers must avoid or minimize actions that promote distractions to the driver. Usage of a cell phone near the location of the driver and unnecessary conversation with the driver are prohibited. Passengers shall remain behind the standing line.

3.2. Cell Phones

Cell phone ringers and conversations shall be kept at a volume level that does not disturb bus drivers or other passengers.

3.3. Electronic Devices

Headphones must be used by passengers with all sound emitting electronic devices, or the sound feature must be turned off.

4. Eating/Drinking

Eating is prohibited on all City transit vehicles. Drinks are permitted provided they are in a spill-proof container secured with a screw-top lid.

5. Graffiti

It is unlawful for any person to intentionally place graffiti upon any City bus, bus shelter, or bus stop (Roseville Municipal Code § 10.53.030). Violation of this section may be charged as either an infraction or a misdemeanor at the discretion of the City Attorney.

6. Literature Distribution

Distribution or posting of literature is prohibited on buses, at bus shelters or bus stops except as allowed by Roseville Municipal Code § 17.17.070.

7. Loitering

Loitering or congregating at a bus shelter or bus stop in a way that causes an inconvenience to others is prohibited.

8. Panhandling and/or Soliciting

Panhandling, soliciting, begging, or asking other passengers or transit employees for money is prohibited on the bus, at bus stops or within 25 feet of a bus stop (Roseville Municipal Code § 10.37.040). Violation of this section may be charged as either an infraction or a misdemeanor at the discretion of the City Attorney.

9. Priority Seating

Designated priority seating shall be given to seniors and persons with disabilities near the doors of the bus as posted. Passengers in these seats will be asked to volunteer their seat if

the need arises. Drivers are not required to enforce compliance of a request to move passenger(s) from priority seating areas or wheelchair securement locations.

10. Public Health Standards, Dress and Hygiene

All persons using Roseville Transit services must comply with public health standards while on the bus or at bus stops. Persons who are bleeding, losing any body fluids, or who constitute a public health hazard will not be transported or will be requested to vacate the stop.

Footwear and shirts are required and must be worn at all times.

A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of Transit staff, that person places existing passengers in extreme discomfort, or is considered a health risk to others.

11. Seat Belts

Seat belts are required to be worn by all passengers seated in buses equipped with such devices.

12. Smoking

Smoking is prohibited on all transit vehicles and within bus shelters.

13. Social Behavior

Passengers are expected to exhibit appropriate social behavior while on board the bus and at bus stop locations.

14. Unaccompanied Children

Riders should have the maturity to be able to react to unexpected situations that may arise in any transportation system, such as delays, cancellations or other service disruptions. For this reason, Roseville Transit recommends that children 11 and under be accompanied by an adult or a responsible youth (at least 12 years old) when riding Roseville Transit.

If it is necessary for children to travel alone, the following is strongly suggested:

- Children should carry identification showing their name, address, home phone number and the name and phone number of the person who will be meeting them.
- Parents and/or guardians should review the details of the trip with their child prior to travel, including the route he/she will be riding and the stop where he/she will disembark. For young children, this information should be given to the child in writing.

Section 2: Violation of Code of Conduct

In the event that an individual is unable to comply with the above Code of Conduct, Roseville Transit will enforce the suspension policy as outlined below:

1. Suspension Enforcement

1.1. Level 1 Suspension

Any person who is observed violating and/or refusing to comply with the Code of Conduct will be immediately ejected from a bus or refused boarding privileges by a bus driver, and their transit privileges suspended for the remainder of the day. This will constitute a warning given by Roseville Transit staff.

1.2. Level 2 Suspension

Any subsequent violations of the Code of Conduct by the same person will result in that person's immediate ejection and exclusion from Roseville Transit services and premises, and the loss of all transit privileges for up to seven (7) days without appeals.

1.3. Level 3 Suspension

For a third violation of the Code of Conduct by the same person, the Alternative Transportation Manager at his/her discretion may issue a suspension of service greater than seven (7) days.

Suspension will increase in severity with repeated violations. Suspensions will range from thirty (30) days, ninety (90) days, one (1) year, to permanent suspension of the privilege to use any Roseville Transit facilities or services.

1.4. Level 4 Suspension

Any person, who engages in violent, seriously disruptive, or illegal conduct, will be immediately suspended for a period of one (1) year.

Acts to one (1) year suspension include, but are not limited to: threats or causing fear of physical or verbal abuse; unlawful harassment, including unwelcome verbal or physical behavior having sexual or racial connotations; damaging City transit property; engaging in any activity which is hazardous to him or herself or to any other person; repeatedly violating bus riding rules.

Suspension Enforcement

If a suspended passenger is asked to leave any Roseville Transit facility or vehicle and refuses, or insists on trying to board a bus after being refused service, he or she may be subject to citation or arrest and possible prosecution for trespass, and all transit privileges will be suspended for seven (7) days effective immediately except for Administrative Appeals.

Section 3: Appeal of Suspension

Suspension of service for any reason for greater than seven (7) days may be appealed, with the exception of DAR No-Show suspensions.

An appeal of a suspension must be submitted in writing to the City's Public Works Director within ten (10) calendar days of the date of suspension written notification. If the tenth day falls upon a weekend or holiday the appeal period shall be extended to the end of the next available business day.

A standard form for the filing of an appeal of the action of the Alternative Transportation Manager is made available by the Alternative Transportation Division. Appeals should present information that would support a reconsideration of the decision leading to the appeal and identify other parties and/or information that would support the individual's case for reconsideration. Based on review of the appeal, and any new information submitted, the Public Works Director may reverse or reduce the original suspension.

If the passenger wants to appeal the Public Works Director's decision, the appeal will be heard by the Transportation Commission. The Transportation Commission will hear appeals within 45 days at a regularly scheduled meeting. The decision of the Commission on an appeal will be provided to the individual in writing with the reasons for the decision within thirty (30) calendar days of such hearing. If the individual is legally blind, notification will be both in writing and by telephone. The decision of Transportation Commission shall be final whether or not the appellant appears.

Section 4: Fares

Fares are published in and governed by the Roseville Municipal Code §14.30.

- All fares are non-refundable.
- A valid identification card must be presented when paying a discounted fare.
- Fare must be paid when boarding. Refusing to pay proper fare is unlawful and can result in arrest, fines, suspension, or ejection from the bus.
- Exact fare is required. Drivers cannot make change. Cash deposited in excess of fare will not be refunded.
- Fare deposited in farebox, regardless of whether a trip was taken, will not be refunded.
- Payment on delivery to destination is prohibited.
- Lost or damaged fare will not be replaced. Roseville Transit is not responsible for passes lost in regular mail.
- Pass orders over \$200 must be shipped via a trackable method.
- People who are validated as senior or disabled are approved to pay a discounted fare.
- The fare charged to an ADA passenger shall not exceed twice the fare charged an individual paying full fare on a similar trip on Roseville Transit Local service. Personal care attendants ride for free if the passenger has been approved to travel with an attendant. If the ADA passenger has not been approved to travel with an attendant, but has reserved the ride for more than one passenger, the second passenger is considered a companion and will pay the same fare as the ADA passenger.
- Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.

- When a fare increase occurs old tickets are valid for one-year following the effective date of the implementation of new fare. Tickets may be exchanged for credit toward like-value fare or used with additional coin in the farebox during this period, after which time tickets will expire and will not be replaced.

Section 5: Discount Identification Cards

Passengers paying discounted fares are required to possess the appropriate identification card. Roseville Transit photo ID cards are available with completion and approval of the *Roseville Transit Discount Photo ID* application and paid fee.

1. Discount Categories

1.1. Children

Children age 4 and under ride free with a paying guardian. A limit of two (2) children per guardian on Local and Dial-A-Ride (DAR) service only.

Students ages 5 through 12 are eligible to pay discount fare without a photo ID on Local service only.

Students ages 13 through 18 are eligible to pay discount fare by showing a current middle school, junior high school or high school issued photo ID, a Roseville Transit photo ID or other transit agency photo ID.

College ID cards are not acceptable for student discount fare.

1.2. Senior Citizens

Passengers age 60 or older are eligible to pay discount fare with a photo ID card issued by Roseville Transit or another agency. A California Department of Motor Vehicles Senior Citizen ID may also be presented at boarding. Discount fare for seniors is available on Local service and DAR.

1.3. Medicare Card

As required by California Public Utilities Code § 99155, the Federal Medicare identification card will be honored as sufficient proof of eligibility on Local service only. A driver may request a photo ID to validate.

1.4. Disabled Persons

Passengers with disabilities are eligible to pay discount fare on Local service and DAR with a photo ID card issued by Roseville Transit or another transit agency. A disabled person means any individual who by reason of illness, injury, age, congenital or other incapacity is unable, without special facilities or planning or design, to utilize public transportation facilities and services as effectively as a person who is not so affected. A temporary disability is a disability or incapacity which lasts more than 90 days.

1.5. ADA and ADA with Attendant

Passengers with disabilities preventing them from using the Local service may apply for ADA status on DAR. ADA customers are eligible to pay discount fare with their ID card

on DAR and Local service. If approved ADA with attendant, the ID card indicate such and the attendant will ride free of charge.

1.6. Client Aide

The Client Aide ID card is accepted on Local and DAR service. It is available to qualified service provider staff who travel with clients or students who are unable to safely travel alone. The ID allows the cardholder to board for free and is valid only when the aide is accompanying clients or students to travel at the discounted fare without needing their own discount ID cards.

1.7. Roseville Resident

Residents are eligible to ride Commuter service at the resident discount fare. Resident passengers are individuals who reside within the city limits of Roseville. Roseville residency is verified by the passenger submitting a copy of a City of Roseville Utility Bill (electric, water, sewer, or garbage), lease agreement, or other landlord validation of residency, along with photo ID to Alternative Transportation.

1.8. Reverse Commuter

No photo ID card is necessary for the Reverse Commuter discount fare.

2. Revocation of ID Card Discount Privilege

ID cards are non-transferable. Privileges may be revoked if misused. Roseville Transit ID cards must be surrendered upon request to Roseville Transit personnel.

3. Discount Photo ID Card Charges

Roseville Transit shall charge an appropriate fee for new, renewed or replaced photo ID cards, pursuant to Chapter 14.30 of the Roseville Municipal Code (Public Transit) with exception of new and renewal ADA ID cards.

Section 6: Wheelchairs and Wheelchair Lifts

Wheelchair means a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.

A "common wheelchair" is such a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.

1. Wheelchairs

- Transportation may be refused if a wheelchair exceeds the definition of a common wheelchair.
- Wheelchairs (except folding wheelchairs) are not authorized to ride in places other than the designated securement areas on the bus.
- All wheelchairs must have a four (4) point tie down while being transported. If a passenger requests additional securements, the driver must use all securements available on the vehicle.
- If a vehicle's securement system is not capable of satisfactorily securing or restraining a passenger's wheelchair and the passenger wishes to ride anyway, the driver must use

their best effort to restrain or confine the wheelchair to the securement areas with the means available.

- The driver must permit the passenger to choose whether to enter the lift facing forward or backward.
- Drivers should provide passengers using scooter with information relative to the risk of tipping over during transport and make a recommendation to the passenger to transfer to an open seat on the bus. However, the passenger is not required to transfer. The final decision on whether to transfer is up to the passenger.
- If a passenger claims their wheelchair may be damaged as a result of being secured, the driver is still required to secure the wheelchair if a vehicle's equipment is capable of providing securement. The driver must inform the passenger that they will try to avoid damaging the wheelchair, but that if the passenger wishes to ride, the wheelchair must be secured.
- Lap belts and/or shoulder belts are not to be used to secure wheelchairs.
- Lap belts and/or shoulder belts are offered for the securement of the passenger, and are optional, unless the vehicle is equipped with such devices for all passengers.
- If a passenger refuses to permit securement of their wheelchair, the driver must notify dispatch immediately to report the refusal and seek further direction. A determination may be made to refuse transportation

2. Wheelchair Lifts

Any passenger who experiences difficulty using the steps to board the bus is permitted to request the use of the lift. Standees are permitted on wheelchair lifts.

If a vehicle in Local or Commuter service has a lift that is inoperable and the route headway is greater than 30 minutes, a replacement bus must be promptly provided.

Section 7: Service Changes

1. Minor and Major Service Changes Defined

Minor and major service changes may be periodically implemented by Roseville Transit. Minor changes may be approved by the Alternative Transportation Manager. Major changes shall be submitted for review and approval to the appropriate decision making body as designated in the Roseville Municipal Code. Major changes are changes that meet any of the criteria listed below.

- The elimination or addition of a transit line or service.
- A route change that impacts 25% or more of a route's miles or bus stops.
- A reduction or increase of service or frequency of service that affects 25% or more of the total transit system revenue miles.
- Proposed changes that are reasonably anticipated to be controversial with a particular community or interested parties.

2. Major Service Change Approval Process

The approval process for major transit service changes shall include the following components of evaluation and public outreach.

- Schedule a minimum of one (1) public hearing to discuss the proposed change(s); advertise the meeting(s) in the community newspaper.
- Provide public outreach in both English and Spanish in kiosks onboard the buses, and at public counters and pass sale locations to alert passengers of the proposed changes, to solicit their input, and to keep the public informed of upcoming meetings.
- Distribute input cards and fliers in advance of the first public meeting in kiosks onboard the buses, and at public counters and pass sale locations.
- If a survey is used, make surveys available online to passengers via the Web site and the Transit E-Notifications.
- Send E-mails to passengers on the Roseville Transit E-Notify mailing list asking for their input, announcing meeting(s), and outlining the details of the proposed changes.
- Provide information on the Roseville Transit Web site soliciting feedback, notifying the public of scheduled meeting(s), and detailing information about the proposed changes.
- Brief Transit employees of the proposed changes and upcoming meetings to provide complete and accurate information at the counter and on the phone.
- Collect comments provided via e-mail, the web site, letters and phone calls to be evaluated by staff and forwarded to the decision making body for their consideration prior to making a decision.
- Prepare minutes of the meeting(s); minutes or other summaries of the meeting(s) are available for public review.

Section 8: Local Service

1. Transfers

Transfers can be issued to passengers at boarding and upon paying fare. One transfer per paying passenger will be issued upon request only when boarding the bus.

Transfers will not be issued without a paid fare with exception of special programs as designated by the Alternative Transportation Manager.

Transfers are valid for 90 minutes.

Transfers are not intended for use to complete a round trip.

Transfers may only be used once and must be surrendered to the operator upon boarding the bus or at the end of the route.

2. Transfer Etiquette

As a courtesy, to help passengers coordinate travel at transfer points, drivers may radio ahead to ask another route to hold pending their arrival. This practice is a courtesy only and in no way guarantees the passenger a transfer. The request to hold must not prevent the

holding bus from starting the route within 3 minutes of departure time (including passenger boarding).

3. Transfers Between Transit Systems

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.

4. Holidays

Local service does not operate on holidays as listed in the current Roseville Transit Service Guide.

Local service may offer limited service on certain holidays as listed in the current Roseville Transit Service Guide.

Section 9: Dial-A-Ride ADA Eligibility

1. Certification of ADA Eligibility

Under the ADA, a person with a disability is defined as an individual with a physical or mental impairment that substantially limits one or more of the major life activities of such individuals; an individual who has a record of such an impairment; or an individual who is regarded as having such an impairment.

All individuals interested in becoming approved ADA eligible must complete the City of Roseville Application for ADA Paratransit Eligibility. Applicants for ADA eligibility are submitted to Alternative Transportation. All interested applicants are placed on a pending list for up to 60 days during processing. Applicants on the pending list are awarded the same considerations as approved ADA eligible passengers. Beginning with the day on which the city receives a completed application, the certification process will take no more than twenty-one (21) calendar days. Upon approval, applicants are assigned an ADA client identification number and sent an approval letter by regular mail. The applicant will need to bring the approval letter and a photo ID with them to the Alternative Transportation office to have their Roseville Transit ADA eligible photo ID card made.

Unconditional approval of ADA eligibility is valid for three (3) years. Conditional approval may be granted on a temporary basis to be determined by City staff. At the end of the eligibility period City staff will mail an application for recertification to the last know address. The client will be placed on the pending list for sixty-days during processing. ADA Paratransit service will be discontinued if the renewal application is not received within 60 days.

Visitors using the ADA paratransit service for 21 days or less in a 12-month period will be provided temporary ADA eligibility approval. If temporary eligibility is awarded, the client may use their ADA ID card issued by their home transit agency as evidence of ADA status. Visitors using the service more than 21 days will be required to submit a formal application for ADA Paratransit Eligibility.

2. ADA Eligibility Criteria

Applicants for ADA Paratransit Eligibility will need to fall into one of three defined categories that functionally prevent individuals from gaining access to or riding on Local service.

Category 1

Any individual, who cannot, as a result of a mental or physical disability, independently board, ride, or disembark from any vehicle which is readily accessible to and usable by individuals with disabilities.

Category 2

Any individual with a disability who could use accessible local transit, but accessible Local service is not in use at the time.

Category 3

Any individual with a disability who has a specific impairment-related condition which prevents him or her from getting to and from an accessible Local service stop or station.

To further clarify eligibility criteria, the ADA established the following functional criteria as the basis for determining ADA Paratransit Eligibility:

- The inability to walk to or otherwise gain access to bus stops;
- The inability to board, ride, or disembark from Local service transit buses; or,
- The inability to remember destinations or ride on routes that new or unfamiliar to the rider.

3. Administrative Appeals Relating to ADA Paratransit Service

The Transportation Commission will hear appeals from individuals who:

- Have been denied ADA Paratransit eligibility.
- Have unusual ADA related circumstances that require special consideration.
- Have been found to have abused their DAR privileges and may be subject to suspension.

An appeal for any of the above reasons must be submitted to the City's Public Works Director in writing or, if the individual's disability prevents a written appeal, then by telephone to City staff. Items 1 and 2 must be appealed within 60 calendar days. Item 3 must be appealed within 7 calendar days as outlined in Roseville Transit Services Administrative Policy, Section 3.

If an ADA eligible passenger appeals the suspension of ADA Paratransit service, the service will continue to be provided to the individual pending the outcome of the appeal.

Section 10: Dial-A-Ride Service

1. General

Roseville Transit DAR is a curb-to-curb, demand-response, shared ride public transit system. A ride is defined as: a pick-up stop and a destination stop as determined by the passenger when scheduling a ride. If the bus makes the requested stops, the doors of the vehicle are opened and some type of business is conducted (i.e., child picked up, package dropped off), the ride has been provided and additional fare is required to continue transportation of the passenger.

2. Service Days and Hours

DAR service is provided as complementary paratransit service to Local service. DAR service will operate on a schedule that matches or exceeds the Local days and hours of service. The days and hours for both modes of service are published in the Roseville Transit Service Guide.

3. Holidays

DAR service does not operate on holidays as listed in the current Roseville Transit Service Guide.

DAR may offer limited service on certain holidays as listed in the current Roseville Transit Service Guide.

