



**Transportation Commission Meeting
Council Chambers
311 Vernon Street
July 15, 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. March 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

None

7. Special Presentations/Reports

- a. Transit Performance Report for 2nd Quarter of Fiscal Year 2014 (ACTION REQUIRED)
- b. Transit Performance Report for 3rd Quarter of Fiscal Year 2014 (ACTION REQUIRED)
- c. Roseville Transit Service Policies (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 - *absent*
Chinnaian Jawahar
Ryan Schrader - *absent*
Grace Keller
David Nelson - *absent*
Andrew O'Hair, *Youth Commissioner*

Staff Present

Mike Wixon, Alternative Transportation Manager
Sue Schooley, Alternative Transportation Analyst II
Mike Dour, Alternative Transportation Analyst II
Jana Cervantes, Associate Engineer
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

a. February 18, 2014

Commissioner Horton opened and closed the public comment period. There were no public comments on this item.

MOTION:

Commissioner Jawahar made the motion, which was seconded by Commissioner Mendonsa, to approve the meeting minutes of February 18, 2014.

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

5. Oral Communications

Commissioner Horton opened the Public Comment period.

Mike Barnbaum, founder of "Here We Ride", addressed the Commission on regional transportation meetings. Mr. Barnbaum suggested adding dates/times of Transportation Commission meetings to scrolling display boards inside buses.

Commissioner Horton closed the Public Comment period.

6. Consent Calendar

a. The Summit at Douglas Ridge Transportation Systems Management (TSM) Plan

b. Enterprise Car Sales Transportation Systems Management (TSM) Plan

Commissioner Horton opened and closed the public comment period. There were no public comments on this item.

MOTION:

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

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

7. Special Presentation/Reports

d. Roseville Transit Administrative Policies (CONTINUED FROM JANUARY 21, 2014) (ACTION REQUIRED) (Heard out of order after Item 6)

Mike Wixon, Alternative Transportation Manager made the presentation.

Commissioner Horton opened and closed the public comment period. There were no public comments on this item.

A question and answer session between Commissioners and staff ensued.

Commissioner Horton and Commissioner Keller commended staff on the report.

MOTION:

Commissioner Jawahar made the motion, which was seconded by Commissioner O’Hair, to recommend the City Council approve the proposed revisions to the Roseville Transit Service Policies.

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

8. Staff and/or Commission Reports/Comments

a. Alternative Transportation Division Update (CAPITOL CORRIDOR THIRD TRACK PROJECT UPDATE HEARD HERE)

Mike Wixon, Alternative Transportation Manager, introduced James R. Allison, Manager of Planning, Capitol Corridor Joint Powers Authority (CCJPA), who made the presentation.

Commissioner Horton opened the public comment period.

Mike Barnbaum, “Here We Ride”, addressed the Commission on regional meetings and presented a handout to Commissioners (Sacramento to Roseville Main Track Project Status Report CCJPA Board of Directors, February 19, 2014).

Commissioner Horton closed the public comment period.

A question and answer session between Commissioners, staff, and Mr. Allison ensued.

Commissioner Horton commended Mr. Allison on the presentation.

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

7. Special Presentation/Reports

a. Public Works Annual Reports – Traffic Studies

Jana Cervantes, Associate Engineer, made the presentation.

Commissioner Horton opened and closed the public comment period. There were no public comments on this item.

A question and answer session between Commissioners and staff ensued.

Commissioners commended staff on the presentation.

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

b. Public Works Annual Reports – Bikeways and TSM

Sue Schooley, Administrative Analyst II, and Mike Dour, Administrative Analyst II, made the presentation.

Commissioner Horton opened and closed the public comment period. There were no public comments on this item.

A question and answer session between Commissioners and staff ensued.

Commissioner Horton and Commissioner Keller commended staff on the report.

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

Commissioner Jawahar left the meeting at 8:31 p.m.

c. Public Works Annual Reports – Roseville Transit

Mike Wixon, Alternative Transportation Manager made the presentation.

Commissioner Horton opened and closed the public comment period. There were no public comments on this item.

A question and answer session between Commissioners and staff ensued.

Commissioner Horton, Commissioner Mendonsa, and Commissioner Keller thanked staff for the report.

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

d. Roseville Transit Administrative Policies (CONTINUED FROM JANUARY 21, 2014) (ACTION REQUIRED) (Heard after Item 6.)

e. Transit Performance Report for 2nd Quarter of Fiscal Year 2014

Commissioner Horton announced that this item is being continued to the April 15, 2014, Transportation Commission meeting.

8. Staff and/or Commission Reports/Comments

a. Alternative Transportation Division Update

1. Oak Street Improvement Project
2. Legislative Update
3. Capitol Corridor Third Track Project Update (Heard earlier after Item 6 and Item 7d.)

Mike Wixon, Alternative Transportation Manager, made the presentation.

A question and answer session between staff and the Commission ensued.

Commissioner Horton opened and closed the public comment period. There were no public comments on this item.