4. Passenger Eligibility

DAR service is open to all individuals within the City's service area. All individuals who are approved ADA eligible under the Americans with Disabilities Act will be given ride priority over non-ADA individuals. It is recommended that children eleven (11) and under ride with an adult or responsible youth at least twelve (12) years old. Students must provide proof of age to ride DAR without an adult.

5. Ride Purpose Restrictions

The City of Roseville is not licensed to transport children under eighteen (18) years of age for the purpose of school transportation or school-sponsored activities on DAR per the General Public Paratransit Vehicle code (VC §336 and 12523.5). Dispatch staff will decline reservations for restricted ride requests.

If a driver suspects a restricted ride was performed, they will advise the passenger of the restrictions and inform them that they will need to speak to dispatch staff before a second ride is allowed. Drivers will report the incident to dispatch. Dispatch staff will attempt to contact the passenger to establish ride purpose and verbally cancel any further restricted rides. If dispatch staff cannot reach the passenger, a notice will be sent by certified mail cancelling any restricted ride requests.

6. Service Area

DAR provides service throughout the City of Roseville, up to the City limits. If Roseville Transit Local service is provided at the City limits, DAR service can extend ¼ mile past the City limits if approved by all jurisdictions. A list of approved stops outside of the service areas will be maintained by Transit Operations.

7. Service Area Exceptions

Agreements in place between Roseville Transit and visiting transit agencies will determine service area or destinations for those agencies where exceptions have been made to provide service within the Roseville City limits.

8. Scheduling Rides

Ride requests are accepted Monday through Sunday from 8:00 a.m. to 5:00 p.m. Ride requests outside of these hours and on holidays will be recorded and confirmed by staff after 8:00 a.m. the following business day. Ride requests made after office hours or on holidays for the next day will be considered a "Without Reservation" ride. Dispatch staff will confirm a 30 minute pick-up window that includes 15-minutes before and 15-minutes after the requested ride time. Ride requests are defined as follows:

- ADA: Requests for service must be made during ride reservation hours at least one day in advance. Requests for service will be taken up to 7 days in advance. If the desired travel time is not available, dispatch staff may negotiate up to one hour on either side of the desired ride time. Dispatch staff will reschedule or cancel prior trip requests for Non-ADA eligible individuals to accommodate the ride request if the ride time cannot be negotiated.
- Non-ADA: Requests for service must be made during ride reservation hours at least one day in advance. Request for service will be taken up to 7 days in advance.
- ADA and non-ADA Same Day Service Request: Requests will be provided on a space available, first called, first served basis. Priority scheduling is not extended to ADA eligible individuals requesting same day service. The ride request may be limited to travel times during non-peak hours. A two-hour advance notice is recommended.

9. Subscription Rides

Reservations for regularly scheduled rides (subscription or periodic rides) can be made. Subscription trips will be restricted to no more than 50 percent of the available DAR trip capacity during any period. Subscription ride requests will be accepted from all eligible riders and will be honored on a first come, first served basis according to available capacity.

Subscription ride service will continue automatically until the passenger calls to change or cancel the trip reservation, or unless the subscription is cancelled temporarily or permanently in accordance with Roseville Transit Administrative Policies, Section 14.2.

10. Pick-up Procedures

DAR provides curb-to-curb service. DAR drivers will attempt to get as close to the designated pick-up/drop-off location as possible. DAR drivers do not assist passengers to or from their door, or with their carry-on items.

ADA passengers are asked to advise dispatch staff of any special ride requirements such as: lift use, extra boarding time and priority pick-up/drop-off locations, etc.

Non-ADA passengers are not eligible for priority pick-up/drop off locations, but they may board/alight at priority location if other passengers, who are ADA, are boarding/alighting.

Passengers are given a 30-minute pick-up window at the time they make their ride request. Passengers are expected to be ready to board at any time during the pick-up window. Drivers will wait at least 2 minutes for their passenger to arrive before notifying dispatch of the No Show. Drivers will continue to wait for passengers until dispatch staff advises them to leave and pick-up their next passenger.

11. In Vehicle Ride Time

All passengers will reach their destinations within 60 minutes.

12. Misuse of Dial-A-Ride Reservation Services

12.1 Cancellations and Schedule Blocking

Passengers need to cancel all unwanted rides at least two (2) hours in advance of the scheduled pick-up window. A subsequent ride tied to a cancelled ride will not be cancelled unless requested by the passenger.

A pattern of untimely or unreported cancellations, for reasons within the passenger's control, will result in suspension of service per Roseville Transit Administration Policies, Section 14.

Schedule blocking is prohibited and is defined as scheduling multiple trips to hold or reserve travel times with the intent to use only the most preferred time(s) and to cancel the remaining trips.

12.2 Excessive Cancellations for ADA and Non-ADA Reserved Rides

To avoid excessive cancellations which prevent fair and equitable use of the system by all customers, a pattern of excessive cancellations may result in suspension of service.

- After more than 25% of trips are cancelled in a 30-day rolling period an attempt at a courtesy phone call will be made to contact the customer by phone.
- After the second 30-day rolling period within 12 consecutive months, if more than 25% of trips are cancelled a courtesy letter will be sent by certified mail.
- After the third 30-day rolling period within 12 consecutive months, if more than 25% of trips are cancelled, a service suspension letter will be sent by regular mail. Seven business days after mailing the letter, DAR service will be suspended for thirty days.

12.3 Excessive Cancellations for Subscription Rides

Subscriptions will be removed from the schedule if a suspension of service results from a pattern of excessive cancellations per Section 13.2. New subscriptions will not be considered for 90-days from the date of suspension and will be subject to availability as per Section 11.

12.4 No Shows

A passenger shall receive a No Show when:

- An unwanted ride is not cancelled at least two (2) hours before the scheduled pick-up window.
- The passenger does not cancel all portions of a round trip or multi-trip ride.
- The passenger is not ready within two minutes of the driver's on-time arrival or is absent from their pick-up location during their scheduled pick up window.
- The ride is cancelled at the door.

13. Suspension of Service

13.1 Excessive No Shows

Three (3) No Shows in a six (6) month rolling period will result in the suspension of DAR service for seven (7) days. Six (6) No Shows in a 12-month rolling period will result in the suspension of DAR service for thirty (30) days. The procedure for advising passengers of No Show activity is as follows:

- At the first No Show, a courtesy phone call will be made.
- After two (2) No Shows within a six month rolling period, a courtesy letter will be sent by certified mail.

- On the third (3rd) No Show within a six-month rolling period, a service suspension letter will be sent by regular mail. Seven business days after postmark, DAR service will be suspended for seven (7) calendar days.
- After the fourth (4th) No Show in a rolling 12-month period, a courtesy letter will be sent by regular mail.
- After the fifth (5th) No Show in a rolling 12-month period, a courtesy letter will be sent by certified mail.
- On the sixth (6th) No Show in a rolling 12-month period, a service suspension letter will be sent by regular mail. Seven business days after postmark, DAR service will be suspended for thirty days.

13.2 Excessive No Shows for Subscription Rides

If a passenger misses two (2) consecutive scheduled days of subscription rides, subscription service will be suspended for the following 5 business days. If a passenger misses five (5) consecutive scheduled days of subscription rides, the passenger will be dropped from subscription service. The procedure for advising passengers of No Show activity is as follows:

- After the first missed day, Transit staff will attempt to contact the passenger to notify them of the No Show policy.
- After the second consecutive missed day, a courtesy letter will be sent by certified mail and subscription rides will be cancelled for five (5) business days. Rides and subscription service will be reinstated if the passenger contacts dispatch staff before the cancellation of subscription service letter is sent. If the passenger does not contact dispatch staff at least one (1) day in advance of their next subscription ride, they will be subject to same-day reservation guidelines.
- After the fifth consecutive day of missed subscription rides, a cancellation letter will be sent by certified mail.

If a passenger is dropped from subscription service for failure to cancel unneeded rides, he or she will be able to reestablish the subscription ride if subscription service is less than 50 percent of the available capacity for that time period. One missed day of subscription service will be counted as one (1) No Show for the purpose of calculating annual No Shows for DAR service suspension. The Alternative Transportation Manager will evaluate service suspension offenses not addressed above on a case-by-case basis.

Section 11: Commuter Service

1. General

Roseville Transit offers express routes into downtown Sacramento and Rancho Cordova and back, Monday-Friday, during peak commute hours.

2. Residency

Passengers who live within the Roseville city limits are eligible to pay the Resident discount fare. (Refer to Roseville Transit Administrative Policies, Section 5.1.7, Fares)

3. Transfers

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems. Free transfers are offered

for Roseville Transit local fixed-routes. Transfers can be made with Roseville Transit at all Roseville Transit Transfer Points.

3. Days of Service

Commuter service is offered Monday through Friday as listed in the current Roseville Transit Commuter Service Guide.

4. Holidays

Commuter service does not operate on holidays as listed in the current Roseville Transit Service Guide. Commuter service may offer limited service on certain holidays as listed in the current Roseville Transit Service Guide.

Section 12: Reverse Commute Service

1. General

Reverse Commuters are picked up in Sacramento as Commuter passengers are dropped off. In the evening, Reverse Commuters return to Sacramento from designated timed stops in Roseville. Morning and afternoon Reverse Commute schedules are as listed in the current Roseville Transit Service Guide.

2. Transfers

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems. Free transfers are offered for Roseville Transit local fixed-routes. Transfers can be made with Roseville Transit at all Roseville Transit Transfer Points.

3. Days of Service

The Reverse Commute service is offered Monday through Friday on the same days of service listed in the current Roseville Transit Service Guide.

4. Holidays

Commuter service does not operate on holidays as listed in the current Roseville Transit Service Guide. Commuter service may offer limited service on certain holidays as listed in the current Roseville Transit Service Guide.

Section 13: Charter Service

1. General

The City's charter services are provided by Alternative Transportation using vehicles and support services funded by monies made available through the Transportation Development Act (TDA). The City provides charter service under Public Utilities Code (PUC) §99250, and adheres to Federal Transportation Agency (FTA) Part 49 CFR 604 and Part 73 FR 2326.

In no way will the provision of charter service interfere with the provision of regularly scheduled general public transit service.

The City of Roseville Charter Service Policy in no way intends to compete unfairly with private charter operators, therefore, as a general rule the City will not provide Charter service.

Charters should be scheduled at least two weeks in advance of the service date whenever possible.

No out of area or overnight services shall be provided.

Some types of charters fall under the PUC Section (d) trip limit. These trips shall not exceed \$10,000 or a total of 40 charter bus trips per year, whichever occurs first. See Types of Charters (11.4) for more information.

Charter requests will be cleared with Transit Operations before a charter request is approved.

Some types of charters require the organization requesting the charter to submit a signed waiver agreement. See Types of Charters (11.4) for more information.

2. Vehicle Availability

No vehicle shall be pulled off of regular service to provide Charter service.

Monday through Friday – In most cases a charter shall be provided using 45-passenger buses in order to not interrupt regular service. These buses are generally available between 9:00 a.m. and 2:00 p.m. and after 7:00 p.m.

Saturday and Sunday – The 45-passenger vehicles are available all hours.

3. Cost of Charters

Charter rates are to be reviewed and posted not less than semiannually. A public hearing is not required to adjust Charter service rates.

3.1. Standard Rate

The standard rate is calculated by averaging the three lowest rates charged by private charter operators in the Placer/Sacramento area. Alternative Transportation will charge the Standard Rate for Charter service that is provided by Roseville Transit in the event that private charter operators are unwilling or unable to provide the requested charter service by means of the FTA charter notification process.

3.2 Direct Rate

The direct rate is calculated by dividing the Transit Services Operating Budget by the annual Contract Revenue Hours. Alternative Transportation will charge the direct rate for Charter service that is provided by Roseville Transit if it is determined a qualified human service organization, registered as such 60 days or more before the first date of service with FTA, and has a public need that cannot otherwise be met.

4. Types of Charters

4.1 City Use

These charters include service provided for City Departments for City business. These trips typically travel a short distance, in a short time frame and support the transit

program purpose. (i.e. City Employee Orientation tour). These charters shall be billed the direct rate and do not count against the City's PUC maximum limit.

4.2 City Sponsored Trips for Public Use

These charters include service that a City Department provides to the public for a fee. Alternative Transportation may consider providing the charter service if the City Department has first gone to the private operators and the private operators have indicated that they can not or will not provide the service. These charters shall be billed the Standard rate and count against the City's PUC maximum trip limit.

4.3 Qualified Human Service Organization

Alternative Transportation may consider providing charter service to a qualified human service organization if that organization has first gone to the private operators and the private operators have indicated that they can not or will not provide the service. These charters shall be charged the Direct rate. These types of charters count against the City's PUC maximum trip limit. The organization must submit a signed release form and provide a non-profit tax identification number prior to the charter.

4.4 "For-Profit" Organization

Alternative Transportation may consider providing charter service to a "for-profit" organization if that organization has first gone to the private operators and the private operators have indicated that they can not or will not provide service. These charters shall be charged the Standard rate and do not count against the City's PUC maximum trip limit. The organization must submit a signed release form prior to the charter.

5. Charter Billing

Operations staff will provide Alternative Transportation staff with Charter information at the end of each month.

Other City Departments – At the end of each quarter, Alternative Transportation staff shall submit Charter billing information to General Accounting using the form which has been developed. Accounting will transfer funds from the Department which service was provided to into the Local Transportation Fund.

Outside Organizations – Outside agencies shall be invoiced by the Finance Department. Alternative Transportation staff will write a letter to the agency for which the charter was provided indicating the charge for services rendered and attach it to a Miscellaneous Billing Request form and send it to Finance.

6. Cancellations

If a scheduled charter is not cancelled at least 24 hours prior to the scheduled time and date, a minimum charge of \$35 will be assessed.

Section 14: Customer Service

1. Comments/Complaints/Commendations

Roseville Transit encourages input from the community. Passengers may phone in, e-mail, or write with concerns. Any Transit staff member can assist in taking this information. A tracking system has been developed that assures passenger comments will be handled in the appropriate manner.

2. Lost and Found

Roseville Transit is not responsible for items left on the bus or at bus stops. To check on an item or to make arrangements to pick up a found item, call (916) 774-5757 between the hours of 8:00 a.m. and 5:00 p.m. Items will be held at 2005 Hilltop Circle, Roseville for 30 days, after which time they will either be donated to a charitable organization or discarded.

Section 15: Transit Advertising Policy

1. Public Purpose

In adopting this policy it is the City of Roseville's declared intent and purpose to maximize revenues through commercial advertising provided that all of the following interests are preserved and furthered:

- Providing a safe, convenient and pleasant environment for Roseville Transit patrons, which includes maximizing Roseville Transit fare revenues by attracting and maintaining the patronage of passengers; and
- Protecting minors who use Roseville Transit facilities and travel on Roseville Transit's transportation system; and
- Avoiding any potential identification of Roseville Transit with the point of view or message of the advertisement placed by a third party.

2. Public Forum

In adopting this policy it is the City of Roseville's declared intent and purpose to not permit advertising that individually or in combination would cause any real or personal property owned or controlled by the City of Roseville (hereinafter "City Property") to become a public forum for the dissemination, debate, and/or discussion of public issues.

3. Advertising on Roseville Transit Facilities and Vehicles by Permission

Advertising placed by a third party on City Property is not authorized unless permitted in accordance with the provisions of a license agreement approved by City. Any license agreement approved by City for the placement of advertising on City Property must be consistent with the provisions of this policy. Pre-existing licensing agreements for advertising on City Property shall be amended, if necessary, in order to be consistent with this policy and to make any other changes that may equitably be required thereby.

4. Authorized Advertisements and Announcements

This policy applies to advertising placed by a third party on any City Property and does not prohibit the City of Roseville from placing advertisements and announcements related to City services, programs, or events as long as the advertisements and announcements are not otherwise prohibited under Section 5.

Advertising placed by a third party will be reviewed for consistency with the contract and their adherence to adopted Roseville Transit Administrative Policies.

Only commercial advertisements will be allowed to be placed by a third party on any City Property. For the purpose of this policy, a commercial advertisement is an advertisement that: (i) has as its primary purpose the promotion of a commercial transaction, such as the

sale of real or personal property, services and/or entertainment, which is offered to the public generally and (ii) is not otherwise prohibited under Sub-Section 5.

5. Viewpoint Neutral Limitations

The following viewpoint-neutral content-based limitations are established. No advertisement or announcement (hereinafter referred to as "Ad") is permitted on or may be maintained on any City Property if it or information contained in it falls within one or more of the following categories:

- False, misleading, or deceptive commercial speech. The Ad proposes a commercial transaction, and the Ad, or any material contained in it, is false, misleading, or deceptive.
- Unlawful goods or services. The Ad, or any material contained in it, promotes or encourages, or appears to promote or encourage, the use or possession of unlawful or illegal goods or services.
- Unlawful conduct. The Ad, or any material contained in it, promotes, depicts or encourages, or appears to promote, depict or encourage, unlawful, anti-social or illegal behavior or activities.
- Endorsement. The Ad, or any material contained in it, implies or declares an endorsement by the City of Roseville of any service, product or point of view, without prior written authorization of the City of Roseville (through its City Manager).
- Obscenity. The Ad, or any material contained in it, contains obscene matter or any other matter that is prohibited under the provisions of Chapter 7.5 (beginning with Section 311) of Title 9 of Part 1 the California Penal Code, and as such laws may be amended or supplemented.
- Prurient Interests. The Ad, or any material contained in it, contains harmful matter or any other matter that is prohibited under the provisions of Chapter 7.6 (beginning with Section 313) of Title 9 of Part 1 of the California Penal Code, and as such laws may be amended or supplemented.
- Profanity, Vulgarity, Riot. The Ad, or any material contained in it, is profane or vulgar, or presents a clear and present danger of causing a riot, disorder, or other imminent threat to public safety, peace or order.
- Community Standards. A material that is so objectionable under contemporary community standards as to be reasonably foreseeable that it will result in harm to, disruption of, or interference with the transportation system.
- Libelous speech, Copyright infringement. The Ad, or any material contained in it, holds up an individual or groups of people to public ridicule, derision or embarrassment, or is libelous, or is an infringement of a copyright, trademark or registered mark.
- Tobacco. The Ad, or any material contained in it, promotes or depicts the sale or use of tobacco or tobacco-related products, except products that counteract symptoms of tobacco habituation.