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

9. Pending Agenda

None

10. Adjournment

MOTION

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

Ayes: Horton, Mendonsa, Jawahar, Keller, O'Hair

Noes: None

Abstain: None

Absent: Brohman, Schrader, Nelson

The meeting was adjourned at 8:52 p.m.

Joseph Horton, Chair

Debbie Dion, Recording Secretary

Item 7A. 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

	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
Combined Farebox Ratio for All Services	22.3%	20.8%			21.5%
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
Total Subsidy for All Service Trips	\$9.70	\$10.31			\$10.00
Previous FY Subsidy for All Service Trips	\$10.71	\$10.95			\$10.83
Subsidy Increase/Decrease from Previous Year	-\$1.01	-\$0.64			-\$0.82
Total Ridership for All Services					
Current Quarter	100,531	98,031			198,562
Last Year Quarter	89,924	91,504			181,428
Total Ridership Increase/Decrease	11.8%	7.1%			9.5%
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
Total Passenger Trips per Vehicle Revenue Hour	8.1	8.0			8.0
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
Total Service Miles per Preventable Accident	67,839	26,313			37,638
All Accidents Standard < 1/25,000					
Total Service Miles (All Services)	203,518	210,502			414,020
Divided by Total Accidents	4	11			15
Total Service Miles per Accident	50,880	19,137			27,601
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
Total Service Miles per Road Calls	8,141	15,036			10,616

	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
	\$40,400	\$51,438			\$91,838
Divided by Commuter Ridership	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%

FY12/13 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	\$1,195,727	\$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
Combined Farebox Ratio for All Services	19.2%	19.3%	20.1%	23.1%	20.6%
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
Divided by Ridership (All Services)	\$965,687	\$997,501	\$1,005,940	\$991,481	\$3,960,608
	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
Total Subsidy	\$73,172	\$60,426	\$58,452	\$41,748	\$233,799
Divided by Commuter Ridership	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%

Item 7B. Transit Performance Report for 3rd 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 3rd 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.

As noted in the 2nd Quarter report (March 18, 2014) overall, no significant changes in services have occurred since the start of the new fiscal year (FY14) following implementation of minor changes made to Local Service Routes A, B, C, G and L to improve access and usability by passengers. During the 1st Quarter Routes C and G were modified to run such that both begin and end at the Sierra Gardens Transfer Point to promote better connections with the other routes, Route L was extended to Sierra College Blvd. where previously it extended to E. Roseville Parkway, and all runs for Routes A and B now stop at Sutter Roseville Hospital where previously only Route B was serving Sutter Hospital.

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

Farebox Recovery Ratio: The farebox recovery ratio for all transit services is up to 21.5% during the 3rd Quarter of FY14. This is an overall improvement from the same quarter last fiscal year (20.1%). Year to date the ratio is at 21.5%, an improvement over the ratio of 19.5% at the same time last year. Farebox recovery ratio for FY14 continues to exceed the performance goal of 15%.

Farebox recovery during the 3rd Quarter for local fixed route services also improved from 10.7% in FY13 to 11.4% in FY14, and is at 12.5% for the current fiscal year in comparison to 10.2% at the same time last fiscal year. Farebox recovery for Dial-A-Ride (DAR) services remained the same in the 3rd Quarter of the current fiscal year as compared to the previous fiscal year (both 8.7%). Farebox recovery for Commuter services over 82% in the 3rd Quarter, in comparison it was over 71% in the 3rd quarter of FY13. The farebox recovery ratio year to date of Commuter services is over 78%. At the end of the 3rd Quarter in FY13 the overall Commuter farebox recovery ratio was over 69%.

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 in the March report, the variable of operating costs to date increased roughly 4.1% compared to the previous fiscal year.

Ridership for all service types during the 3rd Quarter held steady in comparison to both the same quarter in the prior fiscal year, with a very slightly decrease of less than 1%. In comparison to this fiscal year 3rd Quarter to prior fiscal year 3rd Quarter the Fixed route and Commuter ridership is very consistent, and Dial-A-Ride is up 9.7%. Year to date DAR ridership has increased almost 9% over the prior fiscal year (from 19,398 to 21,103).

As a result overall the subsidy per trip for all services has declined from the same quarter in the prior fiscal year (from \$10.38 decreased to \$10.26).

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 is holding steady and the measurement of passengers per hour is consistent with the same time period a year ago (7.0 compared to 7.1 PTVRH). Commuter passenger loads are very strong in the 3rd Quarter at above 24 passengers per revenue hour. Meanwhile, DAR passenger loads and hours are a slight improvement from the previous fiscal year (2.6 to 2.5 PTVRH).

System-wide Roseville Transit carried 7.9 passengers per revenue hour in the 3rd Quarter. This is relatively consistent when compared to last year's measurement of 8.0 PTVRH for the 3rd 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 3rd Quarter of the current fiscal year meet the performance standard set of 1 accident for every 25,000 vehicle miles traveled (1:41,887 miles all accidents, 1:69,811 preventable accidents).

The number of road calls per service mile for the 3rd Quarter of the current fiscal year also meets the established standard of 1 road call for every 10,000 vehicle miles travelled (1:13,090 miles).

Average on-time performance for DAR (99%) and Commuter (97%) services continues at a very high rate, while Fixed Route on-time performance has improved from the prior quarter to an acceptable level of 92.6%.

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

Attachments:

1. FY14 Performance Report Data for 3rd Quarter
2. FY13 Performance Report Data for 4th Quarter/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	\$1,263,933		\$3,795,165
Total Fares - All Services	\$279,975	\$265,462	\$271,518		\$816,954
Combined Farebox Ratio for All Services	22.3%	20.8%	21.5%		21.5%
Previous FY Combined Farebox Ratio for All Services	19.4%	19.0%	20.1%		19.5%
Percent Difference	2.9%	1.8%	1.4%		2.0%
Subsidy per Trip (All Services)					
Total Expenses - All Services	\$1,254,899	\$1,276,333	\$1,263,933		\$3,795,165
Less Fares (All Services)	\$279,975	\$265,462	\$271,518		\$841,638
Total Subsidy	\$974,925	\$1,010,871	\$992,415		\$2,978,211
Divided by Ridership (All Services)	100,531	98,031	96,716		295,278
Total Subsidy for All Service Trips	\$9.70	\$10.31	\$10.26		\$10.09
Previous FY Subsidy for All Service Trips	\$10.71	\$10.95	\$10.38		\$10.68
Subsidy Increase/Decrease from Previous Year	-\$1.01	-\$0.64	-\$0.12		-\$0.59
Total Ridership for All Services					
Current Quarter	100,531	98,031	96,716		295,278
Last Year Quarter	89,924	91,504	96,902		278,330
Total Ridership Increase/Decrease	11.8%	7.1%	-0.2%		6.2%
Passenger Trips per VRH (All Services) Standard 8/VRH					
Total Ridership	100,531	98,031	96,716		295,278
Divided by Total Vehicle Revenue Hours (VRH)	12,397	12,305	12,189		36,891
Total Passenger Trips per Vehicle Revenue Hour	8.1	8.0	7.9		8.0
Preventable Accident Standard <1/50,000					
Total Service Miles (All Services)	203,518	210,502	209,434		623,454
Divided by Total Preventable Accidents	3	5	3		11
Total Service Miles per Preventable Accident	67,839	42,100	69,811		56,678
All Accidents Standard < 1/25,000					
Total Service Miles (All Services)	203,518	210,502	209,434		623,454
Divided by Total Accidents	4	8	5		17
Total Service Miles per Accident	50,880	26,313	41,887		36,674
Maintenance Standard > 1/10,000 miles between Road Calls					
Total Service Miles (All Services)	203,518	210,502	209,434		623,454
Divided by All Road Calls	25	14	16		55
Total Service Miles per Road Calls	8,141	15,036	13,090		11,336

	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
	\$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	\$139,414	\$138,183	\$145,221	\$167,016	\$589,834
Commuter Farebox Ratio	66.3%	69.6%	71.3%	80.0%	71.8%
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	\$139,414	\$138,183	\$145,221	\$167,016	\$589,834
Total Subsidy	\$70,713	\$60,426	\$58,452	\$41,748	\$231,340
Divided by Commuter Ridership	31,350	31,733	32,586	32,902	128,571
Subsidy per Commuter Trip	\$2.26	\$1.90	\$1.79	\$1.27	\$1.80
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	\$78,607	\$83,053	\$111,357	\$342,952
Fixed Route Farebox Ratio	9.7%	10.2%	10.7%	14.0%	11.2%
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	\$78,607	\$83,053	\$111,357	\$342,952
Total Subsidy	\$651,620	\$693,485	\$692,067	\$683,515	\$2,720,686
Divided by Fixed Route Ridership	51,927	53,422	57,914	59,020	222,283
Subsidy per Fixed Route Trip	\$12.55	\$12.98	\$11.95	\$11.58	\$12.24
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%

FY12/13 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	\$1,195,727	\$1,236,662	\$1,258,660	\$1,289,932	\$4,949,676
Total Fares - All Services	\$232,499	\$234,626	\$252,720	\$298,452	\$1,018,298
Combined Farebox Ratio for All Services	19.4%	19.0%	20.1%	23.1%	20.6%
Previous FY Combined Farebox Ratio for All Services	20.8%	20.3%	20.3%	20.6%	20.5%
Percent Difference	-1.4%	-1.3%	-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)	\$232,499	\$234,626	\$252,720	\$298,452	\$1,018,298
Total Subsidy	\$963,227	\$1,002,035	\$1,005,940	\$991,481	\$3,962,683
Divided by Ridership (All Services)	89,924	91,504	96,902	98,504	376,834
Total Subsidy for All Service Trips	\$10.71	\$10.95	\$10.38	\$10.07	\$10.52
Previous FY Subsidy for All Service Trips	\$9.36	\$10.25	\$9.95	\$10.07	\$9.90
Subsidy Increase/Decrease from Previous Year	\$1.35	\$0.70	\$0.43	\$0.00	\$0.62