- Alcohol. The Ad, or any material contained in it, promotes or depicts the sale or consumption of wine, liquor, beer, or distilled spirits.
- Firearms. The Ad, or any material contained in it, directly or indirectly promotes the sale or use of a firearm or contains an image or depiction of a firearm.
- Political Campaign Speech. The Ad, or any material contained in it, contains political campaign speech. For purposes of these guidelines, the term "political campaign speech" is speech that (1) supports or opposes or appears to support or oppose a ballot measure, initiative, or referendum, or (2) refers to any candidate for public office.
- Religion. The Ad, or any material contained in it, advocates or opposes a religion or religious belief.
- Traffic Interference. The Ad, or any material contained in it, displays any word, phrase, symbol, or character likely to interfere with, mislead, or distract traffic, or conflict with any traffic control device.
- Distraction. The Ad, or any material contained in it, incorporates any rotating, revolving, or flashing devices, or any other moving parts.
- Violence. The Ad, or any material contained in it, contains an image or description of graphic violence, including, but not limited to (1) the depiction of human or animal bodies or body parts, or fetuses, in states of mutilation, dismemberment, decomposition, or disfigurement, and (2) the depiction of weapons or other implements or devices associated in the advertisement with an act or acts of violence or harm on a person or animal.
- "Adult"-oriented goods or services. The Ad, or any material contained in it, promotes or encourages, or appears to promote or encourage, a transaction related to, or uses brand names, trademarks, slogans or other materials which are identifiable with, films rated "X" or "NC-17", video games rated "A" or "M," adult book stores, adult video stores, nude and/or topless clubs and other adult entertainment establishments, adult telephone services, adult Internet sites, and escort services.
- Special provisions regarding web addresses and telephone numbers. The Ad, or any material contained in it, directs viewers to a website or telephone number that contains material that violates this Policy.
- Public Forum. The Ad, or any material contained in it, if posted individually or in combination with other Ads, causes City Property to become a public forum for the dissemination, debate, and/or discussion of public issues.
- Disclaimer or Attribution. The Ad fails to contain any disclaimer or attribution as required under Section 6 and 7 of this Policy.

6. Disclaimer

The City of Roseville reserves the right, in all circumstances, to require an advertisement or announcement on any real or personal property under the City's control to include a

disclaimer stating that it is not sponsored by, and does not necessarily reflect the views of the City of Roseville.

7. Attribution

All advertisements or announcements on City Property must clearly and unambiguously identify the person or entity that has sponsored, paid for, or caused the advertisement or announcement to be placed on City Property. Website addresses or phone numbers without more information are insufficient to satisfy this section.

8. Unilateral Amendment

The City of Roseville reserves the right to unilaterally amend this policy at any time upon providing written notice to any affiliated advertising contractor.

9. Moratorium

At the discretion of the City Manager, the City of Roseville may at any time, subject to any contractual obligations, declare a complete ban or moratorium on all advertising on any real or personal property under the City's control and direct that no advertisements or announcements of any kind, other than City of Roseville advertisements or announcements, be accepted for display and posting.

10. Disputes

In the event of any dispute or disagreement between the City of Roseville and the contracted Advertising Agency, the dispute will be handled in the manner outlined in the contract.

Roseville Transit Administrative Policies – Amendments

The following changes to the Roseville Transit Administrative Policies were effective on February 17, 2010:

Section 8.1, page 12

Superseded by Fare Ordinance Amendment (Chapter 14.30 of Title 14 of the Roseville Municipal Code)

- Transfers between Roseville Transit fixed routes are eliminated.
- Transfers between Placer County Transit (PCT) and Roseville Transit fixed routes are free with a valid daily or monthly pass at designated transfer points (or PCT issued transfer slip from PCT onto Roseville Transit). Transfer slips are eliminated from Roseville Transit.
- Transfers between Sacramento regional transit and Roseville transit fixed routes are free with a valid daily or monthly pass at designated transfer points. Transfer slips are eliminated by both systems.

Section 12.4, page 17

Superseded by Council Resolution 10-37, Modifications to Transit Service – No-Show Fee Approval

- On February 17, 2010 City council approved a \$7.50 fee for No-Shows.

The following changes to the Roseville Transit Administrative Policies were effective on June 1, 2011:

Section 10: Dial-A-Ride Service

8. Scheduling Rides

"... Ride requests are defined as follows:

- ADA: Requests for service must be made during ride reservation hours at least one day in advance. Requests for service will be taken up to ~~7~~ 14 days in advance...
- Non-ADA: Requests for service must be made during ride reservation hours at least one day in advance. Requests for service will be taken up to ~~7~~ 14 days in advance..."

The following changes to the Roseville Transit Administrative Policies were effective on June 1, 2011:

2.5 Bicycles

In the event the preferred location for storing any bicycle on the bicycle rack provided on the front of the bus is full, if in the opinion of the bus driver the bus is less than 70% occupied one to two (1-2) bicycles may be brought on board and stowed in the wheelchair securement area. Room will remain available to secure a minimum of one (1) mobility device, if needed.

Roseville Transit Service Policies



Adopted April 7, 2004
Revised December 2, 2009
Effective December 2, 2009

Section 1: Code of Conduct

Roseville Transit is committed to providing a safe, secure and comfortable transit environment. For the safety and comfort of all people using Roseville Transit, passengers are asked to follow this basic Code of Conduct to ensure the safety and comfort of ~~other~~ passengers and ~~the~~ driver. If a passenger notices offensive or illegal activity by another passenger, it is highly encouraged the passenger notifies Roseville Transit.

1. Animals

1.1. Service Animals

Guide dogs, signal dogs, and other service animals are permitted to accompany individuals with disabilities who board Roseville Transit. If an operator is unsure that an animal performs a service function, the operator may only ask the passenger if the animal is needed for a disability and for what task the animal has been trained to perform.

The animal must be on a lead or leash, or in a carrier, must not interfere with other passengers and must be under the constant supervision and control of its owner.

If a service animal misbehaves, and the passenger is unable to correct the behavior after being asked to do so by the driver, the passenger will be asked to remove his or her animal from the vehicle. Misbehavior may range from being overly friendly to the point other passengers or the driver complain, soiling the vehicle, wandering down the aisle or blocking the aisle, barking, lunging at or growling at passengers, the operator, or other service animals.

If there are continued occurrences of misbehavior the animal's boarding privileges may be revoked for a period. The first occurrence will result in being removed immediately from the bus and transit privileges suspended for the remainder of the day, a second occurrence may result in a suspension of up to seven (7) days, and for a third occurrence the Alternative Transportation Manager at his/her discretion may issue a suspension of service greater than seven (7) days. Passengers will be notified they have the right to appeal the decision as per the appeal process described in Section 3. ~~will be asked to remove his or her animal from the vehicle. If there are multiple occurrences of misbehavior, the animal's boarding privileges may be revoked.~~

For safety reasons, it is recommended that service animals do not ride the passenger lift platform. Their tails, paws, head, or equipment may catch in the lift mechanism.

1.2. Pets

Except for transporting small animals in a completely enclosed and secured cage or carrier, animals that do not meet the definition of service animal are not permitted on Roseville Transit.

The cage or carrier must be small enough to fit on the person's lap. The animal must not misbehave as described in Section 1.1.

If any animal becomes excessively noisy or disruptive, the driver will request that the animal be

quieted, or the passenger along with the animal will be asked to disembark at the next stop. Animals determined to be seriously disruptive will be suspended from the system.

2. Carry-Ons

Bringing any carry-ons onto a bus which would leave any substance on any bus surface is prohibited.

2.1. Limits

Passengers must limit their carry-ons to only those items passengers can safely carry on the bus in one boarding without driver assistance. Passengers must have control over carry-on items at all times. Carry-ons shall not block seats or aisles.

2.2. Strollers and Baby Carriers

Passengers boarding with a child in a stroller must remove the child and collapse the stroller before boarding the bus. Strollers and baby carriers must be stored so as not to block aisles at any time or seats when capacity is an issue. Children and carriers must be under personal control at all times.

2.3. Utility Carts and Walkers

Utility carts, walkers, and personal possessions must be stored so as not to block aisles at any time or seats when capacity is an issue.

2.4. Folding Bicycles

The preferred location for storing any bicycle is on the bicycle rack provided on the front of the bus. However, in the event the bicycle rack is fully occupied, a folding bicycle may be brought on board provided: it is folded and stored in a carrier bag before being brought aboard, it remains under personal control at all times, and stored so as not to block aisles at any time. When capacity is an issue folding bicycles must be stored under an aisle-facing seat such that they do not block the aisle (maximum 12" height when folded).

2.5 Bicycles

In the event the preferred location for storing any bicycle on the bicycle rack provided on the front of the bus is full, if in the opinion of the bus driver the bus is less than 70% occupied one to two (1-2) bicycles may be brought on board and stowed in the wheelchair mobility device securement area. Room will remain available to secure a minimum of one (1) mobility device, if needed.

2.6 Life Support Equipment

Respirators, portable oxygen, or other non-emergency life support equipment in use may be brought on board as long as such items do not violate laws or rules related to transportation of hazardous materials. Equipment must be managed by the passenger or Personal Care Attendant (PCA).

3. Distractions

3.1. Driver Distractions

Passengers must avoid or minimize actions that promote distractions to the driver.

Usage of a cell phone near the location of the driver and unnecessary conversation with the

driver are prohibited.

Passengers shall remain behind the standing line.

3.2. Cell Phones

Cell phone ringers and conversations shall be kept at a volume level that does not disturb ~~bus drivers or~~ other passengers or bus driver.

3.3. Electronic Devices

Headphones must be used by passengers with all sound emitting electronic devices, or the sound feature must be turned off.

4. Eating/Drinking

Eating, except for medical emergency, is prohibited on all ~~City~~ transit vehicles.

Drinks are permitted provided they are in a spill-proof container secured with a screw-top lid.

5. Graffiti

It is unlawful for any person to intentionally place graffiti upon any City bus, bus shelter, or bus stop (Roseville Municipal Code § 10.53.030). Violation of this section may be charged as either an infraction or a misdemeanor at the discretion of the City Attorney.

6. Literature Distribution

Distribution or posting of literature is prohibited on buses, at bus shelters or bus stops except as allowed by Roseville Municipal Code § 17.17.070.

7. Loitering

Loitering or congregating at a bus shelter or bus stop in a way that causes an inconvenience to others is prohibited.

8. Panhandling, ~~and/or~~ Soliciting, Asking or Begging

Panhandling, soliciting, ~~begging, or~~ asking or begging other passengers or transit employees for money or fare ~~is prohibited~~ on the bus, at bus stops or within 25 feet of a bus stop is prohibited (Roseville Municipal Code § 10.37.040). ~~Violation of this section may be charged as either an infraction or a misdemeanor at the discretion of the City Attorney.~~

9. Priority Seating

Designated priority seating shall be given to seniors and persons with disabilities near the doors of the bus as posted. Passengers in these seats will be asked to volunteer their seat if the need arises. Drivers are not required to enforce compliance of a request to move passenger(s) from priority seating areas or ~~wheelchair~~ mobility device securement locations.

10. Public Health Standards, Dress and Hygiene

All persons using Roseville Transit services must comply with public health standards while on the bus or at bus stops. Persons who are bleeding, losing any body fluids, or who constitute a public health hazard will not be transported or will be requested to vacate the vehicle or stop.

Footwear and shirts are required and must be worn at all times.

A passenger may not be allowed on a vehicle if his or her body odor or physical hygiene will disturb the reasonable comfort of other passengers. A passenger will be given notice and an opportunity to correct the odor or hygiene problem prior to discontinuing riding privileges, unless in the judgment of Transit staff, that person places existing passengers in extreme discomfort, or is considered a health risk to others.

As a courtesy, passengers are asked to respect those sensitive to fragrances by avoiding wearing scents.

11. Seat Belts

Seat belts are required to be worn by all passengers seated in buses equipped with such devices.

12. Smoking

Smoking ~~is prohibited~~ on all transit vehicles and within bus shelters is prohibited.

13. Social Behavior

Passengers are expected to exhibit appropriate social behavior while on board the bus, ~~and~~ at bus stop locations, on the phone or in person with Roseville Transit personnel. Inappropriate social behavior includes, but is not limited to, the following:

13.1. Engaging in sexual conduct or sexual harassment, including, but not limited to, obscene or lewd acts, sexual touching, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when such conduct has the purpose creating an intimidating, hostile, or offensive atmosphere.

13.2. Engaging in disorderly conduct as the result of any drug, controlled substance, or intoxicating liquor.

13.3. Fighting, intentionally causing a loud disturbing noise, or using offensive words that are inherently likely to provoke an immediate violent reaction.

13.4. Disrupting or interfering with the normal operations of Roseville Transit or disturbing transit staff, volunteers or customers, including, but not limited to, creating unreasonable noise, or engaging in loud or boisterous physical behavior or talking.

13.5. Disobeying the reasonable direction of Roseville Transit staff.

13.6. Repeatedly annoying a person for inappropriate purposes such as asking for a date.

13.7. Sleeping on Roseville Transit premises after being requested not to do so.

14. Unaccompanied Children

Riders should have the maturity to be able to react to unexpected situations that may arise in any transportation system, such as delays, cancellations or other service disruptions. For this reason, Roseville Transit recommends that children 11 and under be accompanied by an adult or a responsible youth (at least 12 years old) when riding Roseville Transit.

If it is necessary for children to travel alone, the following is strongly suggested:

- Children should carry identification showing their name, address, home phone number and the name and phone number of the person who will be meeting them.
- Parents and/or guardians should review the details of the trip with their child prior to travel, including the route he/she will be riding and the stop where he/she will disembark. For young children, this information should be given to the child in writing.

15. Hazardous Materials

Carrying an explosive, acid, or flammable liquid on Roseville Transit is prohibited.

Section 2: ~~Violation of Code of Conduct~~ Suspension of Service

~~In the event that an individual is unable to comply with the above Code of Conduct, Roseville Transit will enforce the suspension policy as outlined below:~~ Suspension of the privilege to use any Roseville Transit facilities or services will be enforced by the City of Roseville in the event an individual is unwilling or unable to comply with the Roseville Transit Service Policies.

Suspension will increase in severity with repeated violations.

If a suspended passenger is asked to leave any Roseville Transit facility or vehicle and refuses, or insists on trying to board a bus after being refused service, he or she may be subject to citation or arrest and possible prosecution.

1. Suspension Enforcement

1.1. Suspension Level 1

Any person who is observed violating and/or refusing to comply with the ~~Code of Conduct~~ Roseville Transit Service Policies will be immediately ejected from a bus or refused boarding privileges by a bus driver, and their transit privileges suspended for the remainder of the day. This will constitute a warning given by Roseville Transit staff.

1.2. Suspension Level 2

Any subsequent violations ~~or any behavior that causes disruption of transit operations in person or on the phone.~~ of the Code of Conduct by the same person will may result in that person's immediate ejection and exclusion from Roseville Transit services and premises, and ~~the loss of all transit privileges~~ suspension for up to seven (7) calendar days without appeals.

1.3. Suspension Level 3

For a third violation of the ~~Code of Conduct~~ Roseville Transit Administrative Policies by the same person, the Alternative Transportation Manager at his/her discretion may issue a suspension of service greater than seven (7) calendar days.

~~Suspension will increase in severity with repeated violations. Suspensions will range from thirty (30) days, ninety (90) days, one (1) year, to permanent suspension of the privilege to use any Roseville Transit facilities or services.~~

1.4. Suspension Level 4

Any person, who engages in ~~violent~~, seriously disruptive, violent, or illegal conduct, will be immediately suspended for a period of one (1) year.

~~Acts to one (1) year suspension include, but are not limited to: threats or causing fear of physical or verbal abuse; unlawful harassment, including unwelcome verbal or physical behavior having sexual or racial connotations; damaging City transit property; engaging in any activity which is hazardous to him or herself or to any other person; repeatedly violating bus riding rules.~~

Acts resulting in a one (1) year suspension may include ~~acts such as:~~

- Threats or causing fear of physical or verbal abuse
- Unlawful harassment, including unwelcome verbal or physical behavior having sexual or racial connotations
- Damaging City transit property
- Engaging in any activity which is hazardous to him or herself or to any other person
- Repeatedly violating bus riding rules.

Suspension Enforcement

~~If a suspended passenger is asked to leave any Roseville Transit facility or vehicle and refuses, or insists on trying to board a bus after being refused service, he or she may be subject to citation or arrest and possible prosecution for trespass, and all transit privileges will be suspended for seven (7) days effective immediately except for Administrative Appeals.~~

Section 3: Appeal of Suspension

Suspension of service for any reason for greater than seven (7) calendar days may be appealed. ~~with the exception of DAR No-Show suspensions.~~ Roseville Paratransit (American with Disabilities Act (ADA) Complementary Paratransit) Service and Dial-A-Ride Service suspensions for excessive No-Shows and excessive cancellations are not eligible for appeal.

1. Appeal of the Alternative Transportation Manager's Suspension

An appeal of a suspension must be submitted in writing to the City's Public Works Director (or his/her delegate acting in the Public Works Director's absence) within ten (10) ~~calendar~~ business days of the date of suspension written notification. A standard form for the filing an appeal of the action of the Alternative Transportation Manager is made available by the Public Works Director ~~Alternative-Transportation Division~~. Appeals should present information that would support a reconsideration of the decision leading to the appeal and identify other parties and/or information that would support the individual's case for reconsideration. Based on review of the appeal, and any new information submitted, the Public Works Director may reverse or reduce the original suspension. The City's Public Works Director will respond within fourteen (14) business days from the date the appeal was received.

~~An appeal of a suspension must be submitted in writing to the City's Public Works Director (or his/her delegate acting in the Public Works Director's absence) within ten (10) calendar business days of the date of suspension written notification. If the tenth day falls upon a weekend or holiday the appeal~~

~~period shall be extended to the end of the next available business day.~~

~~A standard form for the filing an appeal of the action of the Alternative Transportation Manager is made available by the Public Works Director Alternative Transportation Division. Appeals should present information that would support a reconsideration of the decision leading to the appeal and identify other parties and/or information that would support the individual's case for reconsideration. Based on review of the appeal, and any new information submitted, the Public Works Director may reverse or reduce the original suspension.~~

2. Appeal of the Public Works Directors Decision

If the passenger ~~wants~~ chooses to appeal the Public Works Director's decision, the appeal must be submitted in writing to the Alternative Transportation office within ten (10) business days of the notification of the Public Works Director.

An appeal of the Public Works Director's decision will be heard by the Transportation Commission.~~The Transportation Commission will hear appeals within 45 days at a regularly at the next available~~ scheduled meeting. The ~~decision of the~~ Transportation Commission's decision on an appeal will be provided to the individual in writing with the reasons for the decision within thirty (30) calendar days ~~of such hearing~~. If the individual is legally blind, notification will be both in writing and by telephone. The decision of the Transportation Commission shall be final whether or not the appellant appears.

Section 4: Fees

1. Dishonored Checks

Dishonored checks shall be subject to a check return fee as established in the Roseville Municipal Code Chapter 14.30. Pass(es) purchased with dishonored funds will to be deactivated until the check return fee and original purchase price are paid in full.

2. Duplicate Receipts

The Alternative Transportation office may provide duplicate receipts as established in the Roseville Municipal Code Chapter 14.30. The request must be made within thirty (30) calendar days of the transaction. Subsequent request within a calendar year will be charged a fee.

3. Roseville Transit Discount Identification Cards

Roseville Transit Discount Identification cards are available with completion and approval of the Roseville Transit Discount Photo ID application and paid fee.

Roseville Transit shall charge an appropriate fee for new, renewed or replaced photo ID cards, pursuant to Chapter 14.30 of the Roseville Municipal Code (Public Transit). ~~with exception of new and renewal ADA ID cards.~~

Roseville Transit ID cards are the property of the City of Roseville and are used to identify persons who are eligible for discount fares.

Section 4: Fares

Fares are published in and governed by the Roseville Municipal Code Chapter §14.30.

Refusing to pay a proper fare is unlawful and can result in arrest, fines, suspension, or ejection from the bus.

1. All fares are non-refundable.
2. A valid identification card must be presented when paying a discounted fare.
3. Fare must be paid when boarding. ~~Refusing to pay proper fare is unlawful and can result in arrest, fines, suspension, or ejection from the bus.~~ Payment on delivery to destination is prohibited
4. Fare deposited in farebox regardless of whether a trip was taken is non-refundable.
5. Exact fare is required. Drivers cannot make change. Cash deposited in excess of fare will not be refunded nor applied to future trips.
6. ~~Fare deposited in farebox, regardless of whether a trip was taken, will not be refunded.~~
7. ~~Payment on delivery to destination is prohibited.~~
8. Lost or damaged non-electronic passes fare will not be replaced. Roseville Transit is not responsible for passes lost in regular mail.
9. Bulk pass orders over \$200 must be shipped via a trackable method or received at the Alternative Transportation "will call".
10. ~~People who are validated as senior or disabled are approved to pay a discounted fare.~~
11. The fare charged to an ADA passenger shall not exceed twice the fare charged an individual paying full fare on a similar trip on Roseville Transit Local service. Personal Care Attendants (PCA) ride for free if the passenger has been approved to travel with an attendant. If the ADA passenger has not been approved to travel with an attendant, but has reserved the ride for more than one passenger, the second passenger is considered a companion and will pay the same fare as the ADA passenger.
12. Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.
13. When a fare increase occurs ~~old tickets~~ passes are valid for one-year following the effective date of the implementation of new fare. ~~Tickets~~ Passes may be exchanged for credit toward like-value fare or used with additional coin in the farebox during this period, after which time ~~tickets~~ passes will expire and will not be replaced.
14. If an electronic pass is reported lost or damaged, the remaining balance on that electronic pass may be applied as credit toward like fare.

Section 5: Discount Identification Cards

Passengers paying discounted fares are required to possess the appropriate identification card.

~~Roseville Transit photo ID cards are available with completion and approval of the Roseville Transit Discount Photo ID application and paid fee.~~

1. Discount Categories

1. Children

Children age 4 and under ride free with a paying adult guardian. A limit of two (2) children per adult guardian on Local Fixed Route Service and Dial-A-Ride (DAR) service only.

Students Children ages 5 through 12 are eligible to pay discounted fare without presenting a photo discount ID. This provision applies on Local Fixed Route Service only.

2. Youth

Students Youth ages 13 through 18 are eligible to pay discounted fare by showing a current middle school, junior high school or high school issued photo ID, a Roseville Transit photo Youth ID or other transit agency Youth photo ID. This provision applies on Local Fixed Route Service only.

College ID cards are not acceptable for student youth discounted fare.

3. Senior Citizens

Passengers age 60 or older are eligible to pay discounted fare with a California Department of Motor Vehicles Senior Citizen ID, ~~photo ID card issued by Roseville Transit Discount ID~~ or another transit agency Senior photo ID. ~~A California Department of Motor Vehicles Senior Citizen ID may also be presented at boarding.~~ This provision applies to ~~Discount fare for seniors is available on~~ Local Fixed Route Service and DAR.

4. Medicare Card

As required by California Public Utilities Code § 99155, the Federal Medicare identification card will be honored as ~~sufficient proof of eligibility on Local service only~~ an acceptable ID for discounted fare. A driver may request a photo ID to validate. This provision applies to Local Fixed Route Service only.

5. **Disabled** Persons with Disabilities

A person with a disability means any individual who by reason of illness, injury, age, congenital or other incapacity is unable, without special facilities or planning or design, to utilize public transportation facilities and services as effectively as a person who is not so affected. Passengers with disabilities are eligible to pay discounted fare ~~on Local service and DAR~~ with a ~~photo ID card issued by~~ Roseville Transit Discount ID or another transit agency equivalent photo ID. ~~A disabled person means any individual who by reason of illness, injury, age, congenital or other incapacity is unable, without special facilities or planning or design, to utilize public transportation facilities and services as effectively as a person who is not so affected. A temporary disability is a disability or incapacity which lasts more than 90 days.~~ This provision applies to Local Fixed Route Service and DAR.

~~1.5. ADA and ADA with Attendant~~

~~Passengers with disabilities preventing them from using the Local service may apply for ADA status on DAR. Under the American with Disabilities Act (ADA), a person with a disability is defined as an individual with a physical or mental impairment that substantially limits one or more of the major life activities of such individuals; an individual who has a record of such an impairment; or an individual who is regarded as having such an impairment. ADA customers are eligible to pay discounted fare with their ADA ID card on DAR and Local Fixed Route Service. If approved as ADA with attendant, the ID card indicates such and the attendant will ride free of charge.~~

~~Passengers with disabilities preventing them from using the Local Fixed Route Service may apply for ADA status on DAR.~~

6. Client Aide

The Roseville Transit Client Aide ID card ~~is accepted on Local and DAR service. It is available to qualified service provider staff who travel with clients or students who are unable to safely travel alone. The ID allows the cardholder to board for free and~~ is valid only when the aide is accompanying clients or students and allows the clients/students to travel at the discounted fare without needing their own discount ID cards. The Client Aide ID is available to qualified service provider staff who travel with clients or students who are unable to safely travel alone. This provision applies to Local Fixed Route Service and DAR.

7. Roseville Resident

Roseville Residents are eligible to ~~ride Commuter service at the resident~~ pay the discounted commuter fare when showing their valid Commuter Resident Discount ID.

A Resident is defined as an ~~passengers are~~ individuals who resides within the city limits of Roseville or owns property within the city limits.

Roseville residency is verified by the passenger submitting a copy of a City of Roseville Utility Bill (electric, water, sewer, or garbage), lease agreement, or ~~other~~ landlord validation ~~of residency~~, along with photo ID ~~to Alternative Transportation.~~

A passenger owning property may submit a tax receipt or property deed along with a photo ID.

This provision applies to Commuter Service only.

8. Reverse Commuter

No photo ID card is necessary for the Reverse Commuter to receive discounted fare. This provision applies to Commuter Service only.

9. Revocation of ID Card Discount Privilege

~~ID cards are non-transferable. Privileges may be revoked if misused. Roseville Transit ID cards must be surrendered upon request to Roseville Transit personnel.~~

Privileges will be revoked under the following conditions:

9.1. Possession or use by other than the person to whom issued

9.2. Alteration of ID

9.3. Violation of applicable laws and City ordinances, resolutions, rules or regulations

9.4. Expiration.

~~3. Discount Photo ID Card Charges~~

~~Roseville Transit shall charge an appropriate fee for new, renewed or replaced photo ID cards, pursuant to Chapter 14.30 of the Roseville Municipal Code (Public Transit) with exception of new and renewal ADA ID cards.~~

Section 6: Wheelchairs and Wheelchair Lifts Mobility Devices, Vehicle Lifts and Ramps

~~A Wheelchair means a or mobility aid device means a mobility aid belonging to any class of three or ~~four~~ more-wheeled devices, usable indoors, designed for and used by individuals with mobility impairments, whether operated manually or powered.~~

~~A "common wheelchair" is such a device which does not exceed 30 inches in width and 48 inches in length measured two inches above the ground, and does not weigh more than 600 pounds when occupied.~~

Roseville Transit can transport passengers with a mobility device provided it can be loaded and secured safely.

1. Wheelchairs Mobility Devices

~~1.1. Transportation may be refused if a wheelchair exceeds the definition of a common wheelchair.~~

1.2. Mobility devices (except folding wheelchairs) are not authorized to ride in places other than the designated securement areas on the bus.

1.3. All ~~wheelchairs~~ mobility device must have a four (4) point tie down while being transported. If a passenger requests additional securements, the driver must use all securements available on the vehicle.

1.4. If a vehicle's securement system is not capable of satisfactorily securing or restraining a passenger's ~~wheelchairs~~ mobility device and the passenger wishes to ride anyway, the driver must use their best effort to restrain or confine the ~~wheelchairs~~ mobility device to the securement areas with the means available.

~~1.5. The driver must permit the passenger to choose whether to enter the lift facing forward or backward.~~

1.6. Drivers should provide passengers using scooter with information relative to the risk of tipping over during transport and make a recommendation to the passenger to transfer to an open seat on the bus. However, the passenger is not required to transfer. The final decision on whether to transfer is up to the passenger.

1.7. If a passenger claims their ~~wheelchairs~~ mobility device may be damaged as a result of being secured, the driver is still required to secure the wheelchair if a vehicle's equipment is capable of providing securement. The driver must inform the passenger that they will try to avoid damaging the ~~wheelchairs~~ mobility device, but that if the passenger wishes to ride, the ~~wheelchairs~~ mobility device must be secured.

1.8. Lap belts and/or shoulder belts are not to be used to secure ~~wheelchairs~~ a mobility device.

1.9. Lap belts and/or shoulder belts are offered for the securement of the passenger, and are optional, unless the vehicle is equipped with such devices for all passengers.

1.10. If a passenger refuses to permit securement of their ~~wheelchairs~~ mobility device, the driver must notify dispatch immediately to report the refusal and seek further direction. A determination may be made to refuse transportation.

2. ~~Wheelchair~~ Vehicle Lifts and Ramps

2.1. Any passenger, including standees are, ~~who experiences difficulty using the steps to board the bus is~~ permitted to request the use of the lift or ramp. ~~Standees are permitted on wheelchair lifts.~~

2.2 The driver must permit the passenger to choose whether to enter the lift facing forward or backward.

2.3. If any Roseville Transit ~~vehicle in Local or Commuter~~-revenue-service has a lift or ramp that is inoperable and the route headway is greater than 30 minutes, a replacement bus must be promptly provided.

Section 7: Service Changes

~~1. Minor and Major Service Changes Defined~~

Minor and major service changes may be periodically implemented by Roseville Transit.

1. **Minor Changes**

Minor changes may be approved by the Alternative Transportation Manager.

2. **Major Changes**

Major changes shall be submitted for review and approval to the appropriate decision making body as designated in the Roseville Municipal Code. Major changes are changes that meet any of the criteria listed below.

2.1. The elimination or addition of a transit line or service.

2.2. A route change that impacts 25% or more of a route's miles or bus stops.

2.3. A reduction or increase of service or frequency of service that affects 25% or more of the

total transit system revenue miles.

2.4. Proposed changes that are reasonably anticipated to be controversial ~~with a particular community or interested parties~~ with stakeholders.

3. Major Service Change Approval Process

The approval process for major transit service changes shall include ~~the following components of evaluation and~~ public outreach to solicit input as determined through implementation of Public Input Plan (PIP) established at the onset of planning a major service change. The PIP shall be consistent with the Public Participation Plan (PPP) as provided in the currently adopted Title VI Plan.

A PIP for major service change shall include a minimum one (1) public hearing to present the proposed changes and solicit public input. Public hearing notifications shall be provided in English and any additional language(s) as identified through the Limited English Proficiency component of Title VI Plan.

- ~~• Schedule a minimum of one (1) public hearing to discuss the proposed change(s); advertise the meeting(s) in the community newspaper.~~
- ~~• Provide public outreach in both English and Spanish in kiosks onboard the buses, and at public counters and pass sale locations to alert passengers of the proposed changes, to solicit their input, and to keep the public informed of upcoming meetings.~~
- ~~• Distribute input cards and fliers in advance of the first public meeting in kiosks onboard the buses, and at public counters and pass sale locations.~~
- ~~• If a survey is used, make surveys available online to passengers via the Web site and the Transit E-Notifications.~~
- ~~• Send E-mails to passengers on the Roseville Transit E-Notify mailing list asking for their input, announcing meeting(s), and outlining the details of the proposed changes.~~
- ~~• Provide information on the Roseville Transit Web site soliciting feedback, notifying the public of scheduled meeting(s), and detailing information about the proposed changes.~~
- ~~• Brief Transit employees of the proposed changes and upcoming meetings to provide complete and accurate information at the counter and on the phone.~~
- ~~• Collect comments provided via e-mail, the web site, letters and phone calls to be evaluated by staff and forwarded to the decision making body for their consideration prior to making a decision.~~
- ~~• Prepare minutes of the meeting(s); minutes or other summaries of the meeting(s) are available~~

~~for public review.~~

Section 8: Local Fixed Route Service

1. **Transfers**

~~Transfers can be issued to passengers at boarding and upon paying fare. One transfer per paying passenger will be issued upon request only when boarding the bus.~~

~~Transfers will not be issued without a paid fare with exception of special programs as designated by the Alternative Transportation Manager.~~

~~Transfers are valid for 90 minutes.~~

~~Transfers are not intended for use to complete a round trip.~~

~~Transfers may only be used once and must be surrendered to the operator upon boarding the bus or at the end of the route.~~

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.

2. **Transfer Etiquette Courtesy**

~~As a courtesy,~~ To help passengers coordinate travel ~~at transfer points,~~ Roseville Transit drivers may radio ahead to ask another route to hold pending their arrival. This practice is a courtesy only and in no way guarantees the passenger a transfer. The request to hold must not prevent the holding bus from starting the route within 3 minutes of departure time (including passenger boarding).

3. **~~Transfers Between Transit Systems~~**

~~Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems.~~

4. **Holidays**

~~Local Service does not operate on holidays as listed in the current Roseville Transit Service Guide. Local Service may offer limited service on certain holidays as listed in the current Roseville Transit Service Guide.~~

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

Section 9: Roseville Paratransit Service

Roseville Transit ADA Complementary Paratransit Service shall be referred to as Roseville Paratransit Service.

1. **General**

Under the American with Disabilities Act (ADA), (49CFR, Part 37) Complementary Paratransit Service functions as a "safety net" for people whose disabilities prevent them from using the Local Fixed Route transit system. It is not intended to be a comprehensive system of transportation that meets all of the needs of person with disabilities, and it is distinct from medical or human services transportation. ADA Complementary Paratransit Service must provide a level of service that is comparable to that provided by the Local Fixed Route system.

Under the ADA, a person with a disability is defined as an individual with a physical or mental impairment that substantially limits one or more of the major life activities of such individuals; an individual who has a record of such an impairment; or an individual who is regarded as having such an impairment.

ADA certified individuals are entitled to:

- Origin to destination service upon advance request and assistance beyond the curb when necessary and if feasible to provide
- ADA Complementary Paratransit fare
- Companion fare for one (1) individual traveling with an ADA certified passenger
- If certified for such, Personal Care Attendant (PCA) to accompany, free of charge. The driver does not assume the role of PCA.

Roseville Transit ADA Complementary Paratransit Service shall be referred to as Roseville Paratransit Service.

2. ADA Eligibility Criteria

Eligibility is not based on age, economic condition, or inability to drive an automobile. Applicants should note that having a medical condition or disability will not automatically qualify them for Roseville Paratransit Service.

Applicants for Roseville ADA-Paratransit Service eligibility will need to fall into one of three defined categories that functionally prevent individuals from gaining access to or riding on Local Fixed Route service.

Category 1

Any individual, who cannot, as a result of a mental or physical disability, independently board, ride, or disembark from any vehicle which is readily accessible to and usable by individuals with disabilities.

Category 2

Any individual with a disability who could use accessible local transit, but accessible Local Fixed Route service is not in use at the time.

Category 3

Any individual with a disability who has a specific impairment-related condition which prevents him or her from getting to and from an accessible Local Fixed Route service stop or station.

To further clarify eligibility criteria, the ADA established the following functional criteria as the basis for determining ADA Complementary Paratransit Eligibility:

- The inability to walk to or otherwise gain access to bus stops;

- The inability to board, ride, or disembark from Local service transit buses; or,
- The inability to remember destinations or ride on routes that new or unfamiliar to the rider.

3. Certification of Roseville Paratransit ~~ADA~~ Service Eligibility

To apply for Roseville Paratransit Service, complete and return the eligibility application provided by the City of Roseville Alternative Transportation office.

Applicants have sixty (60) days in which to return a completed, signed, original application to the Alternative Transportation office. All information is kept confidential and will be used to determine if the applicant can ride the Local Fixed Route System or if the applicant is eligible for Roseville Paratransit Services. During this period, and prior to approval, applicants are placed on the Roseville Paratransit Presumptive Eligibility List and are awarded the same benefits as approved ADA eligible passengers, during the application certification process.

Upon receipt of a completed application the certification process will take no more than twenty-one (21) calendar days.

If approved, applicants will be notified by letter of Roseville Paratransit certification status. The Roseville Paratransit Photo ID card must be obtained within six (6) months of approval to confirm evidence of eligibility and must be shown each time upon boarding. There is no charge for new and recertification Roseville Paratransit Photo ID cards. However, replacements ID are available for a fee.

If an individual is denied eligibility, a letter indicating the reason(s) for the denial and how to appeal the decision will be mailed. Denial of eligibility applies only to Roseville Paratransit Service.

~~Under the ADA, a person with a disability is defined as an individual with a physical or mental impairment that substantially limits one or more of the major life activities of such individuals; an individual who has a record of such an impairment; or an individual who is regarded as having such an impairment.~~

~~All individuals interested in becoming approved ADA eligible must complete the City of Roseville Application for ADA Paratransit Eligibility. Applicants for ADA eligibility are submitted to Alternative Transportation. All interested applicants are placed on a pending list for up to 60 days during processing. Applicants on the pending list are awarded the same considerations as approved ADA eligible passengers. Beginning with the day on which the city receives a completed application, the certification process will take no more than twenty one (21) calendar days. Upon approval, applicants are assigned an ADA client identification number and sent an approval letter by regular mail. The applicant will need to bring the approval letter and a photo ID with them to the Alternative Transportation office to have their Roseville Transit ADA eligible photo ID card made.~~

~~Unconditional approval of ADA eligibility is valid for three (3) years. Conditional approval may be granted on a temporary basis to be determined by City staff. At the end of the eligibility period City staff will mail an application for recertification to the last know address. The client will be placed on the pending list for sixty days during processing. ADA Paratransit service will be discontinued if the renewal application is not received within 60 days.~~

~~Visitors using the ADA paratransit service for 21 days or less in a 12-month period will be provided temporary ADA eligibility approval. If temporary eligibility is awarded, the client may use their ADA ID card issued by their home transit agency as evidence of ADA status. Visitors using the service more than 21 days will be required to submit a formal application for ADA Paratransit Eligibility.~~

4. Types of Conditional Eligibility

4.1. Temporary

An individual may be granted temporary paratransit eligibility if the disability or incapacity is expected to last more than 90 days and is long-term but not permanent.