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	13,730	49,133
Total Passenger Trips per Vehicle Revenue Hour	8.0	7.6	8.0	7.2	7.7

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	\$139,414	\$138,183	\$145,221	\$167,016	\$589,834
Commuter Farebox Ratio	66.3%	69.6%	71.3%	80.0%	71.8%
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	\$139,414	\$138,183	\$145,221	\$167,016	\$589,834
Divided by Commuter Ridership	\$70,713	\$60,426	\$58,452	\$41,748	\$231,340
Subsidy per Commuter Trip	\$2.26	\$1.90	\$1.79	\$1.27	\$1.80
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%

FY12/13 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	\$1,195,727	\$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	\$78,607	\$83,053	\$111,357	\$342,952
Fixed Route Farebox Ratio	9.7%	10.2%	10.7%	14.0%	11.2%
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	\$78,607	\$83,053	\$111,357	\$342,952
Total Subsidy	\$651,620	\$693,485	\$692,067	\$683,515	\$2,720,686
Divided by Fixed Route Ridership	51,927	53,422	57,914	59,020	222,283
Subsidy per Fixed Route Trip	\$12.55	\$12.98	\$11.95	\$11.58	\$12.24
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%

Item 7C. 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 March 18, 2014 the Transportation Commission reviewed a redline/strikeout version and subsequently approved the proposed revisions with a recommendation that the updated Roseville Transit Services Policies be forwarded to the City Council for their review and adoption.

Since March 18, 2014, the Federal Transit Administration (FTA) Civil Rights staff provided additional direction that would result in further changes to the language previously reviewed by the Transportation Commission. These changes are presented below in order.

Discussion

Section 3 – Appeal of Suspension: Revised wording is proposed to ensure that the City Council will hear all appeals of the Public Works Director, consistent with the Roseville Municipal Code (RMC) (see Attachment 1). Section 3 is revised to make this simple change in accordance with the RMC. However, this wording leaves the opportunity for the RMC to be amended and the hearing body changed in the future, without having to also revise the Transit Service Policies.

Section 9 – ADA Paratransit Service Excessive No-Show Policy: The FTA is recommending staff make further changes to the excessive no-show policies than previously recommended to the Commission on March 18, 2014. The changes shown in Attachment 1 will ensure the Roseville Transit suspension policy for no shows is narrowly tailored to ensure suspensions are only imposed for a true pattern or practice of missing scheduled trips. The excessive no-show policy recommended herein has been reviewed by FTA staff and found to be acceptable and in compliance with federal ADA transit regulations.

If the changes above are recommended for approval by the Transportation Commission, staff will incorporate these changes into the previously reviewed Transit Services Policies document, and forward a single document to the City Council for its final action.

Attachments:

1. DRAFT Roseville Transit Service Policies (with redline/strikeout format)

ATTACHMENT 1

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.~~ Under receipt of an appeal the suspension is stayed pending the outcome of the 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 decision making body as per the Roseville Municipal Code at the next available scheduled meeting. The decision of the Transportation Commission's decision making body as per the Roseville Municipal Code 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 decision making body as per the Roseville Municipal Code shall be final whether or not the appellants appears.

Section 9: Roseville ADA Paratransit Service

18. A No-Show is defined as:

- The customer does not cancel any portion of a round trip or multi-trip ride trip (a subsequent ride tied to a cancelled ride will not be cancelled unless requested by the customer); or.
- The customer is absent from their pick-up location during their scheduled 30-minute pick-up window (defined as 15 minutes before and after their scheduled pick-up time).

19. A Late Cancellation is defined as:

- An unwanted ride that is not cancelled at least two (2) hours before the beginning of the 30-minute pick-up window; or.
- The ride is cancelled at the door.

20. No-Show and Late Cancellations Points Assessed

Each trip that is a No-Show or Late Cancellation will be assessed independently. If a No-Show or a Late Cancellation is assessed as an occurrence that was within the passenger's control the following points will be assigned per occurrence:

- No-Show – 1 point
- Late Cancellation – 1/2 point

21. Appealing a No-Show or Late Cancellation

Customers have the opportunity to appeal a No-Show or Late Cancellation by contacting the Alternative Transportation office within seven (7) business days of the date of the notification letter sent by staff to the passenger alerting them of a No-Show or Late Cancellation occurrence. The letter will alert the passenger to the policy and warn them of possible future suspension of service if the No-Shows or Late Cancellations become excessive.

22. Excessive No-Shows or Late Cancellations Defined

Excessive No-Shows or Excessive Late Cancellations are defined as a pattern or practice of missing or late cancelling a disproportionate number of scheduled reservations for reasons within the passenger's control. A pattern or practice involves intentional, repeated or regular actions that are 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. The Alternative Transportation will determine excessive No-Shows and/or Late Cancellations by the following method:

- A customer has booked 10 or more trips within a thirty (30) day rolling period.
- No-Showed or Late Cancelled at least 10% of their scheduled trips, and
- Has been assessed three (3) or more No-Show or Late Cancellation points.

23. Suspension

Customers who are deemed to have excessive No-Shows or Late Cancellations are subject to suspension if both the minimum number of trips booked and the minimum number of penalty points are reached during a rolling calendar month.

A notification of the determination of excessive No-Shows or Late Cancellations with the future dates of suspension of service will be sent by Alternative Transportation staff to the passenger a minimum of twenty-one (21) calendar days in advance of the start of their suspension. In lieu of suspension the customer may choose to pay a fee, as per Roseville Municipal Code Chapter 14.30. However, the suspension will become effective unless the fee is received by the Alternative Transportation office prior to the first day of suspension noted in the suspension letter.

A customer will receive the following suspension per violation:

- First Violation – 7 days suspension (1 week) or fee
- Second Violation – 14 days suspension (2 weeks) or fee
- Third Violation – 21 days suspension (3 weeks) or fee
- Fourth Violation and subsequent – 28 days suspension (4 weeks) or fee

24. Appealing a Suspension

Customers have the right to appeal a suspension as per the appeal process described in Section 3 of Roseville Transit Service Policies.



Transportation Commission Meeting

July 15, 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.

Disadvantaged Business Enterprises (DBE) Program

In compliance with federal regulations 49 CFR Part 26 the City of Roseville with assistance from Padilla & Associates has prepared a Plan for the Utilization of Small Businesses Owned and Controlled by Disadvantaged Individuals (DBE Program) for the participation of Disadvantaged Business Enterprises (DBEs).

Responsibility for developing, implementing, monitoring and evaluating Roseville Transit's DBE Program is assigned to the City's DBE Liaison Officer, a duty that will rotate between the Alternative Transportation Analysts to ensure they are all equally familiar with the DBE program and implementation measures. Implementation of the DBE program is accorded the same priority as compliance with all other legal obligations incurred by the City in its financial assistance agreements with the Department of Transportation.

To formalize its commitment, the City Council will be asked in a July 16, 2014, meeting to adopt the DBE Program applicable to the City's FTA funded contracting operations. Questions regarding City's DBE Program should be addressed to the DBE Liaison Officer, Public Works/Alternative Transportation Division office, currently located at 401 Vernon Street, Roseville California 95678, telephone 916-774-5293.

May is Bike Month: update of May Activities

May is Bike Month 2014 was very successful as bicyclists took advantage of the good weather. In the Sacramento region 9,981 bicyclists logged 1,987,030 miles, an increase of almost 20% from last year. In Roseville, 536 employees who work at local businesses logged 112,660 miles.

Staff, with support from Roseville Cyclery, hosted four one-hour Smart Cycling and Bicycle Maintenance Clinics for employees and the public. Almost 60 bicyclists developed a better understanding of the rules of the road and techniques of bicycling with traffic.

Staff promoted May is Bike Month at the following events: City of Roseville Celebrate the Earth, Hewlett Packard's Earth Day, and Kaiser's Earth Day. Staff promoted May is Bike Month at an energizer station along the Miner's Ravine Bike Trail near Sculpture Park as well as assisted employment sites host Bike to Work events.

Staff also taught helmet and bicycle safety to elementary students at two Roseville Adventure clubs.

Partial funding for the May is Bike Month program is through Sacramento Area Council of Governments.

TSM Quarterly Training

Approximately 20 Employee Transportation Coordinators (ETC's), representing over 25 businesses in Roseville, attended the TSM quarterly training on Thursday, June 26th at Emeritus at The Palms. At this meeting, staff provided ETC's with an update on the, the May is Bike Month wrap-up statistics, introduced guest speakers on Air, and kicked off the Spare the Air for Bucks campaign.

Spare the Air for Bucks Campaign

The Spare the Air for Bucks campaign promotes using "clean air commute" transportation modes, such as carpooling, vanpooling, bicycling, walking, riding transit and taking the train, as well as telecommuting. The campaign runs during the months of July and August when summer heat combines with automobile exhaust to produce some of the worst air pollution days in Placer County. Employees who participate in the summer promotion have a chance to win gift cards as well as cash prizes.

Partial funding for this program is through Placer County Air Pollution Control District.

Transit Ambassador Program of South Placer County

On January 24, 2007, the Placer County Transportation Planning Agency ("PCTPA") approved allocating one hundred and sixty-two thousand (\$162,000) in fiscal year 2006-07 State Transit Assistance ("STA") grant funds for a volunteer Transit Ambassador Program. The City of Roseville was designated as the lead agency to establish the regional Transit Ambassador Program to recruit volunteers who can help educate new passengers about western Placer County transit services. The volunteer Transit Ambassador Program was established in March 2007-08 and is coordinated by a part-time staff person in the Alternative Transportation division. Now, seven years into the program, the STA grant funds have been expended. However for FY 2013-14 and for the next 4 years, the PCTPA approved \$30,000 annually in the Western Placer Consolidated Transportation Service Agency ("WPCTSA") budget to continue the program, and the City, as the designated lead agency claims the funding on an annual basis.