4.2. Visitor Status

Visitor status provides:

- Rides for up to 21 days in a rolling, calendar-year.
- Origin to destination service upon advance request and assistance beyond the curb when necessary and if feasible to provide
- ADA fare
- Companion fare for an individual traveling with an ADA certified passenger
- If certified for such, Personal Care Attendant (PCA) to accompany, free of charge. *The driver does not assume the role of PCA.*

Visitors using the service more than 21 days will be required to submit a formal application for Roseville Paratransit Service eligibility with the City of Roseville Alternative Transportation office.

4.2.1. ADA Complementary Paratransit Certified Visitor

Roseville Paratransit will honor paratransit certifications from other transit agencies. An individual from out-of-town requesting Roseville Paratransit Service must present verification of their certification prior to their first reservation to the Alternative Transportation office.

4.2.2. Non-ADA Complementary Paratransit Certified Visitor

Persons with disabilities visiting the City of Roseville should contact the Alternative Transportation office in advance of arriving to determine eligibility for Roseville Paratransit Service visitor status.

5. Recertification

City staff will mail a recertification application to the last known address at least thirty (30) calendar days before the end of the eligibility period. To continue paratransit eligibility, the recertification application must be returned prior to the eligibility expiration date indicated on the Roseville Paratransit Identification card.

Individuals have the right to request a new determination if they believe that there have been changes in their situation. This includes individuals determined ineligible as well as those whose eligibility has been limited or conditioned.

6. ~~Administrative Appeals Relating to~~ Roseville Paratransit Service

~~The Transportation Commission will hear~~ Appeals will be entertained by the City from individuals who:

1. Have been denied Roseville Paratransit Service eligibility.
2. Have unusual paratransit ADA related circumstances that require special consideration.
3. Have been found to have abused their Roseville ADA Paratransit Service ~~DAR~~ privileges and may be subject to suspension.

~~An appeal for any of the above reasons must be submitted to the City's Public Works Director in writing or, if the individual's disability prevents a written appeal, then by telephone to City staff. Items 1 and 2 must be appealed within 60 calendar days. Item 3 must be appealed within seven (7) business calendar days as outlined in Roseville Transit Services Administrative Policy, Section 3.~~

If an paratransit ADA eligible passenger appeals the suspension of ~~ADA~~ Roseville Paratransit service, the service will continue to be provided to the individual pending the outcome of the appeal.

7. Submission of Appeals

An appeal for any of the above reasons must be submitted to the City's Director of Public Works in writing or, if the individual's disability prevents a written appeal, then by telephone. If made by telephone, the City staff will prepare a written summary of the appeal and mail a copy to the individual involved. Appeals should present information which would support a reconsideration of the decision leading to the appeal and identify other parties and/or information which would support the individual's case for reconsideration. The Public Works Director will respond within fourteen (14) business days from the day of the appeal received. Based on review of the appeal and any new information submitted, the Director of Public Works may reverse the original decision and grant eligibility or deny the appeal.

If the passenger chooses to appeal the Public Works Director's decision, the appeal must be submitted in writing to the Alternative Transportation office within ten (10) business days of the notification of the Public Works Director.

An appeal of the Public Works Director's decision will be heard by the Transportation Commission at the next available scheduled meeting. The Transportation Commission's decision on an appeal will be provided to the individual in writing with the reasons for the decision within thirty (30) calendar days. If the individual is legally blind, notification will be both in writing and by telephone. The decision of the Transportation Commission shall be final whether or not the appellant appears.

8. Service

8.1. Days and Hours

Roseville Paratransit Service is offered six (6) days a week. The days and hours are published in the Roseville Transit Services Guide and are available on the Roseville Transit website.

8.2. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

9. Service Area

Roseville Paratransit Service will extend up to ¼ miles past the nearest Local Fixed Route Service stop within the city limit to the nearest safe and ADA accessible location.

10. Service Area Exceptions

Agreements in place between Roseville Transit and visiting transit agencies will determine service area or destinations for those agencies where exceptions have been made to provide service within and outside the boundaries of the Roseville City limits.

11. Ride Purpose Restrictions

Roseville Transit is not licensed to transport children or youth for the purpose of school transportation or school-sponsored activities on Roseville Paratransit per the General Public Paratransit Vehicle code (VC §336 and 12523.5).

Roseville Transit does not provide emergency or gurney service.

Dispatch staff will decline reservations for restricted ride requests.

12. Ride Reservations

Ride request are accepted up to fourteen (14) business days in advance of the trip, seven (7) days a week from 8:00 a.m. to 5:00 p.m.

Ride requests outside of these hours and on holidays will be recorded and confirmed by staff after 8:00 a.m. the following business day.

13. Schedule Blocking

Schedule Blocking is defined as scheduling multiple trips to hold or reserve travel times with the intent to use only the most preferred time(s) and to cancel the remaining trips. Schedule Blocking is prohibited.

Same Day Reservations

Ride requests for the same day of travel, and request made after office hours or on holidays for the next day, will be considered same day reservations. Same day reservations will be made on a space available basis for a premium fare.

14. Subscription Reservations

Subscription rides are reservations for ongoing or periodic scheduled rides. Subscription ride service will continue automatically until the passenger calls to change or cancel the subscription reservation, or unless the subscription is canceled by Roseville Transit temporarily or permanently in accordance with Roseville Transit Service Policies.

14.1. Peak Hours

Subscription trips will be restricted to trips for medical and work purposes to no more than 50% of the available Roseville Paratransit trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

14.2. Non-Peak Hours

For all other times, subscription trips will be restricted to no more than 50% of the total available Roseville Paratransit trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

15. Pick-up Procedures

Roseville Paratransit Service provides origin to destination service upon advance request, and if feasible, when assistance beyond the curb is necessary. Roseville Paratransit drivers will attempt to get as close to the designated pick-up/drop-off location as feasible.

Roseville Paratransit passengers are given a reservation time when making a ride requests and must be prepared for the bus to arrive up to fifteen (15) minutes before and fifteen (15) after the confirmed time. Passengers are expected to be ready to board at any time during the period. Drivers will wait at least two minutes for the passenger to arrive or until dispatch staff advises them to leave to pick up their next passenger.

16. In Vehicle Ride Time

In vehicle total trip time shall be comparable to a Local Fixed Route travel time to include time necessary to travel to the bus stop, wait for the bus, actual riding time, transfers, and travel from the final stop to the person's ultimate destination.

17. Canceling Reservations

To cancel a reservation, contact Roseville Transit two (2) or more hours before the beginning of the scheduled pick-up time for any single trip.

A subsequent ride tied to a canceled ride will not be canceled unless requested by the passenger.

Failure to cancel a trip in advance will result in a no-show (Refer to Section 9.18)

18. Excessive No-Shows and Excessive Cancelations

A No-Show is defined as

- A reservation that is not canceled at least two (2) hours before the scheduled pick-up time
- The passenger does not cancel all portions of a round trip or multi-trip reservation
- The passenger is not ready within two (2) minutes of the driver's on-time arrival
- The passenger is absent from their pick-up location during their scheduled pick-up time

- The passenger cancels the reservation at the door

Excessive No-Show and Excessive Cancellations are defined as a pattern or practice of missing or canceling a disproportionate number of scheduled reservations for reasons within the passenger's control. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental or singular incidents. Frequency of use, or proportion of trips missed, will be considered when determining a pattern or practice of abuse.

19. Suspension Policy for Excessive No-Shows and Excessive Cancellations

When a pattern of Excessive No-Shows or Excessive Cancellations is first identified by staff based on review of frequency of trip reservations and No-Show/Excessive Cancellation reports a courtesy phone call will be made to the notify the passenger of the policy.

A second occurrence of either a No-Show or continued pattern or practice of Excessive Cancellations will result in a letter being mailed to the passenger alerting them that at the third instance they will be subject to a temporary suspension of service for a reasonable period not to exceed seven (7) days.

At the third occurrence of either excessive No-Shows or Excessive Cancellation customers will receive a suspension letter indicating the dates of their suspension. The customer may choose to pay a fee in lieu of suspension. The suspension will become effective unless the No-Show fee is received at the Alternative Transportation office prior to the first day of suspension noted in the letter.

20. Appeals of Suspension

Passengers have the right to appeal the decision as per the appeal process described in Section 6. and Section 7.

Section 10: Dial-A-Ride General Public Service

1. General

Roseville Transit ~~Dial-A-Ride~~ (DAR) is a curb-to-curb, demand-response, shared ride public transit system. A ride is defined as: a ~~pick-up stop and a destination stop~~ singular trip from one address to another as determined by the passenger when scheduling a ride in advance. ~~If the bus makes the requested stops, the doors of the vehicle are opened and some type of business is conducted (i.e., child picked up, package dropped off), the ride has been provided and additional fare is required to continue transportation of the passenger.~~

~~3. Service Days and Hours~~

~~DAR service is provided as complementary paratransit service to Local service. DAR service will operate on a schedule that matches or exceeds the Local days and hours of service. The days and hours for both modes of service are published in the Roseville Transit Service Guide.~~

~~4. Holidays~~

~~DAR service does not operate on holidays as listed in the current Roseville Transit Service Guide.~~

~~DAR may offer limited service on certain holidays as listed in the current Roseville Transit~~

Service Guide:

5. Passenger Eligibility

DAR service is open to all individuals. ~~within the City's service area. All individuals who are approved ADA-eligible under the Americans with Disabilities Act will be given ride priority over non-ADA individuals.~~ It is recommended that children eleven (11) and under ride with an adult or responsible youth at least twelve (12) years old. ~~Students~~ Youth must provide proof of age to ride DAR without an adult.

6. Service

6.1. Days and Hours

DAR Service is offered six (6) days a week. The days and hours are published in the Roseville Transit Services Guide and are available on the Roseville Transit website.

6.2. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

7. Service Area

DAR provides services within the city limits of Roseville.

~~DAR provides service throughout the City of Roseville, up to the City limits. If Roseville Transit Local service is provided at the City limits, DAR service can extend ¼ mile past the City limits if approved by all jurisdictions. A list of approved stops outside of the service areas will be maintained by Transit Operations.~~

9. Service Area Exceptions

Agreements in place between Roseville Transit and visiting transit agencies will determine service area or destinations for those agencies where exceptions have been made to provide service within outside of the boundaries of the Roseville City limits.

10. Ride Purpose Restrictions

Roseville Transit is not licensed to transport children or youth for the purpose of school transportation or school-sponsored activities on DAR per the General Public Paratransit Vehicle code (VC §336 and 12523.5).

Roseville Transit DAR does not provide emergency, gurney or door-to-door service.

Reservations for restricted ride requests will be declined.

~~The City of Roseville is not licensed to transport children under eighteen (18) years of age for the purpose of school transportation or school-sponsored activities on DAR per the General Public Paratransit Vehicle code (VC §336 and 12523.5). Dispatch staff will decline reservations for restricted ride requests.~~

~~If a driver suspects a restricted ride was performed, they will advise the passenger of the restrictions and inform them that they will need to speak to dispatch staff before a second ride is allowed. Drivers will report the incident to dispatch. Dispatch staff will attempt to contact the~~

~~passenger to establish ride purpose and verbally cancel any further restricted rides. If dispatch staff cannot reach the passenger, a notice will be sent by certified mail cancelling any restricted ride requests.~~

11. Ride Reservations

~~Ride requests are accepted seven (7) days a week from 8:00 a.m. to 5:00 p.m. Ride requests outside of these hours and on holidays will be recorded and confirmed by staff after 8:00 a.m. the following business day.~~

~~Ride requests are accepted Monday through Sunday from 8:00 a.m. to 5:00 p.m. Ride requests outside of these hours and on holidays will be recorded and confirmed by staff after 8:00 a.m. the following business day. Ride requests made after office hours or on holidays for the next day will be considered a "Without Reservation" ride. Dispatch staff will confirm a 30-minute pick-up window that includes 15 minutes before and 15 minutes after the requested ride time. Ride requests are defined as follows:~~

- ~~▪ ADA: Requests for service must be made during ride reservation hours at least one day in advance. Requests for service will be taken up to 7 days in advance. If the desired travel time is not available, dispatch staff may negotiate up to one hour on either side of the desired ride time. Dispatch staff will reschedule or cancel prior trip requests for Non-ADA eligible individuals to accommodate the ride request if the ride time cannot be negotiated.~~
- ~~▪ Non-ADA: Requests for service must be made during ride reservation hours at least one day in advance. Request for service will be taken up to 7 days in advance.~~
- ~~▪ ADA and non-ADA Same Day Service Request: Requests will be provided on a space available, first called, first served basis. Priority scheduling is not extended to ADA eligible individuals requesting same day service. The ride request may be limited to travel times during non-peak hours. A two-hour advance notice is recommended.~~

12. Schedule Blocking

~~Schedule blocking is defined as scheduling multiple trips to hold or reserve travel times with the intent to use only the most preferred time(s) and to cancel the remaining trips. Schedule Blocking is prohibited on DAR.~~

~~Schedule blocking is prohibited and is defined as scheduling multiple trips to hold or reserve travel times with the intent to use only the most preferred time(s) and to cancel the remaining trips.~~

13. Same Day Reservations

~~Ride requests for the same day of travel, and requests made after office hours or on holidays for the next day, will be considered same day reservations. Same day reservations will be made on a space available basis for a premium fare.~~

14. Subscription Reservations

~~Subscription rides are reservations for ongoing or periodic scheduled rides. Subscription ride service will continue automatically until the passenger calls to change or cancel the trip reservation, or unless the subscription is canceled by Roseville Transit temporarily or permanently in accordance with Roseville Transit Service Policies.~~

14.1. Peak Hours

Subscription trips will be restricted to trips for medical and work purposes to no more than 50 percent of the available DAR trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

14.2. Non-Peak Hours

For all other times, subscription trips will be restricted to no more than 50 percent of the total available DAR trip capacity during any period. Subscription ride requests will be accepted from all riders and will be honored on a first come, first served basis according to available capacity.

~~Reservations for regularly scheduled rides (subscription or periodic rides) can be made. Subscription trips will be restricted to no more than 50 percent of the available DAR trip capacity during any period. Subscription ride requests will be accepted from all eligible riders and will be honored on a first come, first served basis according to available capacity.~~

~~Subscription ride service will continue automatically until the passenger calls to change or cancel the trip reservation, or unless the subscription is canceled temporarily or permanently in accordance with Roseville Transit Administrative Policies, Section 14.2.~~

15. In Vehicle Ride Time

In vehicle total trip time shall be comparable to a Local Fixed Route travel time to include time necessary to travel to the bus stop, wait for the bus, actual riding time, transfers, and travel from the final stop to the passenger's ultimate destination.

~~All passengers will reach their destinations within 60 minutes.~~

16. Pick-up Procedures

DAR provides curb-to-curb service. DAR drivers will attempt to get as close to the designated pick-up/drop-off location as feasible. DAR drivers do not assist passengers to or from their door, or with their carry-on items.

Passengers are given a reservation time when making a ride request and must be prepared for the bus to arrive up to fifteen (15) minutes before and fifteen (15) after the confirmed time. Passengers are expected to be ready to board at any time during the period. Drivers will wait at least two minutes for the passenger to arrive or until dispatch staff advises them to leave to pick up the next passenger.
~~DAR provides curb-to-curb service. DAR drivers will attempt to get as close to the designated pick-up/drop-off location as possible. DAR drivers do not assist passengers to or from their door, or with their carry-on items.~~

~~ADA passengers are asked to advise dispatch staff of any special ride requirements such as: lift use, extra boarding time and priority pick-up/drop-off locations, etc.~~

~~Non-ADA passengers are not eligible for priority pick-up/drop-off locations, but they may board/alight at priority location if other passengers, who are ADA, are boarding/alighting.~~

~~Passengers are given a 30-minute pick-up window at the time they make their ride request. Passengers are expected to be ready to board at any time during the pick-up window. Drivers will wait at least 2 minutes for their passenger to arrive before notifying dispatch of the No-Show. Drivers will continue to wait for passengers until dispatch staff advises them to leave and pick-up their next passenger.~~

17. Canceling Reservations

To cancel a reservation, contact Roseville Transit two (2) or more hours before the beginning of the scheduled pick-up time for any single trip.

A subsequent ride tied to a canceled ride will not be canceled unless requested by the passenger.

Failure to cancel a trip in advance will result in a no-show. (Refer to Section 10.18)

Cancellations

~~Passengers need to cancel all unwanted rides at least two (2) hours in advance of the scheduled pick-up window. A subsequent ride tied to a canceled ride will not be canceled unless requested by the passenger.~~

~~A pattern of untimely or unreported cancellations, for reasons within the passenger's control, will result in suspension of service per Roseville Transit Administration Policies, Section 14.~~

18. No-Show Defined

A No-Show is defined as

- A reservation that is not canceled at least two (2) hours before the scheduled pick-up time
- The passenger does not cancel all portions of a round trip or multi-trip reservation
- The passenger is not ready within two (2) minutes of the driver's on-time arrival
- The passenger is absent from their pick-up location during their scheduled pick-up time
- The passenger cancels the reservation at the door

~~A passenger shall receive a No-Show when:~~

- ~~• An unwanted ride is not canceled at least two (2) hours before the scheduled pick-up window.~~
- ~~• The passenger does not cancel all portions of a round trip or multi-trip ride.~~
- ~~• The passenger is not ready within two minutes of the driver's on-time arrival or is absent from their pick-up location during their scheduled pick-up window.~~
- ~~• The ride is canceled at the door.~~

19. Excessive No-Show and Excessive Cancellations Defined

Excessive No-Show and Excessive Cancellations are defined as a pattern or practice of missing or canceling a disproportionate number of scheduled reservations for reasons within the passenger's control. A pattern or practice involves intentional, repeated or regular actions, not isolated, accidental or singular incidents. Frequency of use, or proportion of trips missed, will be considered when determining a pattern or practice of abuse.

20. Suspension Policy for Excessive No-Shows and Excessive Cancellations

When a pattern of Excessive No-Shows or Excessive Cancellations is first identified by staff based on review of frequency of trip reservations and No-Show/Excessive Cancellation reports a courtesy phone call will be made to the notify the passenger of the policy.

A second occurrence of either a No-Show or continued pattern or practice of Excessive Cancellations will result in a letter being mailed to the passenger alerting them that at the third instance they will be subject to a temporary suspension of service for a reasonable period not to exceed seven (7) days.

At the third occurrence of either excessive No-Shows or Excessive Cancellation customers will receive a suspension letter indicating the dates of their suspension. The customer may choose to pay a fee in lieu of suspension. The suspension will become effective unless the No-Show fee is received at the Alternative Transportation office prior to the first day of suspension noted in the letter.