Transit Ambassadors actively contribute to the vitality of their community and;

- Receive customer service training from the program coordinator and enjoy the camaraderie of their co-workers and transit passengers during their volunteer experience and at semi-annual meetings of the group,
- Enjoy helping people stay independent or regain their independence by teaching people how to use the bus through individual travel training, community outreach events and traveling on local bus routes,
- Gain experience and knowledge about using local fixed route service while interacting with seniors, people with disabilities and the general public through all of the opportunities mentioned above,
- Promote public transportation, specifically local fixed routes, as an effective way to contribute to the sustainability of the south Placer region, and,
- Engage their individual strengths and grow in unexpected and meaningful ways as they experience all of the above.

Transit Ambassador Program goals include;

- Continued recruitment efforts to grow and maintain a team of at least 10 Transit Ambassadors,
- Continued assessment of team members' individual strengths to optimize each individual's volunteer experience and contribution,
- Continued monitoring of Transit Ambassador volunteer hours to ensure the minimum time commitment is achieved,
- Grow high school outreach efforts to share public transit information with staff and students in the WorkAbility and/or Independent Living Skills classes at all regional high schools and post-secondary programs,

- Grow middle school and high school outreach efforts to the entire student body,
- Grow outreach efforts with Sierra College to raise staff and student awareness about the availability of public transportation services which can reduce transportation costs and parking issues,
- Flex and grow the Transit Ambassador program as needed to optimize available resources while anticipating and addressing the concerns of communities in the south Placer region that may inhibit the acceptance of public transportation as an efficient, safe, convenient option to the use of a single occupant vehicle, or as a way to maintain or regain independence.

During FY 2013-14, a team of ten Transit Ambassadors volunteered over 635 hours helping people learn how to read bus service guides, plan trips, and ride the bus with confidence. Transit Ambassadors also assisted staff at numerous community outreach events and/or on school campuses in classroom settings.

South Placer Transit Information Call Center Call Summary Report

The table below summarizes various Call Center statistics for Fiscal Year 2013-14.

FY 2013-14 Call Summary Data	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Calls Answered	11,387	11,822	12,932	13,364
% Calls Answered within 90 seconds	93%	88%	90%	91%
% Calls Answered within 3 minutes	98%	95%	96%	97%
% Calls Answered within 3 minutes	100%	99%	100%	100%
Calls Abandoned	577	916	830	816
Average Speed Calls Answered	0.23	0.36	0.32	0.3
Average Incoming Call Time	2.29	2.35	2.48	3.33
Calls Transferred Out	2,323	2,616	2,657	2,772

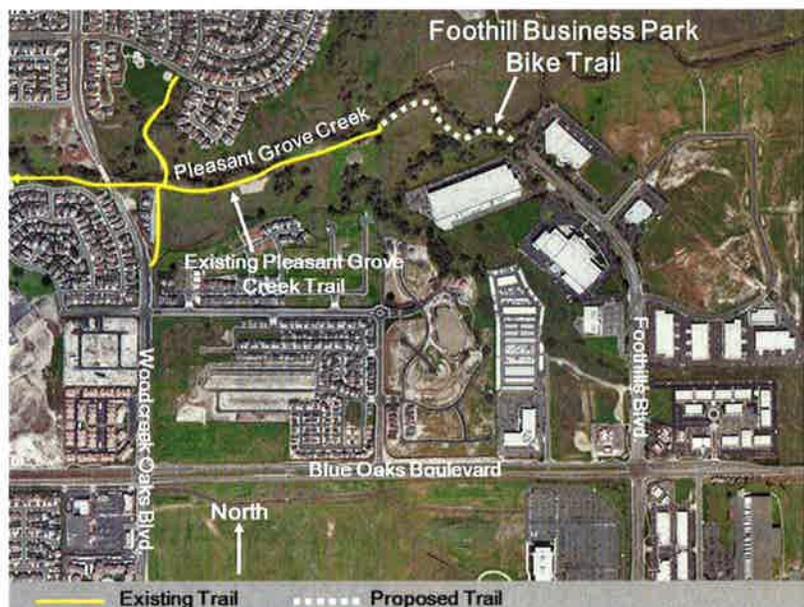
WRSP W-15 Trail Project

Staff has forwarded a recommendation to the City Council for adoption of a Budget Adjustment and Reimbursement Agreement for the West Roseville Specific Plan (WRSP) W-15 bike trail. The project will result in construction of a 4/5-mile long multi-use trail segment with desired connections between the W-15 subdivision and existing community amenities in West Roseville, including parks, schools and the larger WRSP bikeway system. If these actions are approved, construction would begin immediately with completion anticipated by this fall.