12.2 Excessive Cancellations for ADA and Non-ADA Reserved Rides

~~To avoid excessive cancellations which prevent fair and equitable use of the system by all customers, a pattern of excessive cancellations may result in suspension of service.~~

- ~~• After more than 25% of trips are canceled in a 30-day rolling period an attempt at a courtesy phone call will be made to contact the customer by phone.~~
- ~~• After the second 30-day rolling period within 12 consecutive months, if more than 25% of trips are canceled a courtesy letter will be sent by certified mail.~~
- ~~• After the third 30-day rolling period within 12 consecutive months, if more than 25% of trips are canceled, a service suspension letter will be sent by regular mail. Seven business days after mailing the letter, DAR service will be suspended for thirty days.~~

12.3 Excessive Cancellations for Subscription Rides

~~Subscriptions will be removed from the schedule if a suspension of service results from a pattern of excessive cancellations per Section 13.2. New subscriptions will not be considered for 90 days from the date of suspension and will be subject to availability as per Section 11.~~

13.1 Excessive No-Shows

~~Three (3) No-Shows in a six (6) month rolling period will result in the suspension of DAR service for seven (7) days. Six (6) No-Shows in a 12-month rolling period will result in the suspension of DAR service for thirty (30) days. The procedure for advising passengers of No-Show activity is as follows:~~

- ~~• At the first No-Show, a courtesy phone call will be made.~~
- ~~• After two (2) No-Shows within a six month rolling period, a courtesy letter will be sent by certified mail.~~
- ~~• On the third (3rd) No-Show within a six month rolling period, a service suspension letter will be sent by regular mail. Seven business days after postmark, DAR service will be suspended for seven (7) calendar days.~~
- ~~• After the fourth (4th) No-Show in a rolling 12-month period, a courtesy letter will be sent by regular mail.~~
- ~~• After the fifth (5th) No-Show in a rolling 12-month period, a courtesy letter will be sent by~~

certified mail.

- ~~On the sixth (6th) No-Show in a rolling 12-month period, a service suspension letter will be sent by regular mail. Seven business days after postmark, DAR service will be suspended for thirty days.~~

13.2 Excessive No-Shows for Subscription Rides

~~If a passenger misses two (2) consecutive scheduled days of subscription rides, subscription service will be suspended for the following 5 business days. If a passenger misses five (5) consecutive scheduled days of subscription rides, the passenger will be dropped from subscription service. The procedure for advising passengers of No-Show activity is as follows:~~

- ~~After the first missed day, Transit staff will attempt to contact the passenger to notify them of the No-Show policy.~~
- ~~After the second consecutive missed day, a courtesy letter will be sent by certified mail and subscription rides will be canceled for five (5) business days. Rides and subscription service will be reinstated if the passenger contacts dispatch staff before the cancellation of subscription service letter is sent. If the passenger does not contact dispatch staff at least one (1) day in advance of their next subscription ride, they will be subject to same-day reservation guidelines.~~
- ~~After the fifth consecutive day of missed subscription rides, a cancellation letter will be sent by certified mail.~~

~~If a passenger is dropped from subscription service for failure to cancel unneeded rides, he or she will be able to reestablish the subscription ride if subscription service is less than 50 percent of the available capacity for that time period. One missed day of subscription service will be counted as one (1) No-Show for the purpose of calculating annual No-Shows for DAR service suspension. The Alternative Transportation Manager will evaluate service suspension offenses not addressed above on a case-by-case basis.~~

21. Appeals of Suspension

Passengers have the right to appeal the decision as per the appeal process described in Section 6. and Section 7.

Section 11: Commuter Service

1. General

Roseville Transit offers express, peak-hour service between Roseville and routes into downtown Sacramento ~~and Rancho Cordova and back~~, Monday-Friday, ~~during peak commute hours.~~

2. Residency

Passengers who live within the Roseville city limits are eligible to pay the Resident discount fare. (Refer to Roseville Transit Administrative Policies, Section 5.7, Discount Identification Cards)

3. Transfers

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems. ~~Free transfers are offered for Roseville Transit.~~

~~local fixed routes. Transfers can be made with Roseville Transit at all Roseville Transit Transfer Points.~~

3. Days of Service

Commuter service is offered Monday through Friday as listed in the current Roseville Transit Commuter Service Guide.

4. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

~~Commuter service does not operate on holidays as listed in the current Roseville Transit Services Guide. Commuter service may offer limited service on certain holidays as listed in the current Roseville Transit Service Guide.~~

Section 12: Reverse Commute Service

1. General

Reverse Commuters are picked up in Sacramento as Commuter passengers are dropped off. In the evening, Reverse Commuters return to Sacramento from designated timed stops in Roseville. Morning and afternoon Reverse Commute schedules are as listed in the current Roseville Transit Service Guide.

2. Transfers

Any current reciprocal transfer agreement in place between Roseville Transit and other agencies will determine transfer terms between the two systems. ~~Free transfers are offered for Roseville Transit local fixed routes. Transfers can be made with Roseville Transit at all Roseville Transit Transfer Points.~~

3. Days of Service

The Reverse Commute service is offered Monday through Friday ~~as~~ on the same days of service listed in the current Roseville Transit Commuter Services Guide.

4. Holidays

The Roseville Transit holiday schedule is located in the current Service Guide and is available on the Roseville Transit website.

~~Commuter service does not operate on holidays as listed in the current Roseville Transit Service Guide. Commuter service may offer limited service on certain holidays as listed in the current Roseville Transit Service Guide.~~

Section 13: Charter Service

Roseville Transit does not provide Charter Service in compliance with the Federal Transit Administration's (FTA) Charter Bus Service Rule, 49 U.S.C. 5323(d), protecting private charter operators from unauthorized competition from FTA grant recipients.

1. General

~~The City's charter services are provided by Alternative Transportation using vehicles and support-~~

~~services funded by monies made available through the Transportation Development Act (TDA). The City provides charter service under Public Utilities Code (PUC) §99250, and adheres to Federal Transportation Agency (FTA) Part 49 CFR 604 and Part 73 FR 2326.~~

~~In no way will the provision of charter service interfere with the provision of regularly-scheduled general public transit service.~~

~~The City of Roseville Charter Service Policy in no way intends to compete unfairly with private charter operators, therefore, as a general rule the City will not provide Charter service.~~

~~Charters should be scheduled at least two weeks in advance of the service date whenever possible.~~

~~No out-of-area or overnight services shall be provided.~~

~~Some types of charters fall under the PUC Section (d) trip limit. These trips shall not exceed \$10,000 or a total of 40 charter bus trips per year, whichever occurs first. See Types of Charters (11.4) for more information.~~

~~Charter requests will be cleared with Transit Operations before a charter request is approved.~~

~~Some types of charters require the organization requesting the charter to submit a signed waiver-agreement. See Types of Charters (11.4) for more information.~~

~~2. Vehicle Availability~~

~~No vehicle shall be pulled off of regular service to provide Charter service.~~

~~Monday through Friday—In most cases a charter shall be provided using 45-passenger buses in order to not interrupt regular service. These buses are generally available between 9:00 a.m. and 2:00 p.m. and after 7:00 p.m.~~

~~Saturday and Sunday—The 45-passenger vehicles are available all hours.~~

~~3. Cost of Charters~~

~~Charter rates are to be reviewed and posted not less than semiannually. A public hearing is not required to adjust Charter service rates.~~

~~3.1. Standard Rate~~

~~The standard rate is calculated by averaging the three lowest rates charged by private charter operators in the Placer/Sacramento area. Alternative Transportation will charge the Standard Rate for Charter service that is provided by Roseville Transit in the event that private charter operators are unwilling or unable to provide the requested charter service by means of the FTA charter notification process.~~

~~3.2. Direct Rate~~

The direct rate is calculated by dividing the Transit Services Operating Budget by the annual Contract Revenue Hours. Alternative Transportation will charge the direct rate for Charter service that is provided by Roseville Transit if it is determined a qualified human service organization, registered as such 60 days or more before the first date of service with FTA, and has a public need that cannot otherwise be met.

4. Types of Charters

4.1 City Use

These charters include service provided for City Departments for City business. These trips typically travel a short distance, in a short time frame and support the transit program purpose. (i.e. City Employee Orientation tour). These charters shall be billed the direct rate and do not count against the City's PUC maximum limit.

4.2 City Sponsored Trips for Public Use

These charters include service that a City Department provides to the public for a fee. Alternative Transportation may consider providing the charter service if the City Department has first gone to the private operators and the private operators have indicated that they can not or will not provide the service. These charters shall be billed the Standard rate and count against the City's PUC maximum trip limit.

4.3 Qualified Human Service Organization

Alternative Transportation may consider providing charter service to a qualified human service organization if that organization has first gone to the private operators and the private operators have indicated that they can not or will not provide the service. These charters shall be charged the Direct rate. These types of charters count against the City's PUC maximum trip limit. The organization must submit a signed release form and provide a non-profit tax identification number prior to the charter.

4.4 "For-Profit" Organization

Alternative Transportation may consider providing charter service to a "for-profit" organization if that organization has first gone to the private operators and the private operators have indicated that they can not or will not provide service. These charters shall be charged the Standard rate and do not count against the City's PUC maximum trip limit. The organization must submit a signed release form prior to the charter.

5. Charter Billing

Operations staff will provide Alternative Transportation staff with Charter information at the end of each month.

Other City Departments — At the end of each quarter, Alternative Transportation staff shall submit Charter billing information to General Accounting using the form which has been developed. Accounting will transfer funds from the Department which service was provided to into the Local Transportation Fund.

Outside Organizations — Outside agencies shall be invoiced by the Finance Department. Alternative Transportation staff will write a letter to the agency for which the charter was provided indicating the

~~charge for services rendered and attach it to a Miscellaneous Billing Request form and send it to Finance.~~

~~6. Cancellations~~

~~If a scheduled charter is not canceled at least 24 hours prior to the scheduled time and date, a minimum charge of \$35 will be assessed.~~

Section 14: Customer Service

1. Comments/Complaints/Commendations

Roseville Transit encourages input from the community. ~~Passengers may phone in, e-mail, or write with concerns.~~ If necessary, Any Transit staff member can assist in taking this information. A tracking system ~~has been developed that assures~~ is in place to ensure passenger comments ~~will be handled~~ are researched and responded to as ~~in the~~ appropriate manner.

2. Lost and Found

Roseville Transit is not responsible for items left on the bus or at bus stops.

Found items of significant value or that contain personal identification, such as but not limited to wallets, handbags, cell phones or computers are transferred to the possession of Roseville Police Department immediately. Contact the Roseville Police Department at 916-774-5000 to check on an item.

~~To check on an item or to make arrangements to pick up a found item, call (916) 774-5757 between the hours of 8:00 a.m. and 5:00 p.m.~~ All other found items will be held at 2005 Hilltop Circle, Roseville for 30 days, after which time they will either be donated to a charitable organization or discarded. To check on an item or to make arrangements to pick up a found item, call (916) 774-5757 between the hours of 8:00 a.m. and 5:00 p.m.

Section 15: Transit Advertising Policy

The City of Roseville allows for advertising on Roseville Transit. All advertising must comply with the Advertising Policy. Contact the City of Roseville Alternative Transportation office for current program information.

~~1. Public Purpose~~

~~In adopting this policy it is the City of Roseville's declared intent and purpose to maximize revenues through commercial advertising provided that all of the following interests are preserved and furthered:~~

- ~~• Providing a safe, convenient and pleasant environment for Roseville Transit patrons, which includes maximizing Roseville Transit fare revenues by attracting and maintaining the patronage of passengers; and~~
- ~~• Protecting minors who use Roseville Transit facilities and travel on Roseville Transit's transportation system; and~~
- ~~• Avoiding any potential identification of Roseville Transit with the point of view or message of the advertisement placed by a third party.~~

2. ~~Public Forum~~

~~In adopting this policy it is the City of Roseville's declared intent and purpose to not permit advertising that individually or in combination would cause any real or personal property owned or controlled by the City of Roseville (hereinafter "City Property") to become a public forum for the dissemination, debate, and/or discussion of public issues.~~

3. ~~Advertising on Roseville Transit Facilities and Vehicles by Permission~~

~~Advertising placed by a third party on City Property is not authorized unless permitted in accordance with the provisions of a license agreement approved by City. Any license agreement approved by City for the placement of advertising on City Property must be consistent with the provisions of this policy. Pre-existing licensing agreements for advertising on City Property shall be amended, if necessary, in order to be consistent with this policy and to make any other changes that may equitably be required thereby.~~

4. ~~Authorized Advertisements and Announcements~~

~~This policy applies to advertising placed by a third party on any City Property and does not prohibit the City of Roseville from placing advertisements and announcements related to City services, programs, or events as long as the advertisements and announcements are not otherwise prohibited under Section 5.~~

~~Advertising placed by a third party will be reviewed for consistency with the contract and their adherence to adopted Roseville Transit Administrative Policies.~~

~~Only commercial advertisements will be allowed to be placed by a third party on any City Property. For the purpose of this policy, a commercial advertisement is an advertisement that: (i) has as its primary purpose the promotion of a commercial transaction, such as the sale of real or personal property, services and/or entertainment, which is offered to the public generally and (ii) is not otherwise prohibited under Sub-Section 5.~~

5. ~~Viewpoint Neutral Limitations~~

~~The following viewpoint neutral content based limitations are established. No advertisement or announcement (hereinafter referred to as "Ad") is permitted on or may be maintained on any City Property if it or information contained in it falls within one or more of the following categories:~~

- ~~• False, misleading, or deceptive commercial speech. The Ad proposes a commercial transaction, and the Ad, or any material contained in it, is false, misleading, or deceptive.~~
- ~~• Unlawful goods or services. The Ad, or any material contained in it, promotes or encourages, or appears to promote or encourage, the use or possession of unlawful or illegal goods or services.~~
- ~~• Unlawful conduct. The Ad, or any material contained in it, promotes, depicts or encourages, or appears to promote, depict or encourage, unlawful, anti-social or illegal behavior or activities.~~
- ~~• Endorsement. The Ad, or any material contained in it, implies or declares an endorsement by the City of Roseville of any service, product or point of view, without prior written authorization of the City of Roseville (through its City Manager).~~
- ~~• Obscenity. The Ad, or any material contained in it, contains obscene matter or any other matter that is prohibited under the provisions of Chapter 7.5 (beginning with Section 311) of Title 9 of Part~~

~~1 the California Penal Code, and as such laws may be amended or supplemented.~~

- ~~▪ Prurient Interests. The Ad, or any material contained in it, contains harmful matter or any other matter that is prohibited under the provisions of Chapter 7.6 (beginning with Section 313) of Title 9 of Part 1 of the California Penal Code, and as such laws may be amended or supplemented.~~
- ~~▪ Profanity, Vulgarity, Riot. The Ad, or any material contained in it, is profane or vulgar, or presents a clear and present danger of causing a riot, disorder, or other imminent threat to public safety, peace or order.~~
- ~~▪ Community Standards. A material that is so objectionable under contemporary community standards as to be reasonably foreseeable that it will result in harm to, disruption of, or interference with the transportation system.~~
- ~~▪ Libelous speech, Copyright infringement. The Ad, or any material contained in it, holds up an individual or groups of people to public ridicule, derision or embarrassment, or is libelous, or is an infringement of a copyright, trademark or registered mark.~~
- ~~▪ Tobacco. The Ad, or any material contained in it, promotes or depicts the sale or use of tobacco or tobacco-related products, except products that counteract symptoms of tobacco habituation.~~
- ~~▪ Alcohol. The Ad, or any material contained in it, promotes or depicts the sale or consumption of wine, liquor, beer, or distilled spirits.~~
- ~~▪ Firearms. The Ad, or any material contained in it, directly or indirectly promotes the sale or use of a firearm or contains an image or depiction of a firearm.~~
- ~~▪ Political Campaign Speech. The Ad, or any material contained in it, contains political campaign speech. For purposes of these guidelines, the term "political campaign speech" is speech that (1) supports or opposes or appears to support or oppose a ballot measure, initiative, or referendum, or (2) refers to any candidate for public office.~~
- ~~▪ Religion. The Ad, or any material contained in it, advocates or opposes a religion or religious belief.~~
- ~~▪ Traffic Interference. The Ad, or any material contained in it, displays any word, phrase, symbol, or character likely to interfere with, mislead, or distract traffic, or conflict with any traffic control device.~~
- ~~▪ Distraction. The Ad, or any material contained in it, incorporates any rotating, revolving, or flashing devices, or any other moving parts.~~
- ~~▪ Violence. The Ad, or any material contained in it, contains an image or description of graphic violence, including, but not limited to (1) the depiction of human or animal bodies or body parts, or fetuses, in states of mutilation, dismemberment, decomposition, or disfigurement, and (2) the depiction of weapons or other implements or devices associated in the advertisement with an act or acts of violence or harm on a person or animal.~~
- ~~▪ "Adult"-oriented goods or services. The Ad, or any material contained in it, promotes or encourages, or appears to promote or encourage, a transaction related to, or uses brand names, trademarks, slogans or other materials which are identifiable with, films rated "X" or "NC-17", video games rated "A" or "M," adult book stores, adult video stores, nude and/or topless clubs and other adult entertainment establishments, adult telephone services, adult Internet sites, and escort services.~~
- ~~▪ Special provisions regarding web addresses and telephone numbers. The Ad, or any material contained in it, directs viewers to a website or telephone number that contains material that violates this Policy.~~
- ~~▪ Public Forum. The Ad, or any material contained in it, if posted individually or in combination with other Ads, causes City Property to become a public forum for the dissemination, debate,~~

~~and/or discussion of public issues.~~

- ~~• Disclaimer or Attribution. The Ad fails to contain any disclaimer or attribution as required under Section 6 and 7 of this Policy.~~

6. Disclaimer

~~The City of Roseville reserves the right, in all circumstances, to require an advertisement or announcement on any real or personal property under the City's control to include a disclaimer stating that it is not sponsored by, and does not necessarily reflect the views of the City of Roseville.~~

7. Attribution

~~All advertisements or announcements on City Property must clearly and unambiguously identify the person or entity that has sponsored, paid for, or caused the advertisement or announcement to be placed on City Property. Website addresses or phone numbers without more information are insufficient to satisfy this section.~~

8. Unilateral Amendment

~~The City of Roseville reserves the right to unilaterally amend this policy at any time upon providing written notice to any affiliated advertising contractor.~~

9. Moratorium

~~At the discretion of the City Manager, the City of Roseville may at any time, subject to any contractual obligations, declare a complete ban or moratorium on all advertising on any real or personal property under the City's control and direct that no advertisements or announcements of any kind, other than City of Roseville advertisements or announcements, be accepted for display and posting.~~

10. Disputes

~~In the event of any dispute or disagreement between the City of Roseville and the contracted Advertising Agency, the dispute will be handled in the manner outlined in the contract.~~

Section 16: Title VI of the Civil Rights Act of 1964

Roseville Transit complies with Title VI of the Civil Rights Act of 1964 which states, "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S. C. §2000d)

1. What is a Title VI complaint?

Any person who believes that they have been subjected to discrimination on the basis of race, color, or national origin may file a Title VI complaint. Federal law requires Title VI complaints be filed within 180 calendar days of the last alleged incident.

2. How to file a complaint?

2.1. Complete the Roseville Transit Title VI Complaint form located at http://www.roseville.ca.us/transportation/roseville_transit/title_vi_of_the_civil_rights_act.asp or contact the Alternative Transportation office for a form.

2.2. File a complaint with the Federal Transit Administration (FTA). Visit www.fta.dot.gov for more information.

2.3. Submit a signed written statement to the FTA that contains the following information:

2.3.1. Complainant's name, address, and telephone number.

2.3.2. If you are filing on behalf of another person, include their name, address, telephone number, your relationship to the person, and if you have their permission to file the complaint.

2.3.3. Name of the public transit provider complaint is against.

2.3.4. Describe the complaint. Include specific details such as names, dates, times, route numbers/letters, witnesses, and any other information that would assist in the investigation of your allegation.

3. What Happens to a complaint submitted to the City of Roseville?

Roseville Transit Civil Rights Officer will review the complaint for completeness and to determine if Roseville Transit has jurisdiction. If the complaint is deemed complete and within their jurisdiction, Roseville Transit has sixty (60) calendar or business days to investigate.

If further information is required to resolve the case, the Civil Rights Officer will contact the complainant via letter. The complainant has thirty (30) calendar days from the date of the letter to submit requested information. If the requested information is not received within thirty (30) calendar days from the date of the letter, Roseville Transit can administratively close the case.

A case may also be administratively closed if the complainant no longer wishes to pursue their case.

After the Civil Rights Officer reviews the complaint, Roseville Transit will issue either a Closure Letter or a Letter of Finding.

A Closure Letter summarizes the allegations and states that there was not a Title VI violation and case will be closed.

A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.

4. Appeal of Roseville Transit's Decision

If the complainant wishes to appeal Roseville Transit's decision, she/he has ten (10) business days after the date of the letter to file an appeal with City of Roseville Public Works Director.

5. How do I retract a complaint?

A complaint may be retracted at any time during the process. To retract a complaint submitted to the City of Roseville Alternative Transportation submit a written request to the Civil Rights Officer. To retract a complaint issued to the FTA, contact FTA.

6. Where to submit a complaint?

City of Roseville

Alternative Transportation

Civil Rights Officer

401 Vernon St. Roseville, CA 95678

Phone: (916) 774-5293

Fax: (916) 745-1333

TDD: (916) 774-5220

Federal Transit Administration

Office of Civil Rights

Title VI Program Coordinator

East Building, 5th Floor- TCR

1200 New Jersey Ave., SE Washington, D.C. 20590

Phone: 1-866-377-8642

TTY: 1-800-877-8339

VCO: 1-877-877-6280

Federal Transit Administration Region IX

Civil Rights Officer

201 Mission Street, Suite 1650

San Francisco, CA 94105-1839

Phone: (415) 744-3133

Fax: (415) 744-2726

Visit www.fta.dot.gov for additional information regarding Title VI obligations of public transit providers.

Section 17: Surveillance

The Roseville Transit fleet is outfitted with on-board video surveillance cameras to ensure greater security for its passengers and operators.

Signs and/or decals are posted on the buses to advise passengers of the presence of cameras, as required by privacy laws.

1. Ownership and Retention of On-Board Video Recordings

Roseville Transit owns the Digital Video Recorders (DVR), the associated equipment installed on the bus fleet and the video recordings provided by the equipment.

The on-board DVRs will retain recordings for a period of up to 30 days depending on equipment.

capacity. Unless there is a known request to view video, recordings will be recorded over after thirty (30) calendar or business days.

A record of an incident will only be stored longer than thirty (30) calendar or business days where it may be required as part of a criminal, safety, or security investigation or for evidentiary purposes.

If following review of a requested recording the selection is determined to potentially be required as part of case management the clip will be logged, labeled and stored for a minimum of two (2) years per the following procedures.

2. Handling of Video Clips Moved to Case Management

Requests by law enforcement agencies: Video recordings will be provided to law enforcement agencies upon request.

With the exception of requests by law enforcement agencies or the court, all other requests for video records may be requested by submitting a written request to the City Clerk's Office located at 311 Vernon Street, Roseville. Per Public Records Act 6253: Each agency, upon a request for a copy of records, shall, within 10 days from receipt of the request, determine whether the request, in whole or in part, seeks copies of disclosable public records in the possession of the agency and shall promptly notify the person making the request of the determination and the reasons therefore.

Requests for video records must be submitted less than 30 days following the date of the incident to secure the DVR before the occurrence in question is recorded over. To comply with a video record request, we require:

2.1. a description of the requested incident.

2.2. date of occurrence

2.3. estimated time of the occurrence.

2.4. type of transit service (Local, Commuter, Roseville Paratransit or Dial-A-Ride), and if known the vehicle ID # or Route.

3. Storage of Video Records

Immediately upon receipt of any of the following the applicable DVR(s) will be pulled from the bus(es) and placed in a secure, lockable location by either the Roseville Transit General Manager, Safety & Training Manager, or Operations Manager.

3.1. A public records request as submitted to the City Clerk's office

3.2. Notification of an incident

3.3. Submission of a claim to either the City or our Operations Contractor.

Item 7E. Transit Performance Report for 2nd Quarter of Fiscal Year 2014

Staff Michael Wixon, Alternative Transportation Manager

Recommendation

Staff requests that the Transportation Commission accept the Transit Performance Report for the 2nd Quarter for Fiscal Year 2014 (FY14).

Background

The City Council adopted a series of performance standards as part of the Short Range Transit Plan adopted in February 2005. These goals and standards are a method for the Council, the Transportation Commission, and staff to evaluate the performance of the City's transit services each quarter, and at the end of each fiscal year.

Discussion

Staff has attached transit data as measurements towards achieving the established performance criteria for the overall system and each service. The performance criteria are categorized into areas of service efficiency, service effectiveness, and service quality.

Overall, while no significant changes have occurred since the start of the new fiscal year (FY14) in comparison to the previous fiscal year (FY13), minor changes were made to Routes A, B, C, G and L to improve access and usability by passengers. For example, Route L has been extended to Sierra College Blvd. where previously it extended to E. Roseville Parkway. Also, all runs for Routes A and B now stop at Sutter Roseville Hospital where previously only Route B was serving Roseville Hospital.

Overall costs for transit services have increased 4.1% between the 1st and 2nd Quarters of FY13 and FY14. Overall costs include administration, contract labor, fuel and maintenance. The cost increases are mostly due to contract labor wage increases for MV Transportation in FY14. These cost increases reflect in measurements discussed below, such as fare box recovery ratio and average subsidy per trip.

Goal 1 – Service Efficiency: Service efficiency is typically rated by fare box recovery and cost per passenger (a.k.a. the subsidy per trip) for the overall system and for each service type.

Fare Box Recovery Ratio: The fare box recovery ratio for all transit services is up to 20.8% during the 2nd Quarter of FY14, and above 21% for the current fiscal year. This is an overall improvement from last fiscal year by more than 10% (a 2.3% improvement). Fare box recovery ratio for FY14 continues to exceed the performance goal of 15%.

Fare box recovery during the 2nd Quarter for local fixed route services also improved from 10.8% in FY13 to 13.2% in FY14, and is above 13% for the current fiscal year. Fare box recovery for Dial-A-Ride (DAR) services improved very slightly during the 2nd Quarter of the current fiscal year, but remains slightly down (7.3%) from the previous fiscal year (7.7%). Fare box recovery for Commuter services has a very healthy showing above 73% for the 2nd Quarter of the current fiscal year, and overall is above 76% for FY14 (an increase from 68% during the same time period in FY13).

Subsidy per Trip: The total subsidy for all service trips provides an additional means to measure service efficiency and the effectiveness of the service changes. Subsidy per trip is calculated based on operational expenses, less fare revenue, and divided by ridership.

As noted previously, the variable of operating costs to date increased roughly 4.1% compared to the previous fiscal year.

Ridership for all service types during the 2nd Quarter increased 7.1%, and has increased 9.5% thus far during FY14. At this rate ridership is expected to break 400,000 passengers during FY14. With fare revenue up and ridership up, the subsidy per trip for all services has declined more than 6% during the 2nd Quarter and almost 8% for the current fiscal year.

The subsidy per trip for commuter and local fixed route services have both improved dramatically for FY14 (subsidies have dropped per passenger \$0.66 and \$1.40, respectively), while DAR subsidies per trip are near even during the same time period.

Goal 2 - Service Effectiveness – Service effectiveness is rated by total ridership and the number of passengers trips provided for each vehicle revenue hour (PTVRH).

As noted above, ridership for local fixed route services has improved and is reflective of an improved measurement of passengers per hour (6.6 to 7.3 PTVRH). Meanwhile, DAR passenger loads and hours are nearly equal to the previous quarter and are a slight improvement from the previous fiscal year (2.6 to 2.7 PTVRH). Commuter passenger loads also remain strong at above 22 passengers per revenue hour during the 2nd Quarter and for the current fiscal year (22.5 and 22.7 PTVRH. respectively)

System-wide Roseville Transit carried 8.0 passengers per revenue hour, which represents more than a 5% improvement compared to last year's measurement of 7.6 PTVRH for the 2nd Quarter.

Goal 3 - Service Quality – Service quality is measured by the number of preventable and non-preventable accidents per 1,000 miles traveled, on-time performance, the number of passenger complaints per trip provided, and the number of road calls per mile traveled.

The average number of all accidents (preventable and non-preventable) for the 1st and 2nd Quarters of the current fiscal year just meet the performance standard set of 1 accident for every 25,000 vehicle miles traveled. Preventable accident standard were not met during the same time period by having an average of one (1) accident for every 37,638 miles travelled.

The number of road calls per service mile for the first and second quarters of the current fiscal year also just meets the established standard of 1 road call for every 10,000 vehicle miles travelled.

Average on-time performance for DAR and Commuter services continues at a very high rate above 95%. More recently, changes to local fixed route time combined with other factors have caused a decline in on-time performance to 91%. However, the majority of the late arrivals/departures are less than 5 minutes, which are not significant delays to most customers. Moreover, staff has not received complaints regarding on-time performance from users of the local fixed route services.

Overall, service quality remains good as measured against the established standards.

Attachments:

1. FY14 Performance Report Data for 1st and 2nd Quarter
2. FY13 Performance Report Data – Year End

FY13/14 All Services Quarterly Performance Report

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
Farebox Ratio for All Services					
Total Expenses - All Services	\$1,254,899	\$1,276,333			\$2,531,232
Total Fares - All Services	\$279,777	\$265,405			\$545,182
	22.3%	20.8%			21.5%
Combined Farebox Ratio for All Services					
Previous FY Combined Farebox Ratio for All Services	19.4%	19.0%			19.2%
Percent Difference	2.9%	1.8%			2.3%
Subsidy per Trip (All Services)					
Total Expenses - All Services	\$1,254,899	\$1,276,333			\$2,531,232
Less Fares (All Services)	\$279,777	\$265,405			\$545,182
Total Subsidy	\$975,122	\$1,010,928			\$1,986,050
Divided by Ridership (All Services)	100,531	98,031			198,562
	\$9.70	\$10.31			\$10.00
Total Subsidy for All Service Trips	\$10.71	\$10.95			\$10.83
Previous FY Subsidy for All Service Trips	-\$1.01	-\$0.64			-\$0.82
Subsidy Increase/Decrease from Previous Year					
Total Ridership for All Services					
Current Quarter	100,531	98,031			198,562
Last Year Quarter	89,924	91,504			181,428
	11.8%	7.1%			9.5%
Total Ridership Increase/Decrease					
Passenger Trips per VRH (All Services) Standard 8/VRH					
Total Ridership	100,531	98,031			198,562
Divided by Total Vehicle Revenue Hours (VRH)	12,397	12,305			24,702
	8.1	8.0			8.0
Total Passenger Trips per Vehicle Revenue Hour					
Preventable Accident Standard <1/50,000					
Total Service Miles (All Services)	203,518	210,502			414,020
Divided by Total Preventable Accidents	3	8			11
	67,839	26,313			37,638
Total Service Miles per Preventable Accident					
All Accidents Standard < 1/25,000					
Total Service Miles (All Services)	203,518	210,502			414,020
Divided by Total Accidents	4	11			15
	50,880	19,137			27,601
Total Service Miles per Accident					
Maintenance Standard > 1/10,000 miles between Road Calls					
Total Service Miles (All Services)	203,518	210,502			414,020
Divided by All Road Calls	25	14			39
	8,141	15,036			10,616
Total Service Miles per Road Calls					

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
DAR Farebox >15%					
Total Expenses - All Services	\$1,254,899	\$1,276,333			\$2,531,232
Percentage of DAR Service Hours to Total Contract Service Hours	23.05%	23.05%			23.05%
Total Expenses - DAR Service	\$282,818	\$290,398			\$573,216
DAR Fare Revenue	\$22,360	\$19,735			\$42,095
DAR Farebox Ratio	7.9%	6.8%			7.3%
Last Year Quarter	8.7%	6.7%			7.7%

DAR Subsidy					
Total Expenses - DAR Service	\$282,818	\$290,398			\$573,216
Less DAR Fare Revenue	\$22,360	\$19,735			\$42,095
Total Subsidy	\$260,459	\$270,663			\$531,121
Divided by DAR Ridership	7,125	6,953			14,078
Subsidy per DAR Passenger	\$36.56	\$38.93			\$37.73
Last Year Quarter	\$36.27	\$39.10			\$37.69

DAR Ridership					
Current Quarter	7,125	6,953			14,078
Last Year Quarter	6,647	6,349			12,996
Ridership % Increase/Decrease	7.2%	9.5%			8.3%

DAR Passenger Trips per VRH Standard >3.0					
DAR Ridership	7,125	7,125			14,250
Divided by DAR Vehicle Revenue Hours (VRH)	2,672	2,669			5,341
DAR Passenger Trips per Vehicle Revenue Hour	2.7	2.7			2.7
Last Year Quarter	2.6	2.6			2.6

DAR Ridership per DAR Complaint Standard <1/3000					
DAR Ridership	7,125	6,953			14,078
Number of Complaints	1	1			2
Divided by Substantiated Complaints	1	0			1
DAR Ridership per Substantiated Complaint	7,125	0			14,078
Last Year Quarter	3,324	3,436			3,380

DAR On Time Performance					
1st Month of Quarter	99.5%	98.9%			99.2%
2nd Month of Quarter	98.9%	98.4%			98.7%
3rd Month of Quarter	97.9%	98.0%			97.9%
Avg On-Time Performance (%)	98.8%	98.4%			98.6%
Last Year Quarter	97.9%	98.4%			98.2%

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
Commuter Farebox Standard >75%					
Total Expenses - All Services	\$1,254,899	\$1,276,333			\$2,531,232
Percentage of Commuter Service Hours to Total Contract Service Hours	14.83%	14.23%			14.53%
Total Expenses - Commuter Service	\$198,264	\$191,880			\$390,144
Commuter Fare Revenue	\$157,864	\$140,442			\$298,306
Commuter Farebox Ratio	79.6%	73.2%			76.5%
Last Year Quarter	66.3%	69.6%			68.0%
Commuter Subsidy Standard <\$3.00 per trip					
Total Cost - Commuter Service	\$198,264	\$191,880			\$390,144
Less Commuter Fare Revenue	\$157,864	\$140,442			\$298,306
Divided by Commuter Ridership	\$40,400	\$51,438			\$91,838
	33,399	31,193			64,592
Subsidy per Commuter Trip	\$1.21	\$1.65			\$1.42
Last Year Quarter	\$2.26	\$1.90			\$2.08
Commuter Ridership Standard > 2% Increase					
Current Quarter	33,399	31,193			64,592
Last Year Quarter	31,350	31,733			63,083
Ridership Increase/Decrease	6.5%	-1.7%			2.4%
Commuter Passenger Trips per VRH Standard > 8.0					
Commuter Ridership	33,399	31,193			64,592
Divided by Commuter Vehicle Revenue Hours (VRH)	1,462	1,388			2,850
Commuter Passenger Trips per Vehicle Revenue Hour	22.8	22.5			22.7
Last Year Quarter	21.7	22.7			22.2
Comm. Ridership per Comm. Complaint Standard <1/5000					
Commuter Ridership	33,399	31,193			64,592
Number of Complaints	7	9			16
Divided by Substantiated Complaints	3	5			8
Commuter Ridership per Substantiated Complaint	11,133	6,239			8,074
Last Year Quarter	6,270	4,533			5,402
Commuter On Time Performance					
1st Month of Quarter	99.4%	95.9%			97.6%
2nd Month of Quarter	98.4%	94.1%			96.3%
3rd Month of Quarter	97.4%	96.0%			96.7%
Avg On-Time Performance (%)	98.4%	95.3%			96.9%
Last Year Quarter	100.0%	100.0%			100.0%

FY13/14 Fixed Route Quarterly Performance Report

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
Fixed Route Farebox Standard >15%					
Total Expenses - All Services	\$1,254,899	\$1,276,333			\$2,531,232
Percentage of FR Service Hours to Total Contract Service Hours	62.11%	62.72%			62.4%
Total Expenses - Fixed Route Services	\$773,817	\$794,055			\$1,567,872
Fixed Route Fare Revenue	\$99,697	\$105,314			\$205,012
Fixed Route Farebox Ratio	12.9%	13.3%			13.1%
Last Year Quarter	9.7%	10.2%			10.0%
Fixed Route Subsidy Standard <\$5.00 per trip					
Total Expenses - Fixed Route Services	\$773,817	\$794,055			\$1,567,872
Less Fixed Route Fare Revenue	\$99,697	\$105,314			\$205,012
Total Subsidy	\$674,120	\$688,740			\$1,362,860
Divided by Fixed Route Ridership	60,007	59,885			119,892
Subsidy per Fixed Route Trip	\$11.23	\$11.50			\$11.37
Last Year Quarter	\$12.55	\$12.98			\$12.77
Fixed Route Ridership Standard > 2% Increase					
Current Quarter	60,007	59,885			119,892
Last Year Quarter	51,927	53,422			105,349
Ridership Increase/Decrease	15.6%	12.1%			13.8%
Fixed Route Passenger Trips Per VRH Standard > 8.0					
Fixed Route Ridership	60,007	59,885			119,892
Divided by FR Vehicle Revenue Hours (VRH)	8,263	8,248			16,511
FR Passenger Trips per Vehicle Revenue Hour	7.3	7.3			7.3
Last Year Quarter	7.2	6.6			6.9
FR Ridership per FR Complaint Standard <1/5000					
Fixed Route Ridership	60,007	59,885			119,892
Number of Complaints	11	4			15
Divided by Substantiated Complaints	6	0			6
Fixed Route Ridership per Substantiated Complaint	10,001	0			19,982
Last Year Quarter	51,927	17,807			34,867
Fixed Route On Time Performance					
1st Month of Quarter	98.6%	92.1%			95.4%
2nd Month of Quarter	94.9%	92.4%			93.7%
3rd Month of Quarter	95.4%	89.4%			92.4%
Avg On-Time Performance (%)	96.3%	91.3%			93.8%
Last Year Quarter	98.4%	98.5%			98.5%