Foothills Business Park Trail Project

Staff has forwarded a recommendation to the City Council for adoption of a budget adjustment and award of a construction contract for the Foothills Business Park Trail project at their July 16 meeting. The project will close a gap in the 3-mile long Pleasant Grove Creek trail system and will critically link homes in North and West Roseville to the nearby employment centers along Foothills Boulevard. If these actions are approved, construction of the ¼-mile long trail segment could begin this August and be completed this fall.



Trail Re-surfacing Project

The City periodically re-surfaces our asphalt trails to extend their useful life. Re-surfacing typically occurs once every 7 years. This summer we are re-surfacing the Miners Ravine, False Ravine and Antelope Creek trails. The City Council is scheduled to award a contract for this project on July 16. If

awarded, re-surfacing will begin soon thereafter. Staff will be forwarding advance notice to the public online and through a new “Trail Alerts and Information” e-mail subscription service. Advance notifications will also be posted on the trails.

Marketing Update

Summer Youth Bus Pass

The \$10 Summer Youth Bus Pass provides is currently being promoted for kids in elementary through high school. The pass is valid for unlimited Local rides, June 1 - August 31 on Roseville Transit, Placer County Transit, Auburn Transit, and Lincoln Transit. It also provides discounts at area restaurants and retail stores. Ads for the promotional pass are on Roseville Transit bus exteriors, local high school newspapers, Style Magazine, Woodcreek News, Recreation Guides, social media, among other channels.

Share the Road campaign

To promote safety on roadways, Roseville has a springtime Share the Road campaign to encourage motorists and cyclists to practice safety and obey the rules of the road. Thirty-second television and online commercials ran on cable channels and ads were displayed on Roseville Transit bus exteriors, Recreation Guides, social media, and via e-mail and online ads.

Commuter Passenger Survey

In April, Roseville Transit Commuter passengers were surveyed online about the routes, stops, and times they use the bus. Also included was an opportunity to provide open-ended feedback and answer customer satisfaction questions. The survey results will be used in planning future Commuter service improvements.

Celebrate the Earth Festival

Alternative Transportation had a variety of booths at the City of Roseville’s annual Celebrate the Earth Festival at the Utility Exploration Center. Staff provided information on Roseville Transit, bikeways, carpooling, and Safe Routes to School. A Roseville Transit bus was on display for the public to view and Transit Ambassadors were available to answer questions. Staff operated a bicycle-powered blender to make smoothies for event attendees. Also, Roseville provided free bike parking at the event and free Local Roseville Transit rides throughout the city in honor of Earth Day. Attendees who rode their bike or the bus to the event could enter a drawing for a free FitBit activity tracker.

Media Coverage:

- *City of Roseville beginning roundabout construction*, Press Tribune, April 14
- *City of Roseville’s Plans to Revitalize Downtown Roseville*, Woodcreek News, April issue
- *Roundabout is latest in downtown Roseville makeover*, Sacramento Business Journal, March 26
- *Construction on downtown roundabout to begin in mid-April*, Press Tribune, March 21

City of Roseville wins statewide award for transit coordination



The California Association for Coordinated Transportation (CalACT) awarded the City of Roseville the 2014 Outstanding Coordination award for advancing transit coordination and services in the Roseville region.

CalACT and its members found that Roseville's development of transit, including the launch of the regional South Placer Transit Information center, exemplify how transit managers throughout the state can coordinate services to build a more cohesive public transportation system.

CalACT has been serving rural and small transit operators throughout the state of California for thirty years. CalACT's primary focus is advancing transit services throughout the state with an emphasis on coordinating services. Representing 350 members, CalACT is the nation's largest state transit association and provides advocacy on legislative issues affecting funding, operations, and services impacting transit. CalACT is committed to building and enhancing California's transit system in order to increase livability, sustainability, and transportation performance and usability.

Federal Transit Administration (FTA) Actions

Staff submitted in June a grant application for use of \$1,590,153 Section 5307 funds to offset costs associated with transit operations, providing trips for passengers eligible for Americans with Disability Act (ADA) service, and construction of the Louis Orlando Transfer Point.

Staff also submitted all corrective items requested during the FTA Triennial review. Submittal items included creation of in-house manuals addressing grant management and procurement procedures, a Disadvantaged Business Enterprises (DBE) plan to provide procedures to better ensure implementation of DBE policies, and updating of public documents such as the Transit Service Policies and service guides to reflect current federal requirements. Staff has provided a complete response to all the FTA requested actions, and the Triennial Review of 2013 is closed.

Legislative Update

State Legislation: On Monday, July 14, City staff will participate in a 90-minute briefing by the California League of Cities on major bills that cities need to advocate for and against when the Legislature reconvenes after its summer recess on Aug. 4. With the legislative session ending on Aug. 31, this briefing is intended to help city officials focus in our effort to protect local authority and voice their support and opposition on key bills.

Federal Legislation: The information below presents the latest information comparing both the Grow America and the MAP-21 Reauthorization.