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
Farebox Ratio for All Services					
Total Expenses - All Services	\$1,195,727	\$1,236,662	\$1,258,660	\$1,289,932	\$4,980,981
Total Fares - All Services	\$230,040	\$239,161	\$252,720	\$298,452	\$1,020,373
	19.2%	19.3%	20.1%	23.1%	20.6%
Combined Farebox Ratio for All Services					
Previous FY Combined Farebox Ratio for All Services	20.8%	20.3%	20.3%	20.6%	20.5%
Percent Difference	-1.6%	-0.9%	-0.2%	2.5%	0.1%

Subsidy per Trip (All Services)					
Total Expenses - All Services	\$1,195,727	\$1,236,662	\$1,258,660	\$1,289,932	\$4,980,981
Less Fares (All Services)	\$230,040	\$239,161	\$252,720	\$298,452	\$1,020,373
Total Subsidy	\$965,687	\$997,501	\$1,005,940	\$991,481	\$3,960,608
Divided by Ridership (All Services)	89,924	91,504	96,902	98,504	376,834
Total Subsidy for All Service Trips	\$10.74	\$10.90	\$10.38	\$10.07	\$10.51
Previous FY Subsidy for All Service Trips	\$9.36	\$10.25	\$9.95	\$10.07	\$9.90
Subsidy Increase/Decrease from Previous Year	\$1.38	\$0.65	\$0.43	\$0.00	\$0.61

Total Ridership for All Services					
Current Quarter	89,924	91,504	96,902	98,504	376,834
Last Year Quarter	96,066	87,912	91,590	92,430	367,998
Total Ridership Increase/Decrease	-6.4%	4.1%	5.8%	6.6%	2.4%

Passenger Trips per VRH (All Services) Standard 8/VRH					
Total Ridership	89,924	91,504	96,902	98,504	376,834
Divided by Total Vehicle Revenue Hours (VRH)	11,205	12,118	12,080	12,286	47,689
Total Passenger Trips per Vehicle Revenue Hour	8.0	7.6	8.0	8.0	7.9

Preventable Accident Standard <1/50,000					
Total Service Miles (All Services)	189,084	198,078	196,341	201,254	784,757
Divided by Total Preventable Accidents	3	2	3	1	9
Total Service Miles per Preventable Accident	63,028	99,039	65,447	201,254	87,195

All Accidents Standard < 1/25,000					
Total Service Miles (All Services)	189,084	198,078	196,341	201,254	784,757
Divided by Total Accidents	7	8	3	1	19
Total Service Miles per Accident	27,012	24,760	65,447	201,254	41,303

Maintenance Standard > 1/10,000 miles between Road Calls					
Total Service Miles (All Services)	189,084	198,078	196,341	201,254	784,757
Divided by All Road Calls	28	19	21	31	99
Total Service Miles per Road Calls	6,753	10,425	9,350	6,492	7,927

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
DAR Farebox >15%					
Total Expenses - All Services	\$1,195,727	\$1,236,662	\$1,258,660	\$1,289,932	\$4,974,047
Percentage of DAR Service Hours to Total Contract Service Hours	21.73%	21.91%	22.61%	22.34%	22.15%
Total Expenses - DAR Service	\$264,045	\$265,961	\$279,867	\$286,297	\$1,096,169
DAR Fare Revenue	\$22,941	\$17,721	\$24,302	\$20,049	\$85,014
DAR Farebox Ratio	8.7%	6.7%	8.7%	7.0%	7.8%
Last Year Quarter	9.0%	7.4%	9.3%	9.6%	8.8%

DAR Subsidy					
Total Expenses - DAR Service	\$264,045	\$265,961	\$279,867	\$286,297	\$1,096,169
Less DAR Fare Revenue	\$22,941	\$17,721	\$24,302	\$20,049	\$85,014
Total Subsidy	\$241,103	\$248,241	\$255,564	\$266,247	\$1,011,156
Divided by DAR Ridership	6,647	6,349	6,402	6,583	25,981
Subsidy per DAR Passenger	\$36.27	\$39.10	\$39.92	\$40.44	\$38.92
Last Year Quarter	\$30.74	\$34.50	\$32.62	\$32.61	\$32.57

DAR Ridership					
Current Quarter	6,647	6,349	6,402	6,583	25,981
Last Year Quarter	7,595	6,871	7,104	7,264	28,834
Ridership % Increase/Decrease	-12.5%	-7.6%	-9.9%	-9.4%	-9.9%

DAR Passenger Trips per VRH Standard >3.0					
DAR Ridership	6,647	6,647	6,402	6,583	26,279
Divided by DAR Vehicle Revenue Hours (VRH)	2,525	2,576	2,565	2,571	10,237
DAR Passenger Trips per Vehicle Revenue Hour	2.6	2.6	2.5	2.6	2.6
Last Year Quarter	2.8	2.5	2.7	2.7	2.7

DAR Ridership per DAR Complaint Standard <1/3000					
DAR Ridership	6,647	6,349	6,402	6,583	25,981
Number of Complaints	6	3	1	2	12
Divided by Substantiated Complaints	2	0	0	2	4
DAR Ridership per Substantiated Complaint	3,324	3,436	7,104	3,292	6,495
Last Year Quarter	3,798	3,436	7,104	1,211	2,621

DAR On Time Performance					
1st Month of Quarter	98.3%	98.5%	98.8%	98.4%	98.5%
2nd Month of Quarter	98.5%	98.5%	98.6%	98.7%	98.6%
3rd Month of Quarter	96.9%	98.2%	98.9%	98.6%	98.1%
Avg On-Time Performance (%)	97.9%	98.4%	98.8%	98.6%	98.4%
Last Year Quarter	97.9%	97.3%	98.0%	98.7%	98.0%

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
Commuter Farebox Standard >75%					
Total Expenses - All Services	\$1,195,727	\$1,236,662	\$1,258,660	\$1,289,932	\$4,976,269
Percentage of Commuter Service Hours to Total Contract Service Hours	16.28%	14.55%	14.58%	14.81%	15.05%
Total Expenses - Commuter Service	\$210,127	\$198,609	\$203,673	\$208,764	\$821,173
Commuter Fare Revenue	\$136,954	\$138,183	\$145,221	\$167,016	\$587,374
Commuter Farebox Ratio	65.2%	69.6%	71.3%	80.0%	71.5%
Last Year Quarter	72.8%	76.7%	77.1%	74.3%	75.2%

Commuter Subsidy Standard <\$3.00 per trip					
Total Cost - Commuter Service	\$210,127	\$198,609	\$203,673	\$208,764	\$821,173
Less Commuter Fare Revenue	\$136,954	\$138,183	\$145,221	\$167,016	\$587,374
Divided by Commuter Ridership	\$73,172	\$60,426	\$58,452	\$41,748	\$233,799
	31,350	31,733	32,586	32,902	128,571
Subsidy per Commuter Trip	\$2.33	\$1.90	\$1.79	\$1.27	\$1.82
Last Year Quarter	\$1.54	\$1.34	\$1.19	\$1.45	\$1.38

Commuter Ridership Standard > 2% Increase					
Current Quarter	31,350	31,733	32,586	32,902	128,571
Last Year Quarter	33,403	30,245	33,054	32,122	128,824
Ridership Increase/Decrease	-6.1%	4.9%	-1.4%	2.4%	-0.2%

Commuter Passenger Trips per VRH Standard > 8.0					
Commuter Ridership	31,350	31,733	32,586	32,902	128,571
Divided by Commuter Vehicle Revenue Hours (VRH)	1,446	1,397	1,399	1,444	5,686
Commuter Passenger Trips per Vehicle Revenue Hour	21.7	22.7	23.3	22.8	22.6
Last Year Quarter	18.8	19.4	22.6	21.5	20.5

Comm. Ridership per Comm. Complaint Standard <1/5000					
Commuter Ridership	31,350	31,733	32,586	32,902	128,571
Number of Complaints	7	11	8	7	33
Divided by Substantiated Complaints	5	7	1	4	17
Commuter Ridership per Substantiated Complaint	6,270	4,533	32,586	8,226	7,563
Last Year Quarter	8,351	15,123	11,018	32,122	12,882

Commuter On Time Performance					
1st Month of Quarter	100.0%	100.0%	98.5%	98.8%	99.3%
2nd Month of Quarter	100.0%	100.0%	98.5%	98.4%	99.2%
3rd Month of Quarter	100.0%	100.0%	97.7%	98.1%	98.9%
Avg On-Time Performance (%)	100.0%	100.0%	98.2%	98.4%	99.2%
Last Year Quarter	100.0%	100.0%	100.0%	100.0%	100.0%

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Year To Date
Fixed Route Farebox Standard >15%					
Total Expenses - All Services	\$1,195,727	\$1,236,662	\$1,258,660	\$1,289,932	\$4,961,322
Percentage of FR Service Hours to Total Contract Service Hours	61.99%	63.54%	62.81%	62.84%	62.8%
Total Expenses - Fixed Route Services	\$721,556	\$772,091	\$775,120	\$794,872	\$3,063,638
Fixed Route Fare Revenue	\$69,936	\$83,141	\$83,053	\$111,357	\$347,487
Fixed Route Farebox Ratio	9.7%	10.8%	10.7%	14.0%	11.3%
Last Year Quarter	11.0%	10.9%	10.7%	11.3%	11.0%

Fixed Route Subsidy Standard <\$5.00 per trip					
Total Expenses - Fixed Route Services	\$721,556	\$772,091	\$775,120	\$794,872	\$3,063,638
Less Fixed Route Fare Revenue	\$69,936	\$83,141	\$83,053	\$111,357	\$347,487
Total Subsidy	\$651,620	\$688,950	\$692,067	\$683,515	\$2,716,151
Divided by Fixed Route Ridership	51,927	53,422	57,914	59,020	222,283
Subsidy per Fixed Route Trip	\$12.55	\$12.90	\$11.95	\$11.58	\$12.22
Last Year Quarter	\$11.15	\$12.28	\$12.45	\$12.21	\$12.01

Fixed Route Ridership Standard > 2% Increase					
Current Quarter	51,927	53,422	57,914	59,020	222,283
Last Year Quarter	55,068	50,796	51,432	53,044	210,340
Ridership Increase/Decrease	-5.7%	5.2%	12.6%	11.3%	5.7%

Fixed Route Passenger Trips Per VRH Standard > 8.0					
Fixed Route Ridership	51,927	53,422	57,914	59,020	222,283
Divided by FR Vehicle Revenue Hours (VRH)	7,234	8,145	8,116	8,270	31,766
FR Passenger Trips per Vehicle Revenue Hour	7.2	6.6	7.1	7.1	7.0
Last Year Quarter	7.3	6.8	7.0	7.3	7.1

FR Ridership per FR Complaint Standard <1/5000					
Fixed Route Ridership	51,927	53,422	57,914	59,020	222,283
Number of Complaints	12	7	7	7	33
Divided by Substantiated Complaints	1	3	2	4	10
Fixed Route Ridership per Substantiated Complaint	51,927	17,807	28,957	14,755	22,228
Last Year Quarter	55,068	12,699	17,144	26,522	21,034

Fixed Route On Time Performance					
1st Month of Quarter	98.1%	98.5%	98.3%	98.3%	98.3%
2nd Month of Quarter	98.4%	98.5%	98.3%	98.4%	98.4%
3rd Month of Quarter	98.8%	98.6%	98.0%	98.1%	98.4%
Avg On-Time Performance (%)	98.4%	98.5%	98.2%	98.3%	98.4%
Last Year Quarter	99.0%	98.4%	98.9%	99.3%	98.9%



Transportation Commission Meeting

March 18, 2014 – 7:00 p.m.

Reports and Updates

Item 8A. Alternative Transportation Division Update

Staff Michael Wixon, Alternative Transportation Manager

Recommendation

This item is provided to update the Transportation Commission on the activities of the Alternative Transportation Division and other transportation related items of the region, no action is needed.

Oak Street Improvement Project

Construction of the Oak Street Improvement Project is tentatively scheduled to begin in mid-April and continue through most of 2014.

The project includes:

- A roundabout at the intersection of Oak Street and Washington Boulevard
- Installation of traffic signals at the corners of Oak & S. Grant and Oak & Lincoln streets
- Oak Street realignment and streetscape improvements
- Minor work on Lincoln Street to add a right-turn lane and signal modifications at Lincoln and Vernon

Construction of this project will cause traffic delays, particularly at commute times, at the intersection of Washington Blvd. and Oak Street. It may also cause increased traffic around the Downtown and Historic Old Town areas.

Traffic will be reduced to one lane in each direction for the entirety of construction, with intermittent complete road closures.

In an effort to complete the project as quickly as possible, the daily construction period is 6 a.m. to 8 p.m. Monday through Friday, and 8 a.m. to 6 p.m. on Saturdays.

Information and updates on the project can be found at www.roseville.ca.us/OakStreet and simple instructions, including videos, on how to drive a roundabout can be seen at www.roseville.ca.us/roundabout. Subscribe to traffic alert e-mails by visiting www.roseville.ca.us/subscribe.

(Flier attached)

Legislative Update

The State of California Legislative Analyst's Office (LAO) has issued a report of the Transportation Proposals in the Governor's 2014-2015 Budget. It is likely that these points of concern highlighted by the LAO will be used in some fashion by the Governor's Office when releasing its May Revision.

There is at least one area which the City of Roseville may be concerned with:

The use of cap-and-trade auction revenues (Greenhouse Gas Reduction Fund) may not significantly cause a reduction of these gasses. Therefore, these funds can and should be put to better use by the

State of California to make other needed transportation repairs and improvements to achieve the goals outlined for the reduction of GHGs. Below are four (4) findings that the LAO made regarding the use of any GGRF funds for the HSRA:

1. Using cap-and-trade auction revenues for high-speed rail may not maximize greenhouse gas (GHG) reductions;
2. There currently is not a funding plan to complete the project's Initial Operating Segment;
3. It is unclear how much cap-and-trade revenue will actually be available for high-speed rail in the future; and,
4. Bond funds approved in Proposition 1A for high-speed rail currently face legal risks

The hyperlink below is a link to the LAO

report.<http://www.lao.ca.gov/reports/2014/budget/transportation/transportation-030614.pdf>

Capitol Corridor Third Track Project Update

Staff has invited representatives of the Capitol Corridor to present a project update to the Transportation Commission. As their schedules allow, the presentation will occur either at the March or April 2014 Transportation Commission meeting.

Attachment:

1. Oak Street Improvement Project Flier

Oak Street Improvement Project

Beginning Spring 2014

Construction of the Oak Street Improvement Project is tentatively scheduled to begin in mid-April and continue through most of 2014.

The project includes:

- A roundabout at the intersection of Oak Street and Washington Boulevard
- Installation of traffic signals at the corners of Oak & S. Grant and Oak & Lincoln streets
- Oak Street realignment and streetscape improvements
- Minor work on Lincoln Street to add a right-turn lane and signal modifications at Lincoln and Vernon

Construction of this project will cause **traffic delays**, particularly at commute times, at the intersection of Washington Blvd. and Oak Street. It may also cause increased traffic around the Downtown and Historic Old Town areas.

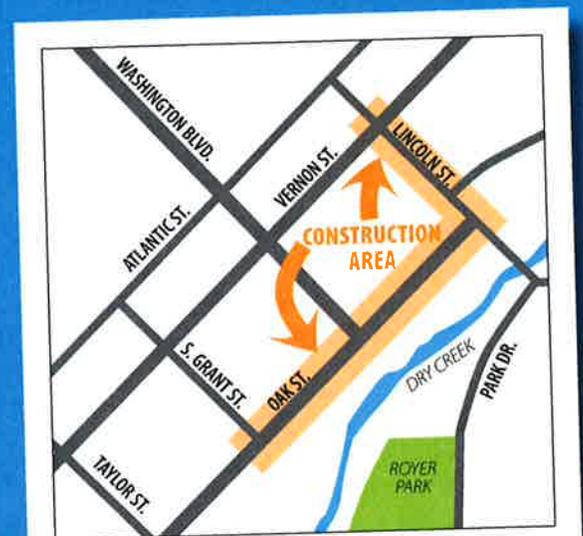
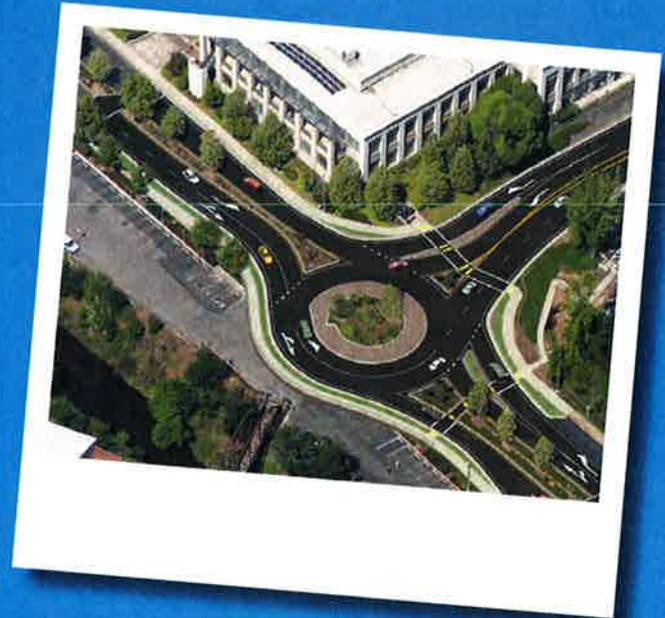
Traffic will be reduced to one lane in each direction for the entirety of construction, with intermittent complete road closures.

In an effort to complete the project as quickly as possible, the daily construction period is **6 a.m. to 8 p.m. Monday through Friday, and 8 a.m. to 6 p.m. on Saturdays**. There is the possibility of some overnight and Sunday construction.

A map of available parking and transportation options are on the back of this flier. If you have questions, please call 782-ROAD (7623).

Stay informed.
Sign up for
Downtown Roseville
Area Street Closures
e-mail alerts. Visit
roseville.ca.us/portal.

www.roseville.ca.us/oakstreet
www.roseville.ca.us/roundabout





Free Public Parking

- ❶ 550 space parking garage, enter from Vernon and Oak Street
- ❷ 30 spaces behind Roseville Theater, enter from E. Washington or Lincoln Street (timed spaces)
- ❸ 33 space lot on 300 block between Vernon & Atlantic St., enter from Atlantic St. (timed spaces)
- ❹ 20 space lot on Lincoln Street, at end of Oak Street
- ❺ 15 space lot next to Downtown Library at end of Taylor Street

Many on-street parking spaces are also available

Roseville Transit

Help alleviate traffic and ride Roseville Transit to Downtown Roseville! Several Local routes serve the area with service throughout the day and evening.

Call **745-7560**, go to www.roseville.ca.us/transit, or visit 401 Vernon St. for information and trip planning assistance. You can also try the Google Transit trip planner online. Fares are very affordable at \$1.50 or less per ride.

Share a Ride

When you're visiting Downtown, share a ride with your friends and neighbors. You'll help improve traffic during construction.

Bicycle

Downtown Roseville is accessible by bike! There are several public bike racks along Vernon Street in the 200, 300 and 400 blocks. View a map of all Roseville's bikeways by visiting www.roseville.ca.us/map.