Recent Federal Transportation Reauthorization Act Proposals: There are currently two proposals to replace MAP-21, the Senate MAP-21 Reauthorization Act and the GROW America Act, the White House/DOT proposal. Below are some key differences between the two proposals (from an article written by the Tri-State Transportation Campaign):

- Overall amount and length:
 - GROW AMERICA Act (GAA): \$302 billion — an increase of \$87 billion over the current bill — and four years long
 - MAP-21 Reauthorization (M21R): Maintains current funding levels (plus inflation), six years long
- Amount going to highways and roads:
 - GAA: \$199 billion
 - M21R: \$265 billion for highways and a highway-focused freight program
- Amount going to transit:
 - GAA: \$72 billion. Also funds the popular New Starts/Small Starts transit grant program from the Transportation Trust Fund (the proposal's new name for the Highway Trust Fund), not from general revenues. The proposal creates a new grant program called the Rapid Growth Area Transit Program (\$2 billion over four years).

- M21R: Because the Senate EPW Committee is only responsible for the highway portion of national transportation funding, it is unknown what M21R has in store for transit, passenger rail and some other safety programs.
- Amount going to freight:
 - GAA: \$10 billion.
 - M21R: No funding for freight in 2015, \$400 million in 2016, increasing every year to \$2 billion in 2020. Freight is not viewed as multi-modal.
- Amount going to passenger rail:
 - GAA: Creates a new rail account within the Transportation Trust Fund and dedicates \$19 billion to passenger rail. Another \$5 billion per year is available for rail programs that “improve connections between key regional city pairs and high traffic corridors.” Funding passenger rail through the transportation bill (as opposed to a separate passenger rail bill) is a welcome change, as it makes funding for passenger rail more predictable.
 - M21R: See “Amount going to transit” above
- Highway Safety Improvement Program (HSIP), Congestion Mitigation & Air Quality (CMAQ), and Transportation Alternatives Program (TAP)
 - GAA: \$10.14 billion for HSIP, \$9.55 billion for CMAQ and \$3.446 billion for TAP
 - M21R: The Senate EPW MAP-21 Reauthorization Summary notes: “The existing consolidated core highway program structure from MAP-21 is maintained including: the National Highway Performance Program; the Highway Safety Improvement Program; the Surface Transportation Program; and the Congestion Mitigation and Air Quality Improvement Program” and makes clear “Each core formula receives a proportionate increase in funding to support long-term state transportation investment plans.” However, specific dollar amounts for highway programs were not found.
- TIFIA:
 - GAA: \$4 billion.
 - M21R: \$1 billion per year. Also allows TIFIA financing for transit-oriented development (with a lower cost threshold).
- TIGER:
 - GAA: \$5 billion, more than double current amount, which is currently funded through a separate appropriations process, and not M21R.
 - M21R: TIGER is not in the bill (no change from current policy).
- Additional features:
 - GAA:
 - Establishes a federal Complete Streets policy and makes it federal policy for all projects to consider all modes of transportation;
 - Addresses environmental concerns including stormwater mitigation, climate change risks and green infrastructure;
 - Allows tolling on interstate highways for both funding their maintenance and for reducing or managing congestion. In addition, funds collected could be used for transit or environmental improvements.
 - M21R:
 - Allows for up to 15 percent of National Highway Performance Program funds to be spent on federal-aid highway bridges. This is an improvement from MAP-21, in which these bridges were only eligible for Surface Transportation

Program funds, leaving maintenance work to compete with other projects funded by STP, like bike and pedestrian projects;

- Includes performance measures that focus on motorized and non-motorized travelers as well as a number of positive bicycle and pedestrian measures, including a streamlined permitting process for small active transportation projects.
 - As a means of addressing the long-term solvency of the Highway Trust Fund, requires USDOT to examine alternative funding mechanisms for the Highway Trust Fund.
- Funding:
 - GAA: While not in the current bill, the GAA proposes to fund the additional \$87 billion in the Highway Trust Fund with \$150 billion from “pro-growth business tax reform.”
 - M21R: No funding is proposed as the Senate Finance Committee is responsible for funding.

Funding Bills for the HTF: There are currently two bills proposed to fund for a short term the Highway Trust Fund (HTF). The insolvency of the Highway Trust Fund (HTF) is quickly approaching. The House Committee on Ways and Means is set to mark up a short-term Highway Trust Fund (HTF) funding bill on Thursday, July 10. It has a bill to provide \$10.8 billion to the HTF, which would provide enough revenue to sustain both the Highway Account and the Mass Transit Account of the HTF through May 2015. Details of the House bill can be found at this link:

<http://waysandmeans.house.gov/news/documentsingle.aspx?DocumentID=387053>

The Senate also has a version of a bill it also intends to forward to fund the HTF for a shorter time period. More information on the Senate bill can be seen at this link:

<http://www.finance.senate.gov/legislation/details/?id=0e2ae8a6-5056-a032-521d-058c7806f902>